Appendix D
Self-Assessment Identifying Information (Cover Page)

Local Area Number/Region: 15 / North Central Economic Development Region 3

Name, Title and Organization of Contact Person: Jody Wanless, Regional Manager, Illinois Department of Employment Security

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WIOA Partner Organizations Participating in Self-Assessment: Career Link, Greater Peoria Economic Development Council, Heartland Community College, Illinois Central College, Illinois Department Employment Security, Mid Central Community Action, Peoria Regional Office of Education, Spoon River College, YouthBuild McLean County, and YouthBuild Peoria County

Documents to be Included in the Submission: ☐ Report on the Process and Results Presented to the LWIB* ☐ Self-Assessment ☐ Other: Click or tap here to enter text.

Goal 1: Customer-Centered Design Goals	Application Point a. Customer input is collected on an ongoing basis from local users (including One Stop walk-in customers, enrolled participants, and employers) and, at a minimum, evaluated annually by partners.	Application Point b. Customer input gathered from local users is used to evaluate and improve technologies, programs, services, interactions, accessibility, and environments within the local area. Based on customer input, local partners will propose improvements and a timeline for implementation.	Application Point c. The LWIB will set the expectation for the One Stop Operator (OSO) to manage service integration initiatives in the OSO scope of work. The OSO will report to the Local Workforce Investment Board (LWIB) on service integration initiatives, timelines, and progress.	Application Point d. Partner staff will provide system users access to other options for feedback outside of an annual input process and be made aware of complaints procedures and appeal rights. Workforce Innovation and Opportunity Act (WIOA) partners will not retaliate against users who provide negative feedback, complaints, or make appeals.
For each application point please rank your area's Level of Integration of Goal Application according to the following scale. **1-** This application point is not occurring nor is currently being planned. **2-** This application point is currently being planned. **3-** This application point has been planned and is occurring on an ongoing basis. Click or tap on the grey boxes below to choose your selection.				
Level of Integration of Goal Application	1	1	3	2
For each application point that use the Planning Tool Below to describe how your area is planning and/or implementing each application point.				

Application Point a. Customer input is collected on an ongoing basis from local users (including One Stop walk-in customers, enrolled participants, and employers) and, at a minimum, evaluated annually by partners.	
Strategy for Application Point a: What specific tactics will we use to address the application point?	The Partners will create customer feedback forms to be accessible by QR codes and promoted across media in order to evaluate services to job seekers and employers. If necessary, separate forms and methods will be used to reach each group.
Key Players for Application Point a. Who is responsible? Who else should be involved?	The One Stop Consortium (Career Link, DHS-DRS, Adult Education, IDES) will be responsible for achieving this application point. All artners will be involved.
Expected Outcomes for Application Point a. What will be the result of these strategies?	These strategies will result in the partners receiving customer feedback and being able to make improvements to services based on the feedback.
Timeline for Application Point a. What is the due date of each expected outcome?	January 1, 2025
Questions/Needed Assistance for Application Point a. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point a.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.
Application Point b. Customer input gathered from local users is used to evaluate and improve technologies, programs, services, interactions, accessibility, and environments within the local area. Based on customer input, local partners will propose improvements and a timeline for implementation.	

Strategy for Application Point b: What specific tactics will we use to address the application point?	The One Stop Consortium (Career Link, DHS-DRS, Adult Education, IDES) will regularly evaluate of feedback from local users and use the feedback to improve technologies, programs, services, interactions, accessibility, and environments within the local area.
Key Players for Application Point b. Who is responsible? Who else should be involved?	The One Stop Consortium (Career Link, DHS-DRS, Adult Education, IDES) will be responsible for achieving this application point. All partners will be involved.
Expected Outcomes for Application Point b. What will be the result of these strategies?	These strategies will result in improved technologies, programs, services, interactions, accessibility, and environments within the local area.
Timeline for Application Point b. What is the due date of each expected outcome?	January 1, 2026
Questions/Needed Assistance for Application Point b. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point b.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.
Application Point c. The LWIB will set the expectation for the One Stop Operator (OSO) to manage service integration initiatives in the OSO scope of work. The OSO will report to the LWIB on service integration initiatives, timelines, and progress.	
Strategy for Application Point c: What specific tactics will we use to address the application point?	The OSO Manager provides weekly updates to the LWIB. During LWIB meetings, the OSO Manager provide updates and provides an opportunity to all partners to report to the LWIB. All One Stop Partners will meet on a monthly basis to address service integration.

Key Players for Application Point c. Who is responsible? Who else should be involved?	All partners will be responsible for achieving this application point.
Expected Outcomes for Application Point c. What will be the result of these strategies?	Partners working together will improve communication, service integration.
Timeline for Application Point c. What is the due date of each expected outcome?	January 2024
Questions/Needed Assistance for Application Point c. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point c.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	
Application Point d. Partner staff will provide system users access to other options for feedback outside of an annual input process and be made aware of complaints procedures and appeal rights. WIOA partners will not retaliate against users who provide negative feedback, complaints, or make appeals.	
Strategy for Application Point d: What specific tactics will we use to address the application point?	The OSO Consortium will develop procedures for how and when to address user complaints. One Stop staff will have access to all the partner agencies' grievance procedures. System users will be made aware of complaints procedures and appeal rights through posters, website (www.CentralIllinoisHelps.com), QR codes, etc.
Key Players for Application Point d. Who is responsible? Who else should be involved?	The Local IDES Office Manager is responsible for ensuring One Stop staff are aware of all partners' grievance procedures. The OSO Consortium is responsible for developing One Stop System compliant procedures.

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Expected Outcomes for Application Point d. What will be the result of these strategies?	The result of these strategies will be that system user complaints are addressed in a timely manner by the OSO.
Timeline for Application Point d. What is the due date of each expected outcome?	March 31, 2024
Questions/Needed Assistance for Application Point d. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point d.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Goal 2: Partner Staff Goals	Application Point a. Cross-training and program information resources addressing the roles, services, performance expectations, and eligibility requirements of all WIOA partner programs are provided for all partner staff, including information and encouragement in acquiring professional credentials.	Application Point b. Communication across partners is consistent, comprehensive, and timely.	Application Point c. All partner staff receives current and relevant professional development to service integration goals.	Application Point d. All partner staff are treated as valued and respected team members.

For each application point please rank your area's Level of Integration of Goal Application according to the following scale.

1- This application point is not occurring nor is currently being planned.
2- This application point is currently being planned.
3- This application point has been planned and is occurring on an ongoing basis.

Click or tap on the grey boxes below to choose your selection.

Level of Integration of Goal Application	3	2	1	3

For each application point that use the Planning Tool Below to describe how your area is planning and/or implementing each application point.

Application Point a. Cross-training and program information resources addressing the roles, services, performance expectations, and eligibility requirements of all WIOA partner programs are provided for all partner staff, including information and encouragement in acquiring professional credentials.

Strategy for Application Point a: What specific tactics will we use to address the application point?	The Partners will use the LWIA 15 Referral Guide, monthly partner meetings, cross-training plans, and partner website, www.CentralIllinoisHelps.com, to address professional development training for partner staff. The Partners will receive training on the local workforce system.
Key Players for Application Point a. Who is responsible? Who else should be involved?	The OSO Manager is responsible for achieving this application point. All partners will also be involved.
Expected Outcomes for Application Point a. What will be the result of these strategies?	The results of these strategis will be that partner staff are better prepared to make referrals and able to provide more streamlined services to system users.
Timeline for Application Point a. What is the due date of each expected outcome?	March 1, 2024
Questions/Needed Assistance for Application Point a. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point a.?	☐ YES ☒ NO

Technical Assistance: If YES, please specify.	Click or tap here to enter text.

| **Application Point b.** Communication across partners is consistent, comprehensive, and timely. ||

Strategy for Application Point b: What specific tactics will we use to address the application point?	The Partners will use the LWIA 15 Referral Guide, monthly partner meetings, monthly business service team meetings, cross-training and job shadowing opportunities for frontline staff, and the partner website (www.CentralIllinoisHelps.com) to maintain communication across partners. The OSO Manager will email all partners an update after the monthly partner meetings.
Key Players for Application Point b. Who is responsible? Who else should be involved?	The OSO Manager is responsible for achieving this application point. All partners will also be involved.
Expected Outcomes for Application Point b. What will be the result of these strategies?	The results of these strategies is better understanding of partner services and a more streamlined experience for all users.
Timeline for Application Point b. What is the due date of each expected outcome?	Ongoing
Questions/Needed Assistance for Application Point b. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point b.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point c. All partner staff receives current and relevant professional development to service integration goals.	
Strategy for Application Point c: What specific tactics will we use to address the application point?	The Partners will use the LWIA 15 Referral Guide, monthly partner meetings, cross-training plans, and partner website, www.CentralIllinoisHelps.com, to address professional development training for partner staff. The Partners will receive training on the local workforce system.
Key Players for Application Point c. Who is responsible? Who else should be involved?	The OSO Manager is responsible for achieving this application point. All partners will also be involved.
Expected Outcomes for Application Point c. What will be the result of these strategies?	These strategies will ensure all partner staff receive current and relevant professional development to service integration goals.
Timeline for Application Point c. What is the due date of each expected outcome?	March 1, 2024
Questions/Needed Assistance for Application Point c. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point c.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	
Application Point d. All partner staff are treated as valued and respected team members.	

Strategy for Application Point d: What specific tactics will we use to address the application point?	The OSO Consortium will develop a feedback process for partner staff to communicate concerns or grievances. he OSO Consortium will use the feedback to improve relations among partners.
Key Players for Application Point d. Who is responsible? Who else should be involved?	All partners are responsible for achieving this application point.
Expected Outcomes for Application Point d. What will be the result of these strategies?	This strategy will ensure that all partner staff are treated as valued and respected team members by giving all staff a method to communicate feedback to the OSO Consortium.
Timeline for Application Point d. What is the due date of each expected outcome?	Immediately
Questions/Needed Assistance for Application Point d. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point d.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Goal 3: Intake and Assessment Goals	Application Point a. Customers provide basic information once through a collaborative intake process or information-sharing across programs.	Application Point b. During intake, customers are provided an overview of partner services, eligibility, and suitability requirements by appropriate partner staff.	Application Point c. An open dialogue during intake and a comprehensive assessment(s) between partner staff and customers leads to informed choice and becomes the foundation of a service plan.	Application Point d. If partners use different assessments for the same purpose, they must designate a single assessment to the extent possible.	Application Point e. Partners inform and support customers throughout the process to secure the documents and verification needed for program participation.	Application Point. f. Partners will review and apply asset-based and barrier-reduction practices to intake and assessment processes while using best practices to protect customer confidentiality and reduce stigmas of accessing public services.
For each application point please rank your area's Level of Integration of Goal Application according to the following scale. 1- This application point is not occurring nor is currently being planned. 2- This application point is currently being planned. 3- This application point has been planned and is occurring on an ongoing basis. Click or tap on the grey boxes below to choose your selection.						
Level of Integration of Goal Application	1	2	1	1	3	1
For each application point that use the Planning Tool Below to describe how your area is planning and/or implementing each application point.						
Application Point a. Customers provide basic information once through a collaborative intake process or information-sharing across programs.						

Strategy for Application Point a: What specific tactics will we use to address the application point?	The OSO Consortium will write a disclosure statement for intake forms that allows all WIOA partners to share customer data as necessary to provide services. All partners will send their intake forms to the OSO Manager.
Key Players for Application Point a. Who is responsible? Who else should be involved?	The One Stop Consortium (Career Link, DHS-DRS, Adult Education, IDES) will be responsible for achieving this application point. All partners will be involved.
Expected Outcomes for Application Point a. What will be the result of these strategies?	These strategies will results in streamline intake processes for system users. Users will not need to provide the same information repeatedly to the various partners.
Timeline for Application Point a. What is the due date of each expected outcome?	January 1, 2025
Questions/Needed Assistance for Application Point c. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point a.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.
Application Point b. During intake, customers are provided an overview of partner services, eligibility, and suitability requirements by appropriate partner staff.	
Strategy for Application Point b: What specific tactics will we use to address the application point?	The OSO Manager will provide cross training and printed and electronic versions of the LWIA 15 Resource Guide.

Key Players for Application Point b. Who is responsible? Who else should be involved?	The OSO Manager is responsible for achieving this application point. All partners will be involved.
Expected Outcomes for Application Point b. What will be the result of these strategies?	These strategies will inform front line staff of partner services and empower customers to select resources for themselves.
Timeline for Application Point b. What is the due date of each expected outcome?	January 1, 2025
Questions/Needed Assistance for Application Point b. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point b.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.
Application Point c. An open dialogue during intake and a comprehensive assessment(s) between partner staff and customers leads to informed choice and becomes the foundation of a service plan.	
Strategy for Application Point c: What specific tactics will we use to address the application point?	The Partners will develop a common intake and assessment tool that leads to informed choice and becomes a foundation of a service plan.
Key Players for Application Point c. Who is responsible? Who else should be involved?	The OSO Manager is responsible for achieving this application point. All partners will be involved.

Expected Outcomes for Application Point c. What will be the result of these strategies?	These strategies will results in a streamlined intake process for system users. Users will not need to provide the same information repeatedly to the various partners.
Timeline for Application Point c. What is the due date of each expected outcome?	January 1, 2025
Questions/Needed Assistance for Application Point c. What questions do you have?	None

Technical Assistance: Does your local area need technical assistance on Application Point c.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point d. If partners use different assessments for the same purpose, they must designate a single assessment to the extent possible.	
Strategy for Application Point d: What specific tactics will we use to address the application point?	The Partners will develop a common intake and assessment tool that leads to informed choice and becomes a foundation of a service plan. All the basic information from an applicant can be used on all partners assessment forms.
Key Players for Application Point d. Who is responsible? Who else should be involved?	The OSO Manager is responsible for achieving this application point. All partners will be involved.
Expected Outcomes for Application Point d. What will be the result of these strategies?	These strategies will results in a streamlined intake process for system users. Users will not need to provide the same information repeatedly to the various partners.

Timeline for Application Point d. What is the due date of each expected outcome?	January 1, 2025
Questions/Needed Assistance for Application Point d. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point d.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point e. Partners inform and support customers throughout the process to secure the documents and verification needed for program participation.

Strategy for Application Point e: What specific tactics will we use to address the application point?	All partners will participate in cross training of front line staff so that all partners are aware of the documents and verification needed for program participation. The Partners will create a reference guide of the documentation required by each partner's programs.
Key Players for Application Point e. Who is responsible? Who else should be involved?	The OSO Manager is responsible for achieving this application point. All partners will be involved.
Expected Outcomes for Application Point e. What will be the result of these strategies?	These strategies will streamline the intake and assessment process for system users. The customer will be empowered to more efficiently navigate the public workforce system.
Timeline for Application Point e. What is the due date of each expected outcome?	January 1, 2025

Questions/Needed Assistance for Application Point e. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point e.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point. f. Partners will review and apply asset-based and barrier-reduction practices to intake and assessment processes while using best practices to protect customer confidentiality and reduce stigmas of accessing public services.	
Strategy for Application Point f: What specific tactics will we use to address the application point?	Follow agency PII policies; need clarification on "asset-based" and "barrier-reduction", and "reduce stigmas".
Key Players for Application Point f. Who is responsible? Who else should be involved?	The OSO Consortium is responsible for achieving this application point. All partners will be involved.
Expected Outcomes for Application Point f. What will be the result of these strategies?	Click or tap here to enter text.
Timeline for Application Point f. What is the due date of each expected outcome?	
Questions/Needed Assistance for Application Point f. What questions do you have?	We need clarification on this question. What do the phrases "asset-based", "barrier-reduction", and "reduce stigmas" mean exactly?

Technical Assistance: Does your local area need technical assistance on Application Point f.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Goal 4: Service Goals	Application Point a. WIOA partners support service integration by identifying and empowering a leader from each title who will engage in ongoing communication and relationship building.	Application Point b. WIOA partners must be familiar with WIOA eligibility and suitability and are responsible for ensuring appropriate referrals and referral outcomes, working effectively to leverage partner resources for the benefit of customers, including training and directing applicable staff.	Application Point c. Consider the customer's experience and the processes involved during service delivery, such as referrals and their outcomes. Necessary assessments should be reviewed, streamlined, and coordinated through continuous collaboration with partners. Collaboration among partners should ensure the alignment of these assessments.	Application Point d. Individual service plans and goal statements are used to provide and coordinate services and guide follow-up. These plans are continuously updated to respond to changing customer needs and evaluated for referral opportunities on an ongoing basis.	Application Point e. Customers receive timely and coordinated access to all WIOA employer and job seeker services, whether on-site, through technology, at a partner site, or by other appropriate and accessible community services.
For each application point please rank your area's Level of Integration of Goal Application according to the following scale. **1-** This application point is not occurring nor is currently being planned. **2-** This application point is currently being planned. **3-** This application point has been planned and is occurring on an ongoing basis. Click or tap on the grey boxes below to choose your selection.					
Level of Integration of Goal Application	3	2	2	1	3
For each application point that use the Planning Tool Below to describe how your area is planning and/or implementing each application point.					

Application Point a. WIOA partners support service integration by identifying and empowering a leader from each title who will engage in ongoing communication and relationship building.	
Strategy for Application Point a: What specific tactics will we use to address the application point?	Each title will designate a representative to participate in the partner meetings.
Key Players for Application Point a. Who is responsible? Who else should be involved?	All partners are responsible with achieving this application point.
Expected Outcomes for Application Point a. What will be the result of these strategies?	This strategy ensures that all partners are engaged in the One Stop system, creating better communication and better customer service.
Timeline for Application Point a. What is the due date of each expected outcome?	Ongoing
Questions/Needed Assistance for Application Point a. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point a.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.
Application Point b. WIOA partners must be familiar with WIOA eligibility and suitability and are responsible for ensuring appropriate referrals and referral outcomes, working effectively to leverage partner resources for the benefit of customers, including training and directing applicable staff.	

Strategy for Application Point b: What specific tactics will we use to address the application point?	The Partners will use the LWIA 15 Referral Guide, monthly partner meetings, cross-training plans, and partner website, www.CentralIllinoisHelps.com, to address professional development training for partner staff. The Partners will receive training on the local workforce system.
Key Players for Application Point b. Who is responsible? Who else should be involved?	The OSO Manager is responsible for achieving this application point. All partners will be involved.
Expected Outcomes for Application Point b. What will be the result of these strategies?	These strategies will results in more appropriate referrals and referral outcomes, working effectively to leverage partner resources.
Timeline for Application Point b. What is the due date of each expected outcome?	January 1, 2025
Questions/Needed Assistance for Application Point b. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point b.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point c. Consider the customer's experience and the processes involved during service delivery, such as referrals and their outcomes. Necessary assessments should be reviewed, streamlined, and coordinated through continuous collaboration with partners. Collaboration among partners should ensure the alignment of these assessments.	
Strategy for Application Point c: What specific tactics will we use to address the application point?	The Partners will work towards a common intake process while considering customer feedback and referral outcomes to assess the effectiveness.

Key Players for Application Point c. Who is responsible? Who else should be involved?	The OSO Manager is responsible for achieving this application point. All partners will be involved.
Expected Outcomes for Application Point c. What will be the result of these strategies?	These strategies will results in a streamlined intake process for system users. Users will not need to provide the same information repeatedly to the various partners.
Timeline for Application Point c. What is the due date of each expected outcome?	January 1, 2025
Questions/Needed Assistance for Application Point c. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point c.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point d. Individual service plans and goal statements are used to provide and coordinate services and guide follow-up. These plans are continuously updated to respond to changing customer needs and evaluated for referral opportunities on an ongoing basis.

Strategy for Application Point d: What specific tactics will we use to address the application point?	Partners will develop a system-wide Individual Service Plan tool to provide and coordinate services and guide follow-up. We will discuss how partners can share the information during monthly partner meetings.
Key Players for Application Point d. Who is responsible? Who else should be involved?	All partners are responsible for achieving this application point.

Expected Outcomes for Application Point d. What will be the result of these strategies?	These strategies will results in a streamlined intake process for system users. Users will not need to provide the same information repeatedly to the various partners.
Timeline for Application Point d. What is the due date of each expected outcome?	January 1, 2027
Questions/Needed Assistance for Application Point d. What questions do you have?	None

Technical Assistance: Does your local area need technical assistance on Application Point d.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point e. Customers receive timely and coordinated access to all WIOA employer and job seeker services, whether on-site, through technology, at a partner site, or by other appropriate and accessible community services.	
Strategy for Application Point e: What specific tactics will we use to address the application point?	Monthly partner meetings; ensure all partners have the necessary information; cross training; website: www.CentralIllinoisHelps.com; post event information on partner website; market the website to the public; communication to front line staff; send reminders to all partner staff to point them to the website.
Key Players for Application Point e. Who is responsible? Who else should be involved?	The OSO Manager and Direct Linkage contacts are responsible for achieving this application point. All partners will be involved.
Expected Outcomes for Application Point e. What will be the result of these strategies?	These strategies will results in equitable services to all users and will ensure that customers have all the necessary wrap-around services, enabling them to achieve unsubsidized, household sustaining employment.

Timeline for Application Point e. What is the due date of each expected outcome?	January 1, 2025
Questions/Needed Assistance for Application Point e. What questions do you have?	None

Technical Assistance: Does your local area need technical assistance on Application Point e.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Goal 5: Career Pathways Goal	Application Point a. The workforce development system will create strong partnerships with community programs to streamline services and provide funding for the wrap-around support needed for career pathways.	Application Point b. Service integration will seek employer input to ensure that pathways investments align with the needs of employers and prioritize career pathways that align with future employer demands.	Application Point c. Current and timely labor market information informs career planning and sector-based initiatives.
For each application point please rank your area's Level of Integration of Goal Application according to the following scale. 1- This application point is not occurring nor is currently being planned. 2- This application point is currently being planned. 3- This application point has been planned and is occurring on an ongoing basis. Click or tap on the grey boxes below to choose your selection.			
Level of Integration of Goal Application	3	3	3
For each application point that use the Planning Tool Below to describe how your area is planning and/or implementing each application point.			
Application Point a. The workforce development system will create strong partnerships with community programs to streamline services and provide funding for the wrap-around support needed for career pathways.			
Strategy for Application Point a: What specific tactics will we use to address the application point?	The Partners will strengthen already existing relationships with community programs. The Business Services Team will continue to work with employers and community colleges to develp Registered Apprenticeship Programs. Through Regional Planning, the Partners will streamline services and provide funding for warp-around support needed for career pathways.		
Key Players for Application Point a. Who is responsible? Who else should be involved?	All partner are responsible for achieving this application point.		
Expected Outcomes for Application Point a. What will be the result of these strategies?	Theses strategies will result in better employer relations and services to job seekers.		
Timeline for Application Point a. What is the due date of each expected outcome?	Ongoing		

Questions/Needed Assistance for Application Point a. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point a.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.
Application Point b. Service integration will seek employer input to ensure that pathways investments align with the needs of employers and prioritize career pathways that align with future employer demands.	
Strategy for Application Point b: What specific tactics will we use to address the application point?	The Business Service Team partners will continue to work with EDCs and Chambers on Talent Pipeline Management initiative and employer needs surveys. These activities will inform the partners' efforts to prioritize career pathways aligned with employer demands.
Key Players for Application Point b. Who is responsible? Who else should be involved?	The Business Service Team and the community colleges are responsible for achieving this application point. All partners will be involved.
Expected Outcomes for Application Point b. What will be the result of these strategies?	These strategies will increase the supply of skilled workers and will address employers' needs in a more detailed manner.
Timeline for Application Point b. What is the due date of each expected outcome?	Ongoing
Questions/Needed Assistance for Application Point b. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point b.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point c. Current and timely labor market information informs career planning and sector-based initiatives.	
Strategy for Application Point c: What specific tactics will we use to address the application point?	The Partners will continue to utilize labor market data to ensure career planning and sector-based initiatives are aligned with employers' needs.
Key Players for Application Point c. Who is responsible? Who else should be involved?	All partners are responsible for achieving this application point.
Expected Outcomes for Application Point c. What will be the result of these strategies?	This strategy will ensure participants are trained in demand occupations in the industry sectors.
Timeline for Application Point c. What is the due date of each expected outcome?	Ongoing
Questions/Needed Assistance for Application Point c. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point c.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.
Strategy for Application Point c: What specific tactics will we use to address the application point?	Click or tap here to enter text.

Goal 6 Information Goals:	Application Point a. All partners will share information on a continual basis.	Application Point b. All partners share national and state policies, procedures, and guidance with each other and use this information to make local decisions.	Application Point c. The design and delivery of workforce services are guided by current and timely labor market information.	Application Point d. One-Stop Operators will facilitate ongoing, consistent communication among local partners.	Application Point e. Customer information will be shared, as appropriate and feasible, with all partner programs and services following confidentiality requirements.	Application Point f. Partners will inform customers of their Appeal Rights.
For each application point please rank your area's Level of Integration of Goal Application according to the following scale. 1- This application point is not occurring nor is currently being planned. 2- This application point is currently being planned. 3- This application point has been planned and is occurring on an ongoing basis. Click or tap on the grey boxes below to choose your selection.						
Level of Integration of Goal Application	2	2	3	2	1	3
For each application point that use the Planning Tool Below to describe how your area is planning and/or implementing each application point.						
Application Point a. All partners will share information on a continual basis.						

Strategy for Application Point a: What specific tactics will we use to address the application point?	All partners will share information through monthly partner meetings, the partner website (www.CentralIllinoisHelps.com). The OSO Manager will develop a method to communicate information partner staff, i.e. an email newsletter to frontline staff.

Key Players for Application Point a. Who is responsible? Who else should be involved?	The OSO Manager will be responsible for achieving this application point. All partners will be involved.
Expected Outcomes for Application Point a. What will be the result of these strategies?	These strategies will results in stronger referrals of customers. Staff will be better informed, leading to customers being better informed.
Timeline for Application Point a. What is the due date of each expected outcome?	January 1, 2025
Questions/Needed Assistance for Application Point a. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point a.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.
Application Point b. All partners share national and state policies, procedures, and guidance with each other and use this information to make local decisions.	
Strategy for Application Point b: What specific tactics will we use to address the application point?	All partners will communicate at partner meetings and through MOU and Regional/Local Plan development.
Key Players for Application Point b. Who is responsible? Who else should be involved?	All partners will be responsible for achieving this application point.

Expected Outcomes for Application Point b. What will be the result of these strategies?	As a results of deliberate and regular communication, partners will be aware of national and state policies, proceudres, and guidance.
Timeline for Application Point b. What is the due date of each expected outcome?	Ongoing
Questions/Needed Assistance for Application Point b. What questions do you have?	None

Technical Assistance: Does your local area need technical assistance on Application Point b.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point c. The design and delivery of workforce services are guided by current and timely labor market information.

Strategy for Application Point c: What specific tactics will we use to address the application point?	The design and delivery of workforce services are guided by current and timely labor market information through the creation and annual maintaining of the MOU and Regional/Local Plan.
Key Players for Application Point c. Who is responsible? Who else should be involved?	All partners are responsible for utilizing labor market information from Illinois Department of Employment Security to achieve this application point.
Expected Outcomes for Application Point c. What will be the result of these strategies?	These strategies will create a responsive public workforce system. The strategies will lead to the development of TPM initiatives, and will inform decisions to train individuals in in-demand occupations.

Timeline for Application Point c. What is the due date of each expected outcome?	Ongoing
Questions/Needed Assistance for Application Point c. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point c.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point d. One-Stop Operators will facilitate ongoing, consistent communication among local partners.	
Strategy for Application Point d: What specific tactics will we use to address the application point?	The OSO Consortium will facilitate ongoing, consistent communication among local partners through monthly partner meering, cross training activities, and the partner website (www.CentralIllinoisHelps.com).
Key Players for Application Point d. Who is responsible? Who else should be involved?	The OSO Consortium is responsible for achieving this application point. All partners will be involved.
Expected Outcomes for Application Point d. What will be the result of these strategies?	These strategies will result in faster, streamlined services for system users.
Timeline for Application Point d. What is the due date of each expected outcome?	Ongoing

Questions/Needed Assistance for Application Point d. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point d.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point e. Customer information will be shared, as appropriate and feasible, with all partner programs and services following confidentiality requirements.	
Strategy for Application Point e: What specific tactics will we use to address the application point?	All partner agencies will follow confidentiality policies regarding PII. The OSO Consortium will write a disclosure statement for intake forms that allows all WIOA partners to share customer data as necessary to provide services.
Key Players for Application Point e. Who is responsible? Who else should be involved?	All partners will be responsible for achieving this application point.
Expected Outcomes for Application Point e. What will be the result of these strategies?	These strategies will result in streamlined services for system users, while ensuring user information remains private.
Timeline for Application Point e. What is the due date of each expected outcome?	January 1, 2025
Questions/Needed Assistance for Application Point e. What questions do you have?	None

Technical Assistance: Does your local area need technical assistance on Application Point e.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point f. Partners will inform customers of their Appeal Rights.	
Strategy for Application Point f: What specific tactics will we use to address the application point?	All partners follow their own policies on appeal rights.
Key Players for Application Point f. Who is responsible? Who else should be involved?	All partner are responsible for achieving this application point.
Expected Outcomes for Application Point f. What will be the result of these strategies?	This strategy will ensure that services are provide equitably, whil empowering customers to protect their rights.
Timeline for Application Point f. What is the due date of each expected outcome?	Ongoing
Questions/Needed Assistance for Application Point e. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point f.?	☐ YES ☒ NO

Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Goal 7: Evaluation Goals	Application Point a: Partners must create and use customer satisfaction tools, analyzing the feedback on a continual basis.	Application Point b. Partners must conduct an evaluation using The IWIB Evaluation Toolkit to assess local service integration efforts and create evidence-based policymaking and system design.
For each application point please rank your area's Level of Integration of Goal Application according to the following scale. **1-** This application point is not occurring nor is currently being planned. **2-** This application point is currently being planned. **3-** This application point has been planned and is occurring on an ongoing basis. Click or tap on the grey boxes below to choose your selection.		
Level of Integration of Goal Application	1	1
For each application point that use the Planning Tool Below to describe how your area is planning and/or implementing each application point.		
Application Point a: Partners must create and use customer satisfaction tools, analyzing the feedback on a continual basis.		

Strategy for Application Point a: What specific tactics will we use to address the application point?	The Partners will create customer feedback forms, accessible by QR codes promoted across media in order to evaluate services to job seekers and employers. If necessary, separate forms and methods will be used to reach each group. The One Stop Consortium (Career Link, DHS-DRS, Adult Education, IDES) will regularly evaluate of feedback from local users and use the feedback to improve technologies, programs, services, interactions, accessibility, and environments within the local area.
Key Players for Application Point a. Who is responsible? Who else should be involved?	The OSO Manager will be responsible for achieving this application point. All partners will be involved.
Expected Outcomes for Application Point a. What will be the result of these strategies?	These strategies will result in the partners receiving customer feedback and being able to make improvements to services based on the feedback.

Timeline for Application Point a. What is the due date of each expected outcome?	January 1, 2025
Questions/Needed Assistance for Application Point a. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point a.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

Application Point b. Partners must conduct an evaluation using The IWIB Evaluation Toolkit to assess local service integration efforts and create evidence-based policymaking and system design.

Strategy for Application Point b: What specific tactics will we use to address the application point?	Seek clarification before we answer.
Key Players for Application Point b. Who is responsible? Who else should be involved?	Steve and Jody.
Expected Outcomes for Application Point b. What will be the result of these strategies?	Click or tap here to enter text.
Timeline for Application Point b. What is the due date of each expected outcome?	One year

Questions/Needed Assistance for Application Point b. What questions do you have?	Click or tap here to enter text.
Technical Assistance: Does your local area need technical assistance on Application Point c.?	☐ YES ☒ NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.