



Governor's Commission on Workforce Equity & Access

Meeting #6

April 21, 2022

Welcome!

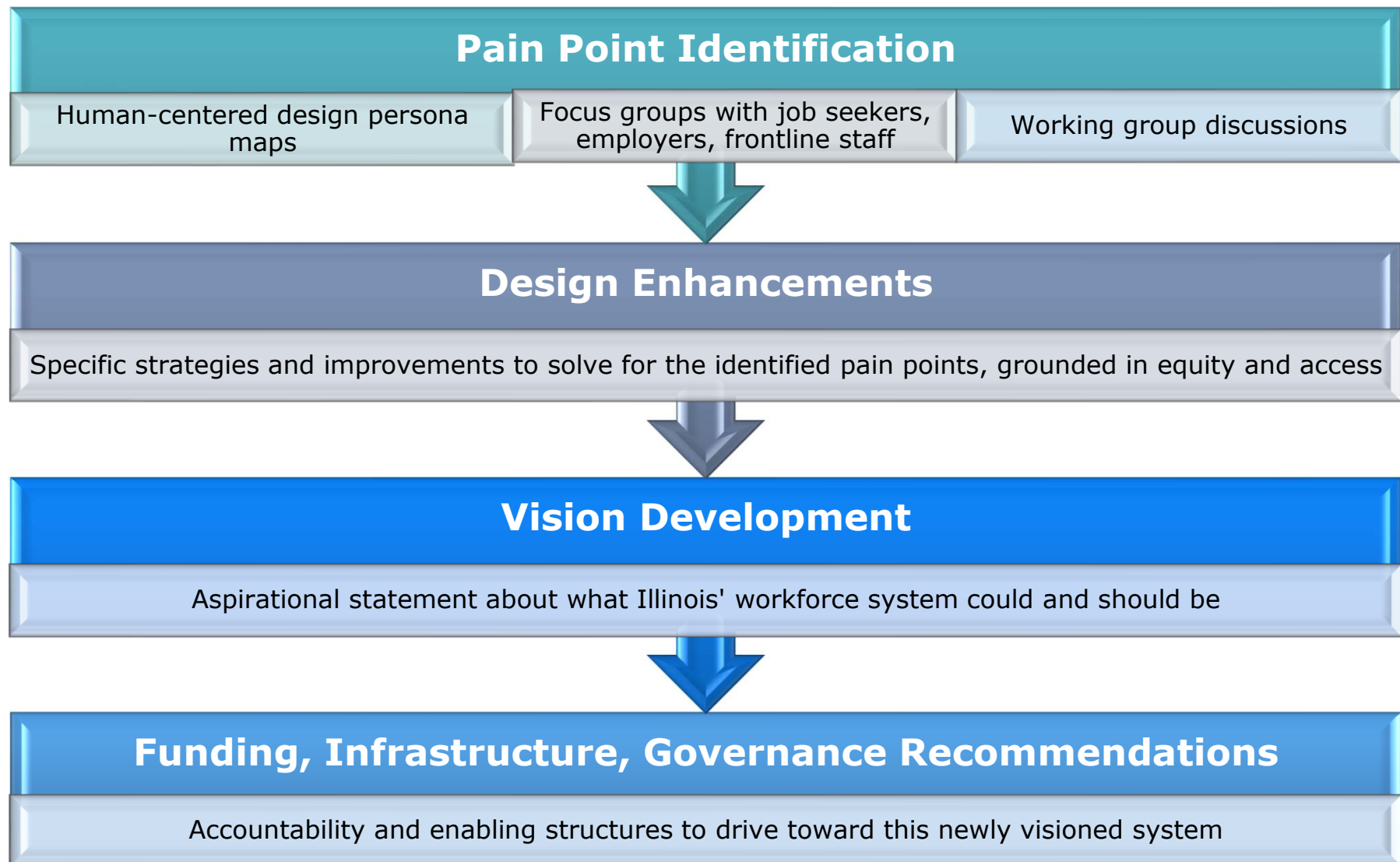
Here are our virtual meeting protocols



- **Add your name** to your Zoom
(click on the 3 dots in the top right-hand side)
- **Consider being on video** to help with overall engagement
- **Mute self** when not speaking
- Technical issues can happen to anyone – **chat privately to Ellen Johnson or Carrie Stewart for any needs**
- If you are experiencing an unstable connection - **switch to phone call or close other applications**
- Members of the **public will have an opportunity to speak at the end** of the meeting as well as the opportunity to listen in during small group breakouts

This Commission's Charge

Commission Process To-Date



Today's Discussion



Welcome & Re-Grounding (10 min)



Vision for the Future Illinois Workforce System (20 min)



Design Enhancements & Improvements (20 min)



Funding, Infrastructure, & Governance (60 min)



Reflections & Next Steps (10 min)



Public Comment

Vision for the Future of Illinois' Workforce System

Job Seeker Pain Points

Numerous redundant, burdensome processes, practices

Assessments to determine eligibility cause fear, hesitation (i.e., TABE)

Virtual and physical "front doors" of AJCs are confusing, not welcoming

Unfavorable view of system; many without knowledge of how to access system or what services are offered

Many occupations users want to explore/pursue are not supported by US DOL funding/regulations

Individuals with entrepreneurial skills/interests are not recognized by the system

Frontline staff lack training to respond to full range of user needs

Users' digital literacy needs reduce their competitiveness in the labor market

Alleviating Job Seeker Pain Points Alleviates Employer Pain Points

Pain Points with the **System**

Aligned with job seeker pain points; opportunity to be remedied via recommended design enhancements



Aren't aware the system exists



Services are difficult to access and navigate



Access to more data and information from the system



Better connection to small and mid-sized businesses

Key Takeaway:

The Commission's work to alleviate *job seeker pain points* will simultaneously solve for these employers' pain points with the system.

Pain Points with **Equitable Practices**

Opportunity for the WFD system to implement solutions with employers that *benefit job seekers*



Lack hiring vision for all kinds of candidates

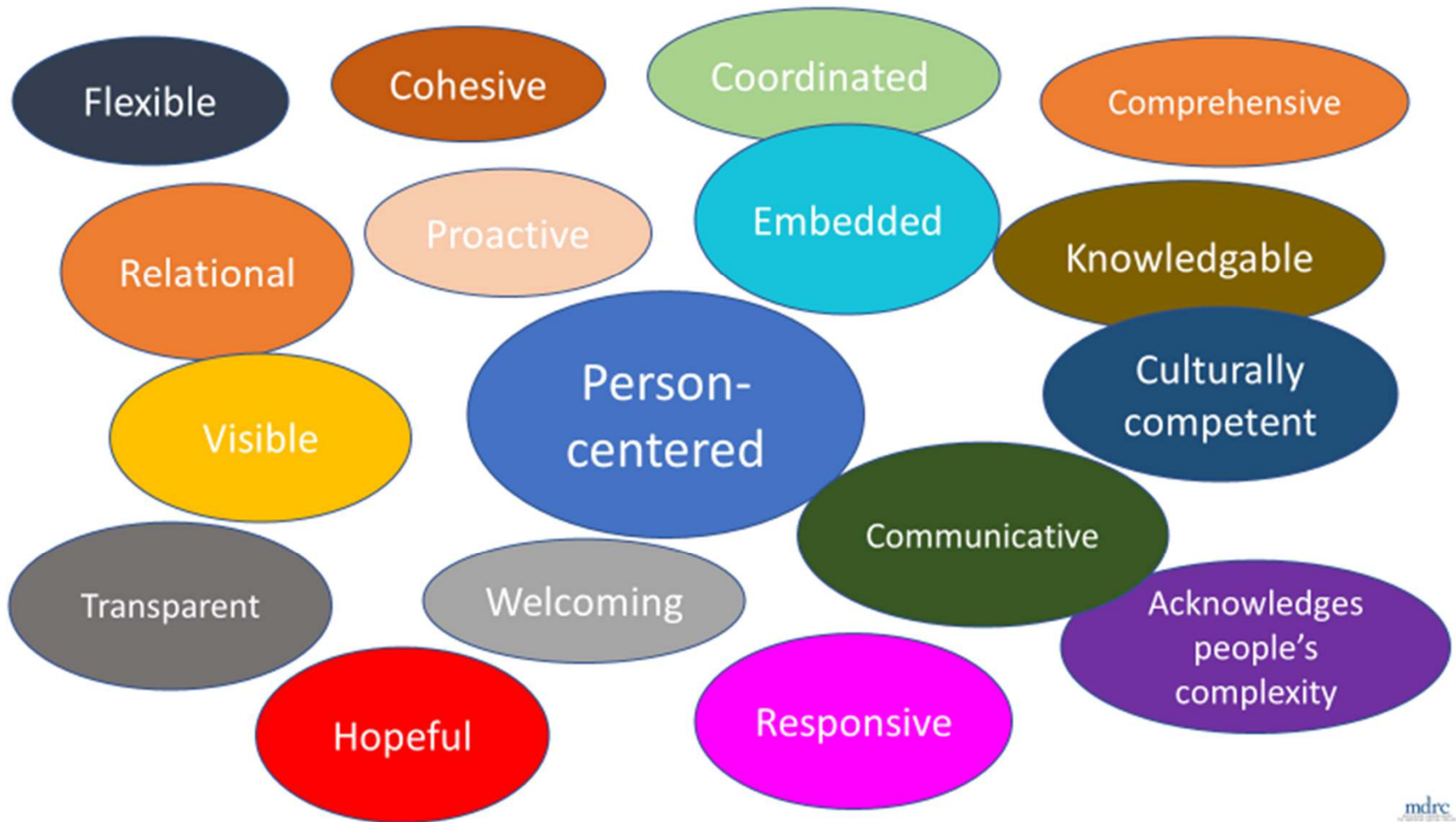


Limited tools for employee retention

Key Takeaway:

Providing education, advocacy, and tools to employers about inclusive hiring and retention practices both *centers job seekers AND solves for employers' pain points*.

Vision Themes for a Re-imagined State Workforce System



Vision for an Equitable, Accessible, and Effective Future State Workforce System

Illinois workers and employers **deserve the best** workforce system. The system will be the **first stop** for people looking for a way to engage in fulfilling work, and every system entry point will put people on that pathway.

Vision for an Equitable, Accessible, and Effective Future State Workforce System (cont'd)

The system will meet every jobseeker's employment and education training needs by actively listening -- transforming engagements from transactions to conversations, from being guided by checklists to developing relationships.

Vision for an Equitable, Accessible, and Effective Future State Workforce System (cont'd)







The system will connect people with resources within and outside the workforce system, and provide excellent, empathetic, and comprehensive information and guidance that will help people achieve *their* goals.

Vision for an Equitable, Accessible, and Effective Future State Workforce System (cont'd)

The system will be interoperable, **addresses the whole person**, and be aware of and responsive to histories of trauma and peoples' multi-faceted social identities. It will ensure that everyone is served with a spirit of excellence and compassion. The system will connect Illinois workers to the opportunities they deserve.

Design Enhancements & Improvements

Select Design Enhancement Recommendations

-  Staff training and increased frontline staff compensation
-  Proactive outreach and designing for multiples modes of engagement
-  Eliminating unnecessary steps
-  Using an integrated MIS (Management Information System)
-  Allocating additional state funding
-  Developing user feedback protocols
-  Promoting digital literacy
-  Expanding support for entrepreneurship

Takeaways from the full set of design enhancements and vision

Funding, Infrastructure, & Governance

Process



Defined what funding, infrastructure, and governance meant to *us*



Grounded ourselves in definitions of equity and job seeker success



Identified FIG changes needed to enact the design enhancements



Named the enabling funding, infrastructure, and governance conditions necessary for implementation



Considered key scenarios from the feasibility study

“Enabling Conditions” Surfaced Thus Far

Someone/thing needs to be responsible and have authority and accountability for driving toward the re-imagined vision

Need increased financial investment from the state

Need post-Commission implementation team

Draft Recommendations

Significant change to Governance, Management, & Oversight

- A workforce cabinet / governing entity could be established to hold toward this Commission's vision for the state and set statewide priorities accordingly
- Integration of functions could occur across agencies

Funding

- Investment of one time and recurring state funding

Implementation

- Establish and resource a team, led by Governor's office, that actively supports the work of the governing body and agencies

What significant governance, management & oversight change could look like

Governing Entity / Cabinet Roles and Responsibilities

- Provide accountability to the reimagined vision, inclusive of outcome metrics beyond WIOA measurements
- Coordinate and align operations across multiple agencies to guide the unified, reimagined vision for the workforce system
- Define priorities and a roadmap, set goals and benchmarks that can be addressed across agencies, establish “unified definitions” and strategies, engage in monitoring and accountability
- Allocate state funds and federal fund set-asides based on these priorities
- Advocate for and with Illinois’ most marginalized populations, particularly those who have historically, and by design, had limited access to and/or have *not* been well served by the system
- Proactively identify and dismantle barriers across the system to allow more time for actual service delivery

Governance & Management Structure

- Governor’s Office to appoint members and hold leadership role
- Have clear lines of authority and communication with relevant and related boards/agencies
- Is funded for interagency coordination, potentially housed within Governor’s office
- Operate with a human-centered design orientation to serve as a trusted oversight authority for the system
- Ensures accountability to federal WIOA requirements (either in its structure or with a subcommittee of the board)
- Established such that sustainability over future administrations is ensured

Draft Recommendations

Pros

- Provides single accountability toward the recast vision of the system
- Provides opportunity to set goals and benchmarks for the state that cut across all programs serving IL jobseekers (rather than tied to a single funding source or agency)
- Leadership could include multiple deputy governors to reflect the interconnectedness of the system
- Structure could be established in legislation to provide sustainability across administrations
- Provides an entity that can prioritize the design enhancements being recommended - most of which impact multiple agencies in different ways
- Allows for integration of functions across agencies

Considerations

- Need to consider how to ensure alignment at “the top” results in implementation and impact at the local level
- Governing body membership (credibility, diversity, knowledge, geography) is paramount to drive buy-in
- Need to determine how funding flow will work (considering GO may not be able to accept funds)
- Governing body must remain accountable to federal funding requirements in addition to any state-implemented metrics

Small Group Discussion



How will these recommendations **enable our Commission's vision and the recommended design enhancements** to become a reality?



Do the **recommendations go far enough**? How and where might we need to **push further**?

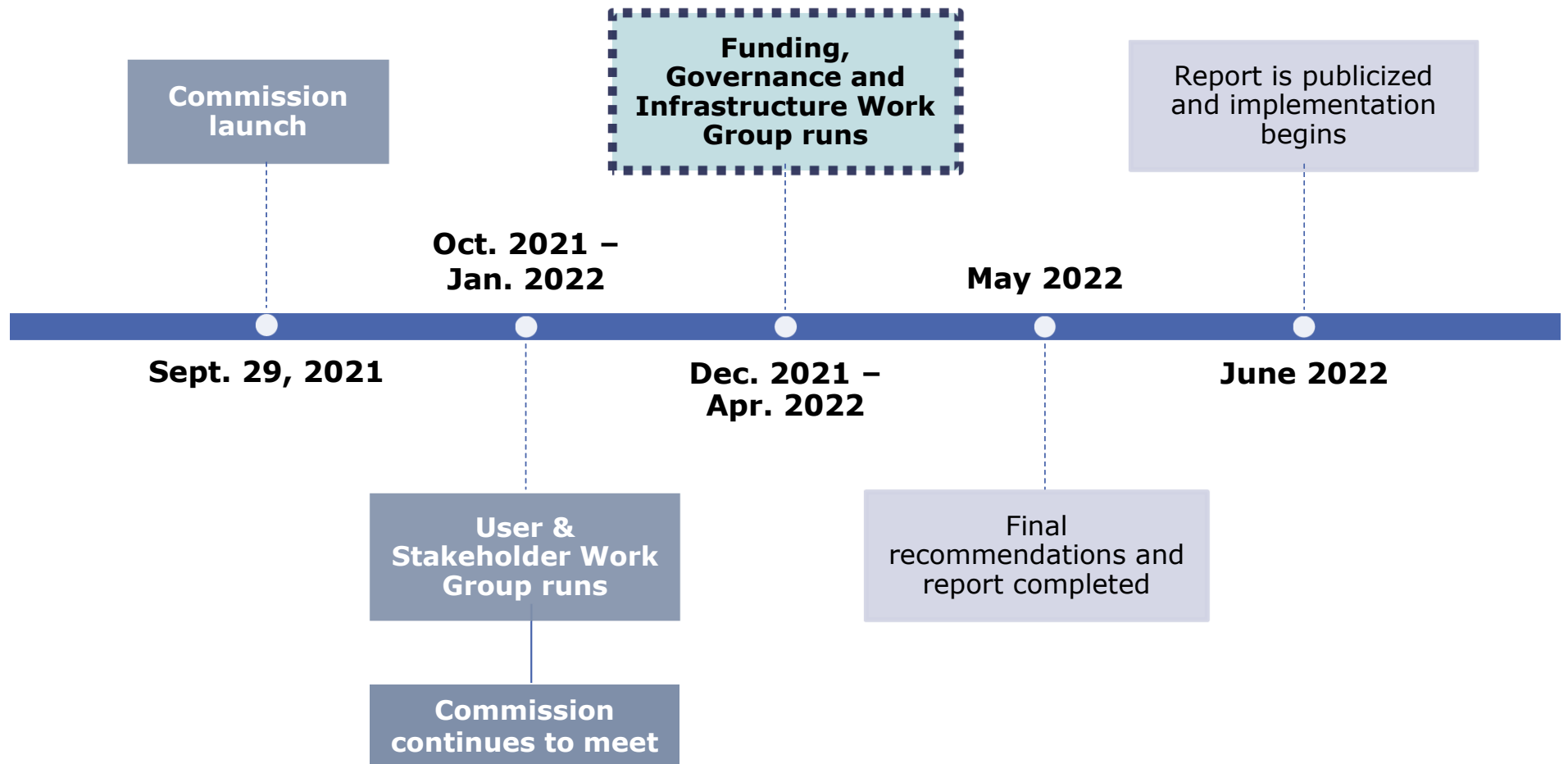


What could it look like for IL General Assembly & Governor's Office to ensure workforce initiatives (and the work of this Commission) are supported and prioritized?



What are we **missing**? Where are our blind spots?

Timeline



Commission Meeting Dates & Planned Topics

Day	Date	Time	Topic
Thursday	5/19	12:00-2:00 PM	Revise, adjust, and sign-on to recommendations for inclusion in Commission report

Public Comment

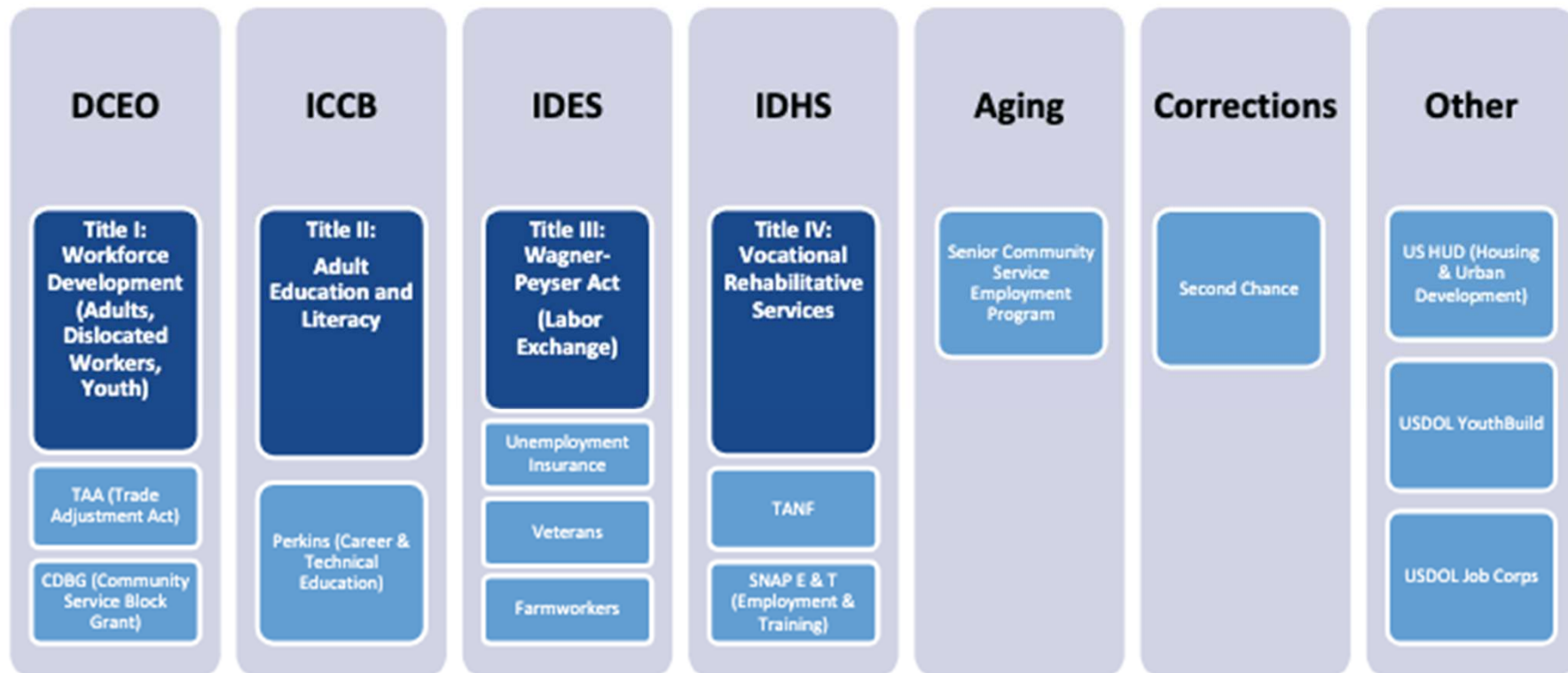
If you would like to make a comment or ask a question, please put your name in the chat to be called on.

Appendix

Current System Structure

ILLINOIS WORKFORCE SYSTEM UNDER WIOA

WIOA 4 Core Partners + WIOA Required Partners



Current System Snapshot

Agency	Program	Participants Served*	Funding	# of Employees	# of Service Providers
DCEO	Title I: Adult	13,843	\$35M (USDOL)	57	40-50
	Title I: Dislocated Worker	12,740	\$43.5M (USDOL)		
	Title I: Youth	9,229	\$37M (USDOL)		
	Trade Adjustment Act	742	\$19M (USDOL)	4	---
	CSBG	575,676	\$34.7M (USHHS)	6	36
ICCB	Title II: Adult Education	28,806	\$56.4M*	15	78
IDES	Title III: Wagner Peyser 7A+7B	9,212	\$26.8M	107	---
	Foreign Labor Certification	---	\$300K	3	
	Work Opportunity Tax Credits	---	\$731K	5	
	Local Veterans Employment Representative (LVER)	724	\$2.8M	17	
	Disabled Veterans Outreach Program		\$3.8M	21	
	RESEA		\$2M	14	
IDHS	Title IV: Vocational Rehabilitation	47,078	\$146.5M**	689	2000
	TANF Employment & Training	4,396	\$5.4M	28	68
	SNAP E&T	6,151	\$10M		

***ICCB funding breakdown**
 \$19.6M (USDOE)
 \$2.8M (USDOE-IEL/Civics)
 \$22.6M (State Basic Appropriation)
 \$11M (State performance)

****Title IV funding breakdown**
 \$117.5M (USDOE)
 \$11M (State general funds)
 \$18M (Local school districts)

Human-Centered Design and Operational Enhancements

Welcoming and Inclusive

- Identify and eliminate state-imposed policies and/or procedures that create unnecessary steps for users
- Create a shared, integrated management information system for all system stakeholders
- Adopt a membership-like model at AJCs that promotes a sense of belonging
- Require all staff to receiving training in trauma informed management and service delivery
- Install self-serve kiosks in AJCs, and other popular locations, to enable visitors to identify their preferred service options
- Commit state funding for occupational training that is not covered with federal funding.

Human-Centered Design and Operational Enhancements

Accessible and Visible

- Implement targeted marketing campaigns using credible messengers, user testimony; advertise IL workforce system services on popular search engine platforms (e.g., monster, Indeed, LinkedIn, ZipRecruiter, Craigslist).
- Enhance current or create new staff role responsible for “meeting users where they are;” have staff proactively network and developing deep relationships with community-and faith-based organizations.
- Train all staff to communicate messages and engage with users in ways that make clear that services offered are a lifelong resource for all residents as they seek employment and build a career.
- Increase staffing focused on proactive outreach and user recruitment while prioritizing hiring administrators from a diversity of identities, managers, and frontline staff with lived experience in successfully seeking services from the system.
- Multiple modes of engagement. Offer hybrid modes of service access to match a wide range of user needs and preferences

Human-Centered Design and Operational Enhancements

Responsive

- From the highest levels in IL's workforce development system to front-line staff, require all employees and contractors to take training that reinforces a user-centered approach to service delivery.
- To boost morale and in conjunction with implementing new performance expectations, increase frontline staff compensation at AJCs and other agencies.
- Establish protocols for regularly inviting and then incorporating feedback about the user experience; use feedback to update training strategies and staff performance expectations.
- Widely promote and offer digital literacy training to users; regularly update offerings to keep pace with changing industry needs.
- Expand support for transitions to self-employment and microenterprise