



Illinois Workforce Innovation Board

JB Pritzker, Governor

John Rico, Co-Chair
Erin Guthrie Co-Chair

December 12, 2019
9:00 AM – 11:00 AM

Continuous Improvement Committee Meeting **Minutes** **Malcolm X College, Chicago, IL** **Meeting Space 1101**

Attendees

Marlon McClinton
Thomas Hacker
Jennifer Foster
Brian Durham
Mark Burgess
Brian Richard
Aime'e Julian
Scott Shook

1. Welcome and Introductions

2. Opening Remarks Marlon McClinton

Chair Marlon McClinton welcomed all attendees of the committee meeting. He spent a few minutes reviewing the agenda and emphasized the need for the committee to set goals for 2020.

3. CIC Prior Meeting Minutes

November 2019

Minutes from the November 2019 meeting were reviewed and approved.

Thomas Hacker moved to approve the minutes, the motion was seconded by Marlon McClinton. Motion passed by unanimous voice vote.

Following the approval of the minutes, a discussion took place regarding reducing printed documents, suggesting that documents be placed on the ICSPS website with a link to the meeting calendar on Illinois workNet. Committee members also asked that for future meetings, only documents requiring actions or motions by the committee be printed. Staff suggested that if any member would like a printed document, to let staff know prior to the meeting, and copies will be made available.

Committee members also requested that draft minutes be printed for approval, and that staff send a draft of the minutes of the meeting a maximum of ten days after the meeting date. The committee

also requested that the draft minutes be sent via email with any changes or edits provided. If there are no edits to the draft minutes, the minutes will be assumed to be accepted. It was suggested that this approach be added to the IWIB protocol document for all committees to follow.

4. 2019 CIC Results and Outcomes

Mark Burgess and Marlon McClinton

Marlon – The CIC is in an enviable position of having identified and communicating its charges. This is evident as the CIC reviews the effects of the Minimum Training Expenditure policy. The CIC has begun to look at reports and now has a process document and a guide on how the Continuous Improvement Committee will check for policy improvement. We as a committee look forward to 2020 and will take advantage of the process for evaluation.

Marlon noted that he and Mark Burgess had already met to look at the CIC's 2020 goals, and goals that the CIC as a committee of the IWIB want to accomplish. Plans for the first meeting of 2020 will be to create a long-term plan and workplan that the CIC will follow.

The CIC's next order of importance is to identify which items to focus on that relate to the charges and priorities of this group. As we review the work to be completed, we need to set timelines for each work group, program, and policy.

As a committee of the IWIB, we need to figure out what 2020 looks like, and prioritize being able to report out our accomplishments at the end of the year.

Jennifer asked the committee about our calendar. Should our committee calendar run from January to December or from July to June or use Fiscal year (July 1 – June 30). By general agreement, the intent is for the committee to follow the fiscal year. Based on the need to create a workplan beginning July 2020 we will add the workplan topic to the March meeting.

It was noted that FY19 reports are made available by the core partners to the IWIB. With this knowledge the committee asked if the reports would be shared with the CIC in January and suggested adding that item to the January agenda.

Marlon suggested that all IWIB committees use a common reporting structure, i.e. FY and results. He stated that he would introduce this topic during the leadership committee meeting being held later that day.

Jennifer suggested that any annual performance reporting from the core partners be presented to the CIC for review and any performance-related elements be reported out to the executive committee from the CIC.

5. Evaluation Learning Peer Learning Cohort

Mark Burgess

Mark informed the committee that Illinois has been selected, along with Oklahoma, Kentucky, New Jersey, Texas, and Wisconsin, to be participants in the 2019-2020 Evaluation Peer Learning Cohort (EvalPLC). The project team from Illinois will be made up of a team of six, including four core partners, Mark Burgess, Lisa Bly, Kathy Oleson-Tracey, Tory Davis, Ewa Gallagher, and Francisco Alvarado. The team will be joined by Scott Shook, Tom Hacker, and Marlon McClinton.

The CIC is excited to be a part of this project, and everyone's commitment is critical to its success. Illinois will have a liaison from the Department of Labor assisting the state, and the state already has our first assignment to complete two assessments to be ready for the process by January 7th.

The members of the CIC participating in the EvalPLC will provide updates to the CIC as this is an opportunity to continue to improve the committee's processes.

Marlon requested adding a standing agenda item to report out the status of the peer learning project through its completion.

Jennifer requested the project team makes sure the cohort group knows about the CIC and how it will use the tools of the project, and that the team works within their own internal teams. She also noted that evaluations are to be included in all future NOFO's expectations.

Diana shared that there is a fear of evaluation itself. When individuals are aware that it is present, they think about evidence-based practice, what do the data say and tell us. She suggested evidence-based practice could be a great WIOA Summit topic, so others can discuss evaluation.

6. Request to Accept Process Documents Scott Shook

The following three documents were submitted for approval and use by the CIC:

1. Policy Approval Process
2. Policy Review checklist
3. IWIB Policy Development

Tom Hacker moved to approve the three documents, Jennifer Foster seconded. The motion passed by unanimous voice vote.

7. Service Integration Update Brian Richards

Diana Robinson updated the Committee on the ten months of service integration work since she last spoke to the CIC. She said that the Service Integration Workgroup has been well received and reviewed the last few months of work. She explained how Illinois is working to ensure partners understand service integration and build capacity to implement service integration.

Tools and resources have been provided for the field and have responded to requests from the field. The assessments required business partners to work together, convene on the continuum, and pick 3-5 areas to work on over the next year.

Most LWIAs found talking across partners beneficial, as it provided opportunities for improvement. They incorporated new ideas and put into action, aligning the self-assessment and WIOA planning to move into the next phase.

Brian Richards commented that just bringing the partners into a room has created integration at the local level. He commented on the difference in perception by front line staff and management of what service integration is. He stated that information is not being shared with staff levels, and there is a clear need for more effective communication. Training between partners will help them know what each partner provides.

8. Illinois PY18 Annual Performance Report Marlon McClinton

As a procedural note, Marlon will present the request to the IWIB to accept the PY2018 Annual Performance Report Narrative. In the request he will ask that the Board review the draft of the narrative and suggest any edits to Scott Shook by COB December 16, 2019.

9. TDL Updates Marlon McClinton

Marlon noted that he did not have an update at this time.

10. Old Business

No Old business was addressed.

11. New Business

12. Public Comment

No public comment was presented.

13. Next CIC Committee Meeting

January 8, 2020, 2:00 PM – 3:30 PM, GoToMeeting

Tom Hacker made the motion to adjourn the meeting, the motion was seconded by Marlon McClinton. Motion 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:

1. Policy evaluation
2. 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.
3. Provide the IWIB Committees with a Clear understanding of how outcomes are evaluated – defining the process for upcoming policy.