Appendix D
Self-Assessment Identifying Information (Cover Page)

Local Area Number/Region: LWA14/Region 10		
Name, Title and Organization of Contact Person: Howard Kirchner, Blanche Shoup		
Contact Phone Number: (309) 344-1575	Contact E-mail: wiwinc.hk@gmail.com bshoup@westernillinoisworks.net	Date Self-Assessment Submitted to IWIB (XX/XX/XXXX): Click or tap to enter a date.
WIOA Partner Organizations Participating in Self-Assessment: Workforce, IDES, CSBG, Adult Education, Career & Technical Education, IDHS-TANF, SCSEP, IDHS-DRS		

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	2	2	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?	This is part of OSO Management Agreement. The OSO will meet with partners to develop a plan for customer input. The group will develop multiple ways that customers can provide input			

Key Players for Application Point a. Who is responsible? Who else should be involved?	The OSO and and WIOA Partners
Expected Outcomes for Application Point a. What will be the result of these strategies?	Increased Customer Feedback, and more equitable services for all customers
Timeline for Application Point a. What is the due date of each expected outcome?	Begin Customer Feedback process by July 1, 2024, the process for evaluating feedback to provide equitable services will be in place by June, 2025. Evaluation of processes with tools in place to evaluate by July 2025. Final processes will be implemented by January 1 2026 to answer feedback
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?	Mechanisms that collect customer input concerning service design and delivery will be developed. This will be achieved with the following steps: • Continue to distribute customer service surveys • Hold focus group meetings with customers from all partners • Follow up phone calls from a third party to inquire about level and satisfaction with services • Secret shopper visits to the one-stop and partner offices. Outputs a) Focus group meetings

	b) Secret shopper visits
Key Players for Application Point b. Who is responsible? Who else should be involved?	The One-Stop Operator along with WIOA partners will be responsible for coordinating the activities to implement these strategies.
Expected Outcomes for Application Point b. What will be the result of these strategies?	1) Improve interaction with customers by improving connectivity to partners and services. 2) Give customers input in service delivery. 3) Better determine level of customer satisfaction.
Timeline for Application Point b. What is the due date of each expected outcome?	No Timeline, Using continuous Improvent Processes
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 expectations of the OSO are in place in the contract and management plan. The OSO will be reporting to the WIB Executive Committee and WIB as requested

Key Players for Application Point c. Who is responsible? Who else should be involved?	The OSO and LWIB
Expected Outcomes for Application Point c. What will be the result of these strategies?	The WIB will be informed of expectation of the One-Stop Operator
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. 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?	Direct customers with be supplied with a QR code to the website for additional feedback, QR code can be added to the Newsletter, and place a link on the computers in the Resource Room. In-house WIOA Partners will develop a complaint process for frontline staff specific to the one-stop. All agencies have current complaint processes for appeals.
Key Players for Application Point d. Who is responsible? Who else should be involved?	OSO and WIOA Partners and frontline staff

Expected Outcomes for Application Point d. What will be the result of these strategies?	There will be equitable feedback options for customers and clear instructions and processes for frontline staff
Timeline for Application Point d. What is the due date of each expected outcome?	September 30, 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.	Is funding available for hardware and software to implement feedback strategies?

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	1	1	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. 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?	This will be achieved with the following activities: • Increase front line staff training to twice each year. • Conduct orientations for new partner staff as they begin employment (in-person or electronic) • Email program updates to all staff each month • Survey all staff to see what program information they need to better serve their customers. Outputs a) Front line staff training b) Staff surveys
Key Players for Application Point a. Who is responsible? Who else should be involved?	Quincy Partner Agencies are responsible for these strategies.
Expected Outcomes for Application Point a. What will be the result of these strategies?	1) Increase program knowledge and confidence of all hired staff. 2) Newly hired staff will receive program information soon after hire 3) Better trained staff will increase referrals to partners
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. Communication across partners is consistent, comprehensive, and timely.

Strategy for Application Point b: What specific tactics will we use to address the application point?	Frontline Staff training is recorded and updated. A Quick Reference Guide is available for frontline staff. Partner commitment for frontline staff to attend quarterly frontline staff training.
Key Players for Application Point b. Who is responsible? Who else should be involved?	OSO, Project Coordinator and Partner Staff. Need commitment from Partners that staff will participate.
Expected Outcomes for Application Point b. What will be the result of these strategies?	Frontline staff will have a better understanding of all services offerd by the partners, this will result in better service to the customers.
Timeline for Application Point b. What is the due date of each expected outcome?	With Commitment from partners, and list of training that they value, this will be implemented on July 1, 2024
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?	Service Integration Goals will be part of frontline staff training
Key Players for Application Point c. Who is responsible? Who else should be involved?	OSO, Project Coordinator, Partners
Expected Outcomes for Application Point c. What will be the result of these strategies?	All Frontline Staff have better understanding of service integration goals. Increase qualified and appropriate referrals to other partners.
Timeline for Application Point c. What is the due date of each expected outcome?	July 1, 2024
Questions/Needed Assistance for Application Point c.	None

What questions do you have?	
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?	This will be achieved with the following steps: • Partners will conduct regularly scheduled staff meetings with their staff • Staff will be given time during staff meetings to discuss customer service, continuous improvement, service integration and working relationship with each partner • Comments from the agency staff will be reported to the WIOA Partners. Outputs a) Meetings held each month b) Staff provide input at meetings. Staff comments delivered to the partner meeting
Key Players for Application Point d. Who is responsible? Who else should be involved?	It is the responsibility of each partner to conduct regularly scheduled staff meetings. The One-Stop Operator will be responsible for information reported to the Quincy Partners.
Expected Outcomes for Application Point d. What will be the result of these strategies?	1) All front line staff will have access to management and supervisory staff through regular staff meetings. Staff comments will be part of each agenda. 2) Concerns of front-line staff will be relayed to supervisors and agency management.

Timeline for Application Point d. What is the due date of each expected outcome?	July 1, 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 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	2	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. Customers provide basic information once through a collaborative intake process or information-sharing across programs.						

Strategy for Application Point a:	Research technology options for common customer information that can be shared with all partners. Further discussion with partners on what constitutes basic customer information.

What specific tactics will we use to address the application point?	
Key Players for Application Point a. Who is responsible? Who else should be involved?	OSO, Project Coordinator and Partners
Expected Outcomes for Application Point a. What will be the result of these strategies?	Simplified process for the customer.
Timeline for Application Point a. What is the due date of each expected outcome?	July 1, 2024
Questions/Needed Assistance for Application Point c. What questions do you have?	No Questions
Technical Assistance: Does your local area need technical assistance on Application Point a.?	☒ YES ☐ NO
Technical Assistance: If YES, please specify.	Is funding available for this goal.

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?	Discuss intake at Frontline Staff Training Develop a Partner Program Informaiton Summary

Key Players for Application Point b. Who is responsible? Who else should be involved?	OSO, Project Coordinator, and Partners
Expected Outcomes for Application Point b. What will be the result of these strategies?	Increase the number of suitable referrals Customers make informed decisions.
Timeline for Application Point b. What is the due date of each expected outcome?	July 1, 2024
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?	Policies that allow sharing of information between agencies and partners. This is an issue with state agencies current policies on confidentiality. Frontline staff joint meetings with customers to provide needed services.
Key Players for Application Point c. Who is responsible? Who else should be involved?	State and local agency partners Frontline Staff

Expected Outcomes for Application Point c. What will be the result of these strategies?	Improved customer services. Customer can use the services of several agencies at the same time Promote by-in from other partners.
Timeline for Application Point c. What is the due date of each expected outcome?	July 1, 2025
Questions/Needed Assistance for Application Point c. What questions do you have?	We need state agencies to provide guidelines on how to release confidentialy and share information
Technical Assistance: Does your local area need technical assistance on Application Point c.?	☒ YES ☐ NO
Technical Assistance: If YES, please specify.	We need state agencies to provide guidelines on how to release confidentialy and share information. Provide frontline staff training on confidentialy guidelines. Some state agencies cannot use all virtual meeting options?
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?	Develop a single assessment form and process that is approved by partners. Develop feasibility for implementation.
Key Players for Application Point d. Who is responsible? Who else should be involved?	State and Local Agency Partners
Expected Outcomes for Application Point d. What will be the result of these strategies?	With state guidelines on sharing confidential information, a single assessment will be implemented.

Timeline for Application Point d. What is the due date of each expected outcome?	July 1, 2025
Questions/Needed Assistance for Application Point d. What questions do you have?	Click or tap here to enter text.
Technical Assistance: Does your local area need technical assistance on Application Point d.?	☒ YES ☐ NO
Technical Assistance: If YES, please specify.	We need state agencies to have guidelines on how to release confidentialy and share information. Provide frontline staff training on confidentialy guidelines. Some state agencies cannot use all virtual meeting options?

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?	Provide Frontline Staff Training on Partner Programs and Documents
Key Players for Application Point e. Who is responsible? Who else should be involved?	OSO, Project Coordinator, Partners, and Frontline Staff
Expected Outcomes for Application Point e. What will be the result of these strategies?	Customers are better prepared to provide information needed.
Timeline for Application Point e. What is the due date of each expected outcome?	July 1, 2024

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?	Click or tap here to enter text.
Key Players for Application Point f. Who is responsible? Who else should be involved?	Click or tap here to enter text.
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?	Click or tap here to enter text.
Questions/Needed Assistance for Application Point f. What questions do you have?	We do not fully understand this question?

Technical Assistance: Does your local area need technical assistance on Application Point f.?	☒ YES ☐ NO
Technical Assistance: If YES, please specify.	We do not fully understand the questions?

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	2	2	2	1	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. 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?	Reachout to inter-agency team to Increase Partner buy-in
Key Players for Application Point a. Who is responsible? Who else should be involved?	State Inter-Agency Team State IWIB
Expected Outcomes for Application Point a. What will be the result of these strategies?	Increased participation by all partners
Timeline for Application Point a. What is the due date of each expected outcome?	Immediately
Questions/Needed Assistance for Application Point a. What questions do you have?	Click or tap here to enter text.

Technical Assistance: Does your local area need technical assistance on Application Point a.?	☒ YES ☐ NO	
Technical Assistance: If YES, please specify.	The inter-agency team needs to have a common message regarding partner committment to the service integration plan and share the message with all core and required partners	

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?	Continuous improvement on the outcomes of the referrals are shared with all partners Continue to work on implementation of referral and assessment, processes to add to website and transfer electronically, with tracking capability

Key Players for Application Point b. Who is responsible? Who else should be involved?	OSO, Program Coordinator, Partners
Expected Outcomes for Application Point b. What will be the result of these strategies?	A streamlined referral system, ablity to track and identify referrals
Timeline for Application Point b. What is the due date of each expected outcome?	July 1, 2024
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 b.?	☒ YES ☐ NO
Technical Assistance: If YES, please specify.	Is ther any plan for a statewide referral system?
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?	Explore a joint case management process
Key Players for Application Point c. Who is responsible? Who else should be involved?	Frontline staff Program Coordinator OSO All Partners

Expected Outcomes for Application Point c. What will be the result of these strategies?	Better informed customers and less duplictative assessments and services Ehanced customer services Quicker and more equitable delivery of services
Timeline for Application Point c. What is the due date of each expected outcome?	July 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.	Presentation to partner staff on Human Centered Design
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?	Pilot casemanagement will research use of Illinois JobLink for shared casemanagement Add module to website to manage referrals
Key Players for Application Point d. Who is responsible? Who else should be involved?	IDES to research Illinois JobLink All Partners
Expected Outcomes for Application Point d. What will be the result of these strategies?	Streamlined and faster service for customers

Timeline for Application Point d. What is the due date of each expected outcome?	October 1, 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.
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?	Use continuous improvement processes to enhance coordination of services between partners.
Key Players for Application Point e. Who is responsible? Who else should be involved?	All Partners OSO
Expected Outcomes for Application Point e. What will be the result of these strategies?	Timely services for customers Less duplication of services Better informed decisions by customers
Timeline for Application Point e. 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 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	1	2	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?	Share information with county inter-agency teams Identify liaison with partner groups
Key Players for Application Point a. Who is responsible? Who else should be involved?	One-Stop Operator All Partners
Expected Outcomes for Application Point a. What will be the result of these strategies?	Offer more comprehensive services to customers Streamline service delivery Community based organizations have a better understanding of WIOA services for referrals Increased participation of CBOs in the WIOA system
Timeline for Application Point a. What is the due date of each expected outcome?	July 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. 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?	BST will continue to work with employers to ensure that career pathways meet employer demands **Sub regions of the area will have an active BST.**
Key Players for Application Point b. Who is responsible? Who else should be involved?	Business Services Teams
Expected Outcomes for Application Point b. What will be the result of these strategies?	Continue ongoing relationships with Local Economic Development and Chambers of Commerce **Self-sufficient wages and benefits**
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?	Is there financial assistance available to provide additional staff?
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?	Routine schedule of training that includes Labor Market Information

Key Players for Application Point c. Who is responsible? Who else should be involved?	OSO, Project Coordinator, IDES
Expected Outcomes for Application Point c. What will be the result of these strategies?	IDES EI&A provide training and ongoing updates on current labor market statistics and trends. Help Wanted listings each month Customers make informed career decisions
Timeline for Application Point c. What is the due date of each expected outcome?	July 1, 2024
Questions/Needed Assistance for Application Point c. 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.	
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	3	3	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. 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?	Ongoing monthly partner meetings **Monthly reminder for partners to share information which is then shared with all partner staff.** **Frontline Staff Training at least twice each year**

Key Players for Application Point a. Who is responsible? Who else should be involved?	All Partner Staff OSO or volunteer partners are responsible for iniatating a reminder for partners to disseminate information to frontline staff
Expected Outcomes for Application Point a. What will be the result of these strategies?	Timely updates for frontline staff
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. 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?	Share information at monthly partner meetings State and Local Guidance is followed when writing the local and regional plans and negotiating the MOU
Key Players for Application Point b. Who is responsible? Who else should be involved?	All Partners

Expected Outcomes for Application Point b. What will be the result of these strategies?	Area will be in compliance with state guidelines Partner understanding of alignment
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?	Regular LMI updates from IDES EI&A will provide LMI training all Partner Staff
Key Players for Application Point c. Who is responsible? Who else should be involved?	IDES
Expected Outcomes for Application Point c. What will be the result of these strategies?	Staff will continuously have current LMI information available.

Timeline for Application Point c. What is the due date of each expected outcome?	July 1, 2024
Questions/Needed Assistance for Application Point c. What questions do you have?	NO

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?	OSO sends monthly calendar of events to the partners and the community Monthly Partner Updates
Key Players for Application Point d. Who is responsible? Who else should be involved?	OSO All Partners
Expected Outcomes for Application Point d. What will be the result of these strategies?	Dissemination of current information Build relationship with Community Based Organizations.
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 Partners are following their respective confidentiality policies while sharing customer information
Key Players for Application Point e. Who is responsible? Who else should be involved?	All Partners
Expected Outcomes for Application Point e. What will be the result of these strategies?	Staff understand information that can and cannot be shared
Timeline for Application Point e. What is the due date of each expected outcome?	Ongoing
Questions/Needed Assistance for Application Point e. What questions do you have?	No

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 are following their policies to inform customers of their appeal rights.
Key Players for Application Point f. Who is responsible? Who else should be involved?	Each Partner
Expected Outcomes for Application Point f. What will be the result of these strategies?	Compliance with appeals process requirement. Frontline Staff is trained to refer appeal issues to the agency involved.
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	2	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?	Review pre-covid plan for customer feedback **Review customer satisfaction plan by each customer** **Use continuous improvement to develop customer feedback process**
Key Players for Application Point a. Who is responsible? Who else should be involved?	WIB All Partners OSO
Expected Outcomes for Application Point a. What will be the result of these strategies?	Justification to change or continue our program design Focus on customer centered design

Timeline for Application Point a. What is the due date of each expected outcome?	July 1, 2025
Questions/Needed Assistance for Application Point a. What questions do you have?	Click or tap here to enter text.
Technical Assistance: Does your local area need technical assistance on Application Point a.?	☒ YES ☐ NO
Technical Assistance: If YES, please specify.	Suggest a webinar on implementing the IWIB Evaluation Toolkit

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?	
Key Players for Application Point b. Who is responsible? Who else should be involved?	Click or tap here to enter text.
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?	Click or tap here to enter text.

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.	Suggest a webinar on implementing the IWIB Evaluation Toolkit