



## Illinois Workforce Innovation Board

**JB Pritzker, Governor**

**John Rico, Co-Chair  
Erin Guthrie Co-Chair**

January 8, 2020  
2:00 PM – 3:30 PM

### **Continuous Improvement Committee Meeting Minutes Online Meeting**

#### **Attendees**

Marlon McClinton  
Andrew Warrington  
Brian Richard  
Maryann Merano  
Aimee Julian  
Scott Shook  
Barb Oilschlager  
Mark Burgess  
Jennifer Foster

1. Welcome and Introductions
2. Opening Remarks

Marlon McClinton

Chairman McClinton provided a welcome to all those in attendance and a review of the past meetings activities.

3. CIC Prior Meeting Minutes

- December 2019

A motion to approve the December minutes was made by Marlon McClinton. Andrew provided the second. The minutes were approved by unanimous voice vote.

As a follow-up to the vote on the minutes, the consensus of the committee was to see the minutes within a ten-day window following each meeting. This approach will be shared with the Executive Committee to be used by all committees of the IWIB.

Mark will review if it is possible or legal to approve minutes by implied consent. If it is legal, this action may need a policy putting this approach in place.

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#### 4. FY2020 CIC Planning and Activities

Aime'e Julian

Aimee led a discussion on the priorities of the CIC for the remainder of the FY20 year. She asked which activities this committee would like to address in the next six months.

Marlon stated that he would like to review any evaluation components of the Service Integration Policy and asked when we will see updates to evaluate the effectiveness of the policy. Based on this discussion, Aime'e shared that the Service Integration Policy is required to have results and evaluation information. Based on this information, the general consensus of the committee is to request a quarterly report on the effectiveness of the Service Integration Policy.

The members also stated that they would like to see the results and effects of the Minimum Training Expenditure policy data. The members would like to see what the effects of the policy have been, and if the policy changes any actions, activities, or delivery to the field.

Marlon asked if we can evaluate these two policies and pointed out that when complete, we will have a model to follow for future activities and policies of the IWIB.

The committee identified the following items to focus on for the rest of FY2020, based upon the priorities and the protocols of the CIC:

##### A. Policies to review:

- ACTION:
  - Service Integration Policy implementation
  - Eligible Training Provider Policy development
  - Minimum Training Expenditure Policy
  - TDL Policy
- ACTIVITIES:
  - Request updates from lead staff
  - Develop a model for policy evaluation based on what occurred with the Service Integration Policy development
  - Request quarterly or semi-annual reports on progress
- DELIVERY
  - CIC to provide feedback and guidance regarding evaluation

##### B. Develop an understanding of how WIOA programs (under Titles One, Two, Three, and Four) are evaluated, what continuous improvement processes are in place and included, and what technical assistance from the lead agency is involved.

- ACTION –
  - The CIC will develop an understanding of the Federal Six Performance Outcomes to determine if we as a state are meeting those federal performance outcomes.
  - The CIC will review the Unified Plan to confirm the goals, objectives, and activities outlined in the plan are moving forward in the spirit of continuous improvement.
- ACTIVITIES
  - Ask each agency to report annually on success in meeting their goals, which targets were missed, and plans to address those missed targets.
    - Talk with KEB to capture the correct audience with the leadership.
  - Request a one-page executive summary of annual reports be submitted to the federal government by partners when available.

- Create a comprehensive spreadsheet of the four core WIOA programs and their performance outcomes. Mark Burgess suggested that committee staff create an inventory spreadsheet of the 16 programs capturing their performance outcomes, explanation of the activity, and alignment to the goals.
- Request a semi-annual report from KEB regarding goals, objectives, and activities for the Unified Plan.
- DELIVERY
  - Annual Report on Performance Measures
  - Semi-annual Report Unified Plan

The CIC will request that partners share annual reports, and make sure that this committee understands federal outcomes and meeting those federal outcomes. We will build a summary document overview of four core WIOA programs that have performance outcomes

**C. Provide the IWIB committees with a clear understanding of how outcomes are evaluated – defining the process for upcoming policy.**

- ACTION
  - The process is developed. The CIC will recommend all IWIB committees use the three process documents developed by the CIC for policy approval.
  - CIC staff will coordinate with the committee chair to prepare a formal request to the Executive Committee for approval.
- ACTIVITIES
  - For this request, the committee will submit the recommendation for review to the IWIB and seek approval at the subsequent IWIB meeting.
- DELIVERY
  - Seek approval of the process.

In the next meeting, the committee will develop an action for each, activity for each, and target delivery date.

**5. Evaluation Peer Learning Cohort**

Mark Burgess

Mark shared with the committee that formal evaluations are to be included in future NOFOs and will be included as an expectation. The Illinois team is one of six states to participate in this year's program. For the first meeting our state team were to complete two assessments on evaluation design and readiness.

The format for the project has all states meeting as a group five times between early January and April 15. We will work through the process and learn how to use the evaluation process. Along the way, we will learn what other states are doing and how we can improve and implement the process in Illinois.

Mark said that we will share what we have learned and what other states are doing with the CIC and the IWIB. Illinois will need to develop an evaluation plan at the end of this process.

Jennifer Phillips noted that evaluation of programs and grants will become the norm in the future.

## 6. Annual reporting Structure from committees for FY20

Scott Shook

Scott presented sample documents for IWIB committees to use for reporting quarterly and yearly results to the IWIB.

Suggestions were provided to improve the documents.

- Incorporate subheadings to organize the report.
- CIC staff will create a draft document to go to the leadership committee.
- All IWIB committee results review – request a summary document - one page.
- It was noted that FY19 reports are made available to the IWIB by the core partners. With this knowledge, the committee asked if the reports would be shared with the CIC by adding the reports review to the agenda. In the future, reports from core partners will be provided to the CIC for review after their end-of-year submissions.
- Staff will submit the draft to committee for the board meeting.

## 7. TDL Updates

Marlon McClinton

Marlon started a discussion on this topic by asking what we should do to move this forward. Are there any numbers that can be produced by IDES that tell us historical data about CDL's issued in Illinois?

Mark Burgess asked if there is any value in following up on this, since the report is over two years old. He suggested this could be a learning experience on what we should do as a board to set expectations when making requests for workgroups. It was suggested that the CIC may want to make a recommendation and will send out the TDL report.

- TDL update follow up – CIC will review report and determine if we want to make a recommendation based on current data
- The report indicated a TDL small taskforce continues to follow up with recommendations

In other discussion related to the CIC Jennifer Foster suggested that the transportation workgroups goals were to look at the overall system outcome as they relate to target. She also asked if it is possible to review the goals and the results since the submission of the TDL report.

## 8. Old Business

## 9. New Business

Marlon suggested that if any committee of the IWIB is to be deactivated that they use the deactivation of the IWIB Technology Committee as a model. Leadership or executive committee should provide the model.

- CIC recommending that the Leadership Committee explore the model for de-activation of a committee based on the de-activation of the IT Committee

Mark also suggested there is a need to create a clear and concise process to create a committee.

## 10. Public Comment

No public comment

## 11. Next CIC Committee Meeting

- February 19, 2020, 2:00 PM – 3:30 PM, GoToMeeting

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A motion to adjourn was made by Barb Oilschlager, the second to the motion was provided by Andrew Warrington. Motion was passed by unanimous voice vote.

### **Charges of the CIC:**

**Charge 1: Evaluation Design.** Review evaluation elements of policies, programs, and processes created or overseen by the IWIB to determine the appropriateness of their relationship to their expected outcomes. Provide feedback and recommendations.

**Charge 2: Evaluation Outcomes.** Review outcomes of evaluation to determine if results conformed to intended outcome. Provide feedback and recommendations.

**Charge 3: Continuous Improvement at Local Level.** Review local performance related to the six federal performance measures for the WIOA core partners and make recommendations about strategies for continuous improvement at local levels.

**Charge 4: Benchmarks.** Examine and evaluate workforce quality and earning benchmarks and recommend changes.

**Charge 5: Data Recommendations.** Provide Recommendations for Readily Accessible Data and technical assistance recommendations for an intended audience.

**Charge 6: Priority Activities.** Manage priority activities as assigned by the IWIB Strategic plan.

### **Priorities of the CIC:**

- Policy evaluation
- Develop an understanding of how WIOA programs (under Title One, Two, Three and Four) are evaluated, what continuous improvement processes are in place and included, and what Technical Assistance from the lead agency is involved.
- Provide the IWIB Committees with a Clear understanding of how outcomes are evaluated – defining the process for upcoming policy.