



## **Illinois Workforce Innovation Board**

**JB Pritzker, Governor**

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

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Co-Chairs, John Rico and Erin Guthrie

### **Key Accomplishments for 2019**

#### **ACCOMPLISHMENTS:**

- Requests to Approve:
  - Video and Telephonic Conference Policy in compliance with Illinois Open Meetings Act
  - Service Integration Self-Assessment Tool
  - Vision, Mission and Guiding Principles for 2020 IWIB Strategic Plan Modifications
  - Creation of Employer Engagement Committee<sup>1</sup>
  - Deactivation of Information Technology Committee<sup>1</sup>
  - Illinois PY18 Annual Statewide Performance Report Narrative<sup>1</sup>
- 2020 IWIB Legislative Agenda

#### **LOCAL AREA SUCCESS STORIES:**

- March, LWIA 15 - Mr. Ralph Timan, Diebold Nixdorf
- June, LWIA 13 – Mr. Carlos Lewis, welder and Ben Endress, Owner, Midwest Trailer Manufacturing, LLC
- September, LWIA 25 – Mr. Shon Duddleston and Mr. Aaron Christ, Intertape Polymer Group (IPG)
- December, LWIA 7 – People's Gas, Utility Workers Military Assistance Program (UMAP) and IDHS Veterans Services Program

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<sup>1</sup> Contingent on IWIB Approval of motion at December 12, 2019 meeting.

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**UPDATES RECEIVED:**

- 2018-2020 IWIB Strategic Plan progress
- 2020 IWIB Strategic Plan Medications
- 2020-2024 Illinois Unified State Plan
- Statewide Activities Budget Overview
- Governor's Guidelines, Revision 4
- Governor JB Pritzker Executive Order 2019-03
- Waiver for Disaster Relief Funding, Rapid Response
- Policy on Minimum Training Expenditure Requirements, deactivated policy work group
- State Workforce and Education Plans Crosswalk
- Perkins V Implementation
- Illinois House Resolution 371
- Illinois Workforce Innovation Member's Manual, Board Protocols, and Orientation Manual
- Illinois Travel Board requirements for reimbursement

**WELCOMED:**

- Ms. Whitney Thompson, Director of Career and Technical Education, ICCB
- Ms. Erin Guthrie, Acting Director, Illinois Department of Commerce and Economic Opportunity and new Co-Chair to Illinois Workforce Innovation Board
- Dr. Carmen Ayala, Superintendent, Illinois State Board of Education
- Mr. Nyle Robinson, Interim Executive Director, Illinois Board of Higher Education
- Ms. Grace Hou, Secretary, Illinois Department of Human Services
- Mr. Thomas Chan, Interim Director, Illinois Department of Employment Security
- Ms. Rahnee Patrick, Director, Illinois Department of Human Services, Division of Rehabilitation Services
- Ms. Michelle Cerutti, President, Illinois Workforce Partnership (IWP)

**THANKS:**

- Mr. Eloy Salazar, Executive Director, Illinois Migrant Council
- Ms. Leslie Munger, Acting Director, Illinois Department of Commerce and Economic Opportunity
- Mr. Joseph Forbes, President, Versatech
- Ms. Quinetta Grant, Chief of Staff, DHS – Division of Rehabilitation Services

- Mr. Jeffery Mays, Director, Illinois Department of Employment Security
- Mr. Anthony “Tony” Smith, Superintendent, Illinois State Board of Education
- Mr. James Dimas, Secretary, Illinois Department of Human Services
- Mr. Kevin Battaglia, Vice President, Battaglia Industries
- Ms. Shelley Stern-Grach, Director – Civic Engagement, Microsoft - Chicago
- Ms. Debra Day, Managed Healthcare Nurse Executive, Aetna Better Health - IL
- Ms. Pam Furlan, past-President IWP
- Mr. Grover Webb, Owner, Tanglefoot Ranch
- Heartland Community College, March IWIB Spring Meeting host
- Illinois Valley Community College, June IWIB Summer Meeting and Retreat host
  - Ms. Laura Beeth, Chair, Minnesota Workforce Development Board
  - Mr. Ken Madden, Chair Oregon Workforce and Talent Development Board
- Rend Lake College, September Fall Meeting and IWIB Leadership Retreat host
- Malcolm X College, December Winter Meeting host
  - Illinois Workforce Partnership, Holiday Reception host





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### **Executive Committee**

Co-Chairs, John Rico and Tom Ashby

### **Key Accomplishments for 2019**

#### **ACCOMPLISHMENTS:**

- Developed a Briefing for Illinois' newly elected officials
- Approved new Telephonic and Video Conference Meeting Policy for Executive Committee; created similar policy for all IWIB meetings
- Approved revised Vision and Mission for IWIB Strategic Plan Modifications, to guide development of the 2020-2024 Illinois Unified State Plan
- Monitored development of a PY18 Statewide Activities Report
- Approved vision, principles and goals for 2020-2024 Illinois Unified State Plan
- Approved waiver request on Individual Training Accounts for In-School Youth
- Developed framework for 2019 IWIB Retreat, including invitations to Chairs of the Minnesota and Oregon state workforce boards
- Approved waiver request on WIOA Disaster Relief Assistance
- Communicated with DCEO Legal on information requests
- Approved Request for rebranding of Illinois's Apprenticeship Plus to Apprenticeship Illinois
- Coordinated information for an Illinois workforce system Integrated Timeline
- Approved minor revisions to WIOA Policy 1.12, One-Stop Delivery System in Illinois
- Approved request by Continuous Improvement Committee (formerly Evaluation and Accountability Committee) to reconvene key members of the TDL Task Force to follow up on its final report recommendations
- Coordinated an IWIB Leadership Team Retreat in September

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- Approved Request to Approve of a Letter from IWIB Co-Chairs to the Office of the Illinois Governor regarding Governor's Guidelines, Revision 4
- Acknowledged development of Governor's Guidelines, Revision 4
- Created draft formal Requests to Approve for action by IWIB
- Coordinated with former Illinois Senator Steve Rauschenberger on a 2020 Legislative Agenda for the IWIB
- Developed 2020 IWIB Quarterly Meeting Schedule

#### **ONGOING OVERSIGHT:**

- Modifications to the current IWIB Strategic Plan
- Developments of the 2020-2024 Illinois Unified State Plan, Regional and Local Planning, and Governor's Guidelines – Revision 4
- Report on Governor JB Pritzker's Executive Order 2019-03
- Implementation of WIOA policies: new policy on Service Integration, revised policy on Certification of One-Stop Centers,
- Report in response to Executive Order 2019-03, "An Action Agenda for Workforce Development and Job Creation"
- Updates on education legislation: Federal Higher Education Act, Perkins V Reauthorization, Illinois House Resolution 371
- Realignment of Local Workforce Innovation Areas
- Waivers on Individual Training Accounts for In-School Youth, Out-of-School Youth Expenditures, LWIA Realignment, Eligible Training Provider List (ETPL) all-student data collection, disaster relief assistance
- Coordinated development of IWIB Professional Development including Member's Manual, Protocols and training modules
- Notices of Funding Opportunities for Apprenticeship Expansion and Regional and Local Planning for Service Integration grants
- Convened an IWIB Leadership Team (formerly IWIB Chairs), comprised of members of Executive Committee and Chairs to IWIB sub-groups, to meet monthly
- Agendas for each of the 2019 quarterly board meetings

#### **WELCOMED:**

- Mr. Thomas Hacker, new Vice-Chair to Illinois Workforce Innovation Board and member of the Executive Committee



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### **IWIB APPRENTICESHIP COMMITTEE 2019 ACCOMPLISHMENTS**

#### **10 Apprenticeship Expansion Program Grantees**

- At the end of 2018, DCEO awarded 10 grants to the first apprenticeship navigators and intermediaries. They began work at the beginning of 2019.
- All Navigators started and completed the U.S. Chamber of Commerce Talent Pipeline Management Academy.
- Grants will continue through June 2020.

#### **Apprenticeship Education Tax Credit**

- Beginning January 1, 2020, limited to \$5,000,000 per calendar year
- Up to \$3,500 tax credit certificate to an employer incurring costs on behalf of a qualifying [registered] apprentice
- Covers tuition, book fees, and lab fees at the school or community college
- Additional \$1,500 credit if (i) the qualifying apprentice resides in an underserved area as defined in the Economic Development for a Growing Economy Tax Credit Act or (ii) the employer's principal place of business is located in an underserved area.

#### **Apprenticeship Study Bill**

- End of 2018, Illinois had 15,905 registered apprentices. By mid-November 2019, it was up to 16,871 registered apprentices.
- This number does not capture pre-apprenticeships, youth apprenticeships, or non-registered apprenticeships. The Study Bill asks for a comprehensive understanding of the apprenticeship landscape in Illinois. The report is due July 2020.

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## **Apprenticeship Navigators and Intermediaries**

- Illinois needs an effective, uniform apprenticeship support system that builds on the state's holistic apprenticeship framework (including pre-apprenticeship, youth apprenticeship, registered apprenticeship and non-registered) and facilitates employers' development and use of quality apprenticeship programs in a variety of sectors and regions.
- The Committee identified navigators and intermediaries as critical elements to the success of apprenticeship expansion.
- To codify the best practices and lessons learned that have emerged from the current navigator and intermediary pilot projects, the Systems and Support Work Group developed a framework that better defined the roles and their respective functions.

## **Apprenticeship 101 and Apprenticeship 201 Workshops – Chicago Jobs Council and Young Invincibles**

- Hosted 12 Apprenticeship 101 workshops throughout the state; a total of 237 individuals trained
- Hosted seven Apprenticeship 201 workshops throughout the state and 83 individuals trained

## **Temporary Task Force**

- Diverse group with different perspectives about apprenticeship
- Reviewed Governor's Action Agenda for Workforce Development and Job Creation
  - *Unite workforce development partners around regional cluster strategies*
    - *Prepare Illinois workers for a career, not just their next job*
    - *Connect job seekers with employers*
- Revisited and provided recommendations for the Committee Work Plan
- Provided input for rapidly expanding apprenticeship throughout the state

## **Employer Research by Young Invincibles – Striking the Balance**

- Research questions
  - What is the business community's appetite for collaborating with public and private partners to address their talent challenges?
    - What changes would make companies more likely to use the state's workforce system?
    - How willing are employers to hire individuals with persistent barriers (WIOA-eligible) to employment?
    - How much awareness and interest do employers have in work-based learning (WBL) programs to meet their human resources needs? Are they currently using WBL?
- Findings
  - Partnerships: Employers are open to partnerships with other employers and public sector stakeholders with over 60% of employers either currently partnering or interested in working with similar companies to address shared challenges,
    - Improvements to the workforce system: Employers demand a simplified workforce system that provides job-ready talent
    - Interest in WBL: Employers are interested in WBL but need more support to bridge their interest and use
    - Hiring job-seekers with multiple barriers to employment: Employers are generally willing to employ populations with persistent barriers to employment.

## **Marketing and Outreach for Apprenticeship Illinois**

- Rebranded the Committee's apprenticeship efforts to "Apprenticeship Illinois" with a new logo and URL – ApprenticeshipIllinois.com
- Conducted employer research on awareness and understanding of apprenticeships in their sector and created a core message with consistent language
- Working with SIUE MBA class to create a marketing and outreach strategy to businesses

## **Applied for and received \$2.19 million from DOL Apprenticeship State Expansion (ASE) grant - essentially Phase III of the Apprenticeship Expansion Program**

- Created a Notice of Funding Opportunity to distribute funds to Regional Apprenticeship Navigators and Intermediaries based on the better-defined roles and functions.
- Every region will have a Regional Apprenticeship Navigator, a key point of contact in their region for business development and workforce development
- Intermediaries will bundle the needs of multiple businesses by managing the apprenticeship program(s)
- Conducted Bidders Conferences and received 44 applications (in the process of evaluating applications)

## **ICCB received a U.S. DOL Scaling Apprenticeship Through Sector-Based Strategies grant**

- Illinois' Customized Apprenticeship Programming- Information Technology (CAP-IT)
- Received nearly \$4 million for fiscal years 2020-2023
  - Nearly \$1 million to support technical assistance, coaching, professional development, and national scale
  - Approximately \$2.8 million to support 10 participating colleges
- Each college will develop or expand a customized IT apprenticeship pathway, utilizing the strengths of their current apprenticeship models, local workforce agencies, and employer partners.





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### Continuous Improvement Committee

Chair Marlon McClinton

#### Accomplishments for 2019

#### CHARGES:

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.

#### ACCOMPLISHMENTS:

- **WIOA Waiver Update: In-school Youth Individual Training Accounts** - The EAC gathered information that guided changes to the policy and best practices.

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- The EAC monitored the **Minimum Training Expenditure Policy Outcomes** and receives briefings on reporting requirements and budget that tie into the EAC charges.
- The EAC discussed how the **Service Integration Policy** would align across services and the identification of opportunities to ensure the systems are connected. The EAC implemented a follow-up process associated with the Service Integration Policy with an expected delivery of Q2 FY20.
- EAC provided an overview and status update of waivers for the **Unified Plan**. Waivers included requests to 1) reduce out of school youth expenditure from required 75% to 50%, 2) expand credential definition for apprenticeship programs for youth, 3) receive an extension for the LWIA realignment, 4) waive the requirement eligible training providers collection of all student data.
- The EAC adopted the Illinois Department of Commerce and Economic Opportunity (DCEO) reporting standards. DCEO reported to the federal government in its most recent reporting period using the defined performance measures.
- The EAC identified its role in the process of program evaluation for WIOA. The role is identified as ensuring the WIOA system is meeting its federally mandated targets. The EAC adheres to its role in program evaluation as an additional layer of accountability that reviews program evaluation methods and provides feedback if necessary. The EAC will focus on progress made by IWIB committees who are progressing or falling behind on objectives identified in the strategic plan. Additionally, a focus on programs that are not performing would fall within the purview of the EAC.
- The EAC created a draft Implementation Plan for Executive Order 2019-03. These strategies form the foundation and base for the Unified Plan. The elements that will be used for measures will need to be examined by EAC, and they will be kept apprised as the implementation planning efforts and coordination with Governor's office occur.
- The EAC identified priorities for FY 20 as follows:
  1. Evaluate policies
  2. Develop an understanding of how WIOA programs are evaluated by their administering agencies, what continuing improvement processes are in place, and what technical assistance is involved to identify the Board's role related to oversight.
- The EAC informed all other IWIB Committees that evaluations are expected for all policies and processes that are submitted. The EAC mandates updates on policy being developed and the Evaluation and Accountability Committee's expectations are clearly communicated back and forth.
- The EAC changed its name to the **Continuous Improvement Committee (CIC)**. The Committee felt the needs and title of the EAC should be changed to more accurately reflect the purpose and changes to the IWIB and to continually evolve.
- The CIC will benefit from Illinois participation in the **US Department of Labor Evaluation Peer Learning Cohort**. Illinois has applied to participate in the Cohort. The Evaluation Peer Learning Cohort (EvalPLC) is an interactive technical assistance forum and comprised of cross-agency representatives from four to six states. State teams who represent core WIOA programs will collaborate and develop evaluation action plans designed to conduct and implement state and/or local research and evaluations.



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### **Career Pathways for Targeted Populations Committee**

Co-Chairs, Mr. Michael Massie and Ms. Susan Olavarria

#### **Annual Accomplishments - December 2018-November 2019**

- A joint meeting with the Illinois Workforce Partnership (IWP) was held as part of an effort to partner with local workforces on career pathway work. Career Pathways is now an element of service integration.
- The population of those with disabilities has been a priority topic. The committee was briefed on the Illinois Disability Employment Initiative (DEI) and the successful implementation of an IT-focused pathway through the interagency collaboration of school district staff, LWIA executive staff, special education case manager, and community college representatives. A tour was provided to the committee at AutonomyWorks after hearing their approach to employment of those on the autism spectrum in partnership with DHS/DRS. David Friedman will lead the committee work in the disability arena. Business Service Integration through models like the Walgreens' Transition Work Group (TWG) Initiative are part of the work begun with Director Rahnee Patrick and the staff at the Illinois Division of Rehabilitative Services.
- The population of returning citizens (ex-offenders) has also been a priority topic as the committee has engaged with the DOC director and staff as well as local correctional representatives to discuss multiple efforts to ensure those exiting have acquired skills for entering the workforce and remaining successful in their life after incarceration via assessment, counseling, training, and credentialing.
- Data systems and topics have been key to all committee meetings ranging from a webinar on the existing landscape of targeted populations data, a panel discussion of local data processes and their linkage to state-administered systems such as DCEO's IWN and DES' LMI. DCEO performance staff presented the WIOA accountability system, measures in place, and those being piloted. DES economics staff presented a prototype LWIA/EDR dashboard of population, demographics, commuting data, employment, unemployment and other statistics.

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- Exemplary sector-based workforce initiatives have been presented to showcase local/regional partnerships and training models. Energy, Manufacturing, Agriculture, Food and Natural Resources, and Transportation, Distribution and Logistics sectors have been featured. The committee was instrumental in positioning “Energy” as a 17th Career Pathway in Illinois which is supported by the Illinois State Board of Education <https://www.ilcareerguide.com/>.
- The committee has been briefed at multiple points on the response to Governor Pritzker’s Executive Order #3 on strengthening workforce development and job creation.
- The committee has been regularly briefed on state-level initiatives related to career pathways, including the dictionary, the Postsecondary and Workforce Readiness Act, the College and Career Pathway Competency Endorsements, the Career Development Toolkit, and relevant legislation.

The committee has been briefed on recently enacted Perkins V federal legislation ‘Strengthening Career and Technical Education for the 21<sup>st</sup> Century Act’ and planning efforts to craft a transition plan and four-year plan. There are multiple opportunities to align with WIOA in setting priorities, focusing on in-demand occupations, and serving common targeted populations



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### IWIB INFORMATION TECHNOLOGY COMMITTEE

Chair, Mr. David Friedman

#### 2019 Accomplishments

- The IWIB Information Technology (IT) Committee met for the first time in June, 2018, and met 15 times during the period covered by this report (January-December 2019).
- Committee activities were concentrated upon coordinating technology-related undertakings across core partner workforce programs, and providing recommendations to those programs based on the private sector expertise held by the committee membership (four Committee members, including the Committee Chair, were private sector representatives).
- The Committee received briefings and provided guidance on the development and implementation of the "ProPath Illinois" project that is designed to develop a common data mapping and database structure across entities providing training in order to deliver a career-pathways-based information stream to training consumers.
- The Committee received briefings and provided guidance on the development and implementation of Illinois workNet's "Illinois BizHub," a web-based tool to provide easily-accessed resources for businesses around finding new employees, training existing employees, accessing economic and labor-market data, etc.
- The Committee has acted to both advise on site content and advised on the development of usability studies that will streamline availability. To this end, the Committee also examined in detail the general process of "user-centered design," in order to provide Committee members with a framework, or a lens through which to continue the examination and development of these and other tools to make user connections to valuable tools and information.
- The Committee also received briefings and provided guidance on the continued implementation of the Illinois Job Link (IJL) system, the most important state-sponsored mechanism for employers to post job openings and find employees. Recommendations were developed by the Committee for the continued improvement of IJL, but were tabled by the Committee for the time being.

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- The Committee received briefings and provided guidance on the development and implementation of the Illinois Employment Business System (IEBS), which grew out of a desire to rework a Layoff Event tracking system in order to make it more proactive. Dun & Bradstreet information, IDES LMI information, and other information sets are combined in order to provide information about specific companies, or groups of companies by industry, geography, and financial health/stress. This system is being designed to be used by WIOA partners, economic developers, other workforce partners in order to provide an easier way for these users to access information sets that have been available in the past, but have not been user friendly.
- The Committee developed a request to the IWIB Executive Committee to disband the IT Committee, in order to better align the IWIB committee structure with the five guiding principles for the IWIB (Integrated Customer Focus, Business-Demand Orientation, Enhancement of Career Pathways, Continuous Improvement and Board & System Accountability), as proposed during the IWIB's September retreat. Given the development of these proposed guiding principles, it seems clear that these principles should form the basis for the IWIB's standing committee structure. As such, it seems no longer appropriate to have a standing committee devoted solely to the examination of technology solutions, particularly since those solutions (as well as the activities identified in the IT Committee work plan) so clearly cut across the domains of interest of the standing committees that are suggested by the guiding principles. The examination of the role of technology, and the deployment information technology towards those solutions should also be directly bound to the work of the IWIB and its committees.



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### **INTEGRATED BUSINESS SERVICES WORKGROUP**

#### **Accomplishments for 2019**

- The IWIB Information Technology (IT) Committee met for the first time in 2017, and met 7 times during the period covered by this report (January-December 2019).
- Workgroup activities were concentrated upon coordinating business services activities across core partner workforce programs and related workforce projects, and providing recommendations to those programs based on the expertise held by the committee membership (particularly private sector representatives on the Workgroup).
- The Committee received briefings and provided guidance on the development and implementation of a report on business usage of work-based learning (WBL) approaches. This work, undertaken by The Young Invincibles (YI), a Chicago Community-Based Organization, grew out of activities developed by the Governor's Cabinet on Children and Youth. To make the Unified State Plan responsive to the needs of Illinois' employers and the workforce, particularly those with barriers to employment, the Workgroup sought information on how to leverage WBL to assist both employers and the talent-pipeline. YI's research focused on the manufacturing and health care sectors. Both qualitative and quantitative data was collected to inform the report. In partnership with the Technology Manufacturers Association and the Society of Human Resources Managers, the Workgroup and YI facilitated two listening sessions with over 60 Illinois employers from the manufacturing and healthcare sectors. In addition to the listening sessions, local workforce boards and other partners collected 212 survey responses from companies in various sectors and regions throughout the state; of those surveys where a sector was indicated, manufacturing, healthcare and transportation, distribution and logistics were the most represented industries. Results of this research were gathered in a report titled "Striking the Balance: Addressing the Needs of Illinois' Employers and Most Vulnerable Jobseekers." The report was presented to the Workgroup in August.

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- The Workgroup received briefings and provided guidance on the development and implementation of Illinois workNet's "Illinois BizHub," a web-based tool to provide easily-accessed resources for businesses around finding new employees, training existing employees, accessing economic and labor-market data, etc.
- The Workgroup made efforts to obtain and disseminate information about ongoing and best practices across workforce areas and regions with regard to integrated business services. Basic research was done to identify those areas that are successfully implementing integrated business services (including implementation of the Integrated Business Services Framework that provided the impetus for the establishment of the Workgroup) and determining the most effective mechanisms for circulating that informatio