

Program Year 2024

Illinois

WIOA Annual Statewide Performance Report Narrative



July 1, 2024 – June 30, 2025



**ILLINOIS
WORKFORCE
INNOVATION
BOARD**

TABLE OF CONTENTS

<i>Introduction</i>	1
<i>Waivers</i>	1
<i>Evaluations</i>	5
<i>Customer Satisfaction</i>	6
<i>State Strategies</i>	6
<i>Performance Accountability</i>	13
<i>Statewide Activities Funds</i>	20
<i>Rapid Response</i>	21
<i>Wagner-Peyser Activities</i>	23
<i>National Dislocated Worker Grants (NDWGs)</i>	23
<i>State Best Practices and Needs</i>	24
<i>Appendix 1: Success Stories</i>	25

Introduction

Program Year 2024 marked a period of continued progress and adaptation for Illinois' workforce system. The state remained focused on building a more responsive and effective system to connect job seekers with meaningful employment and help businesses meet their workforce needs. This report highlights the ways Illinois has advanced its strategies, leveraged flexibilities, and strengthened partnerships to support workers, employers, and communities across the state.

Illinois also continued to advance statewide strategies that align with broader economic and social priorities. Initiatives such as the Climate and Equitable Jobs Act workforce programs, the Home Illinois pilot, and new education and apprenticeship initiatives demonstrate the state's commitment to innovation and cross-agency collaboration. Together with investments in sector partnerships, incumbent worker training, and registered apprenticeships, these efforts are helping build sustainable pathways into high-demand industries.

As the following sections illustrate, Illinois is meeting performance expectations, leveraging statewide resources to strengthen local systems, and preparing for future challenges. The state is working to ensure that its workforce system remains a vital driver of opportunity, resilience, and growth.

Waivers

1. Reduce out-of-school youth expenditure rate from 75% to 50%

This waiver is associated with the requirement at the Workforce Innovation and Opportunity Act (WIOA) Section 129(a)(4)(A) and 20 CFR 681.410 that the State and local areas expend 75% of the youth funds and local formula youth funds on out-of-school youth (OSY) and calculation of the local area expenditure for each local area.

As a result of this waiver, Illinois expects that the number of in-school youth (ISY) served will increase. Under this waiver authority, the state has generally seen an increase in the number of in-school youth (ISY) served each program year.

	In-School Youth (ISY)	Out-of-School Youth (OSY)
PY 2020	1,123	5,380
PY 2021	1,284	5,354
PY 2022	1,228	4,940
PY 2023	1,139	4,534
PY 2024	1,017	4,587

Additionally, each local workforce innovation area met the reduced expenditure requirement of 50%.

Performance accountability outcomes for overall WIOA Youth (including both ISY and OSY) increased slightly in PY 2023, the latest year for which performance outcomes are available. The majority of the WIOA Youth performance indicators are on track to either remain steady or increase for PY 2024.

Program Year	No. Served	Employment /Education Rate 2 nd Quarter	Employment /Education Rate 4 th Quarter	Median Earnings	Credential Rate	Measurable Skill Gains
PY 2019	6,738	73.43%	73.07%	\$3,715.41	70.59%	44.25%
PY 2020	6,503	71.79%	67.78%	\$4,234.28	69.88%	52.18%
PY 2021	6,638	73.67%	69.32%	\$4,668.31	70.72%	54.71%
PY 2022	6,144	74.83%	74.40%	\$5,371.45	70.32%	71.29%
PY 2023	5,673	77.56%	74.30%	\$5,798.68	69.79%	71.23%
PY 2024	5,604	75.41%	73.94%	\$6,006.14	70.94%	73.19%

2. Providing individual training accounts to WIOA in-school youth

This waiver of 20 CFR 681.550 to allow individual training accounts (ITAs) for in-school youth (ISY).

As a result of this waiver, Illinois expects an increase in the number of local workforce innovation areas offering ITAs to in-school youth.

During PY 2024, 16 of the state's 22 local workforce innovation areas, spread across eight of the ten Economic Development Regions, have ISY with an ITA, indicating a broad geographic use of the waiver.

The number of youth utilizing an ITA to receive an industry-recognized credential and/or other post-secondary credentials has remained steady.

- For Program Year 2024, ISY that received an ITA have successfully exited the program with the following characteristics:
 - Measurable Skill Gains: 33
 - Completed Training: 27
 - Earned Industry-Recognized Credential: 31
 - Entered Employment: 12
 - Average Wage: \$18.07

3. Amend the definition of incumbent worker by eliminating or reducing the six-month employment requirement

This waiver of 20 CFR 680.780 is to adjust the six-month employment requirement for incumbent worker training (IWT).

The Incumbent Worker Training waiver of the six-month employment requirement enabled 48 companies to train 184 workers who would otherwise not have received training without the waiver. Businesses helped under the waiver were from the following sectors: Agriculture, Construction, Education, Government, Healthcare, Hospitality, Manufacturing, Utilities, and Wholesale Trade.

Incumbent workers are not included in WIOA performance outcomes.

4. Planning Region Alignment

This waiver is to the following Section(s):

WIOA Sec. 106(a)(2) and 20 CFR § 679.210 (preamble)

“In accordance with WIOA Section 106(a)(2), a single local area may not be split across two planning regions. Local areas must be contiguous to be a planning region and effectively align economic and workforce development activities and resources.”

To date the burden of contributing to multiple regional plans has not risen to the level of the locally perceived burden of realignment. As mentioned previously, Illinois successfully brokered realignment of several counties during the current planning cycle. Our position is to continue to encourage local areas to consider realignment and offer technical assistance to implement but stopping short of imposing this requirement on local CEOs determined to maintain the status quo.

The local areas that were allowed not to realign have continued to effectively plan and deliver services while maintaining fiscal sustainability and performance accountability under the current local workforce area and regional planning boundaries.

There are no performance outcomes associated with this waiver.

5. Increase on-the-job training reimbursement

This waiver is to WIOA Section 134(c) (3)(H)(i) and 20 CFR 680.720(b) in order to increase on-the-job training (OJT) employer reimbursement up to 90% for businesses with 50 or fewer employees.

The state estimates that the waiver will improve outcomes and provide other tangible benefits in the following ways:

- Increase in the number of OJT placements;
- Increase in the number of OJT placements in targeted sectors and occupations;
- Increase in the employment retention rates in the OJT-related industry 2nd and 4th quarter following exit; and
- Increase in the number of unique employer work sites using OJT.

As a result of this waiver, the number of OJT placements (including those in apprenticeships) and the number of unique OJT employer worksites have steadily increased each program year. Additionally, most of the OJT placements have been in the manufacturing sector.

	OJT Placements	Unique OJT Work Sites	OJT Participants w/ Training Related Job at Exit
PY 2019	343	134	320
PY 2020	353	162	232
PY 2021	424	162	170
PY 2022	488	206	258
PY 2023	463	213	281
PY 2024	480	235	237

For PY 2023, which is the latest year performance outcomes are available, employment retention rates for OJT participants that exited with a job in a related industry in which they were trained in the second (2nd) and fourth (4th) quarters following exit have increased.

6. Increase in transitional jobs expenditure threshold

This waiver is to WIOA Section 134(d)(5) and 20 CFR 680.195 to allow up to 20% of WIOA Title I Adult and Dislocated Worker local formula funds (Act and Final Rules allows up to 10 percent) to be used for the provision of transitional jobs.

In PY 2024, one local workforce innovation area provided transitional job services to four participants through this waiver.

This waiver has not directly or indirectly affected state and local area performance outcomes.

7. Use of statewide funds for qualifying events

This waiver is to allow flexibility in the use of statewide activities funds for use to provide statewide rapid response activities (i.e. WIOA section 134(a)(2)(A)), and for use to provide statewide employment and training activities (i.e. WIOA section 134(a)(2)(B) and (3)) in order to

provide comprehensive Disaster Recovery assistance to affected areas as described in WIOA 170(d) and 20 CFR 687.100(b).

The Rapid Response disaster and emergency waiver has allowed the State and local areas to respond to disasters using readily available State Rapid Response funds and assist laid-off workers with obtaining temporary disaster recovery employment, as well as permanent employment. Since receiving this waiver, three local workforce innovation boards have received an award and provided disaster recovery employment to twenty-two participants at five disaster worksites. All disaster activity has concluded, and no grants were active in Program Year 2024.

There are no performance outcomes associated with this waiver.

Evaluations

The University of Chicago Inclusive Economy Lab completed the report *WIOA Title I Program Evaluation: Measuring the Impact of Training for Job Seekers Enrolled in Intensive Career Services* in October 2024. The study compared job seekers who enrolled in training plus intensive career services to those who received intensive career services only. Data came from 35,692 participants (2017–2021) with wage and employment records tracked through mid-2022.

The study found that participants experienced lower employment and earnings in the four quarters after program entry. These outcomes are attributed to the opportunity cost of participating in training. For those participants that entered prior to the COVID pandemic, participants that received training experienced employment and earnings roughly equivalent to those that did not receive training. For those entering after COVID, employment rates and earnings for those receiving training were higher in quarters 6 and 7 (the latest data available). This was especially true for Dislocated Workers.

An outcome evaluation of the QUEST National Dislocated Worker Grants is currently underway. This study is being conducted by the Coleridge Institute. The evaluation is using the longitudinal data system infrastructure that was developed through the Illinois Workforce Data Quality Initiative (IWDQI). The IWDQI connects longitudinal data systems at DCEO and IDES in cooperation with Illinois State University to build stronger connections between UI wage record and education and workforce data systems. The NDWG evaluation will be a demonstration of the capabilities of the systems developed under the IWDQI.

The project will create a series of data visualization dashboards that will display disaggregated rates of training service access and completion and subsequent workforce outcomes. These dashboards will help create a better understanding of the populations that are being served by the NDWG grant program, what services participants are receiving as they go through the

program, and how those services are associated with initial labor force outcomes after program exit. The evaluation is expected to be completed in Fall 2025.

Customer Satisfaction

Customer Satisfaction for WIOA Title I

Illinois' WIOA Title I program conducts a Customer Feedback Survey to assess overall satisfaction with the Illinois workNet website and its resources. For Program Year 2024, key survey questions focused on website satisfaction, purpose of visit, how users heard about the site, ease of finding information, suggestions for improvement, likelihood of recommending the site, and other general feedback.

The survey is distributed quarterly via email to users who log into Illinois workNet during the respective period. It is also promoted across Illinois workNet's social media channels, website, and in email responses. The Illinois workNet team reviews the feedback each quarter, addressing any identified issues or bugs. Suggestions and concerns are shared with stakeholders for prioritization and action.

In Program Year 2024, 174 individuals completed the survey. Of those, 80.45% indicated they would likely recommend Illinois workNet for employment and training resources. Many respondents expressed satisfaction with the site, offering suggestions to improve navigation, technical performance, and customer support. Additional feedback included requests for more interactive tools, regularly updated content, and more streamlined processes to support employment and training goals better.

Continuous Improvement through Customer Feedback

Across Illinois, local workforce innovation areas collect customer feedback through surveys and feedback tools, with One-Stop Operators (OSO) facilitating this process at the local level. For example, in Local Workforce Innovation Area (LWIA) 7, across all American Job Centers (AJCs) in that area, surveys were administered onsite and at workshops, with results shared via dashboards and quarterly reports to guide service adjustments. In early 2025 (January 1 - March 31, 2025), LWIA 7 customers provided over 1,500 responses, yielding high satisfaction scores (4.81/5 onsite; 4.52/5 workshops) and strong Net Promoter Scores (9.51 and 9.02). Comments consistently praised staff professionalism, transparency, and support, reinforcing a cycle of data-driven improvement that enhances service delivery and recognizes staff excellence.

State Strategies

Illinois advanced its workforce strategic vision and goals described in its Unified State Plan through innovative cross-agency initiatives, forward-looking governance and statewide capacity-building.

Home Illinois Pilot

Launched to bridge the homeless response and public workforce systems, the Home Illinois pilot supports Illinois' Plan to Prevent and End Homelessness by focusing on financial stability and coordinated services.

Funded as part of the JTED Program, the pilot supports four grantees across the state: three Continuums of Care and one local workforce innovation area. This ensures representation from both urban and suburban areas.

Each grantee developed a regional roadmap for collaboration, data sharing, and sustainable service models during this reporting period to guide the pilot and inform future efforts.

In this next phase, the program will serve individuals experiencing homelessness or housing instability, and connect them to job training, career services, and employment opportunities, while collaborating with housing providers to achieve long-term stability.

Success will be measured by metrics such as referrals, enrollments, training completions, credentials earned, job placements, and wages. Other metrics include housing status and retention in employment and housing.

By integrating workforce and housing services, the initiative aims to remove barriers and help individuals achieve long-term self-sufficiency. Home Illinois is a prime example of how the state operationalizes WIOA strategies through cross-agency partnerships, particularly those serving individuals furthest from opportunity.

Climate and Equitable Jobs Act

Illinois fully launched several Climate and Equitable Jobs Act (CEJA) workforce programs, including Clean Jobs Workforce Network, Climate Works Pre-Apprenticeship, Energy Transition Barrier Reduction, Energy Transition Navigator, and Returning Resident Job Training in Program Year 2024. These programs support the Illinois' WIOA Unified State Plan, focusing on reentry support, sector partnerships, and access to clean energy jobs.

To ensure these programs are successfully implemented, the Illinois Department of Commerce and Economic Opportunity (DCEO) finalized grant systems, improved internal structures, updated policies, provided technical assistance, and launched compliance tools. Additionally, DCEO conducted grant reviews to inform future funding decisions.

As a result of these foundational efforts, 39 grants have been awarded across the five programs, with sites at various stages of implementation. In parallel with these efforts, CEJA also funds programs for returning residents, with four sites at various stages of development.

Education Initiatives

The state's workforce system, anchored by WIOA, partners with education and industry to expand career pathways and apprenticeships. Over the last year, the state has initiated pilots that focus on expanding career pathways and apprenticeship programs through education initiatives.

The Teacher Apprenticeship Pilot Program addresses education sector shortages by creating structured pathways into teaching, especially special education, through registered apprenticeships and work-based learning.

The Clean Energy Career Pathway Program prepares Illinoisans for clean energy careers by aligning training with high-demand jobs. The program partners with schools and employers to offer industry credentials at multiple sites.

The Central Region EV Curriculum Development Program, in partnership with Rivian and led by Heartland Community College, builds electric vehicle workforce readiness through curriculum and training design.

Illinois Interagency Referral Group

The Illinois Interagency Referral Group brings together representatives from all WIOA core partners to establish and promote state-level expectations and standards for high-quality, equitable referrals within the Illinois workforce system. Through collaboration, the group works to ensure that individuals have seamless access to workforce programs and services, including co-enrollment when appropriate.

The group finalized the Referral Relationship Guide in Program Year 2024, a tool designed to strengthen referral relationships across the Illinois workforce ecosystem. This guide, housed on the Illinois workNet Partner Page, provides clarity around workforce program eligibility and service delivery expectations, helping partners coordinate effectively to meet customer needs.

The Referral Group began by compiling basic eligibility requirements for all Core and Required workforce programs. This information was then refined and transformed into a user-friendly guide to support frontline staff in making informed, effective referrals.

Key steps in the development process included:

- **Frontline feedback:** Workers from each partner agency reviewed the draft guide, providing valuable insights to ensure clarity and usability.
- **Accessibility review:** The Department of Rehabilitation Services led efforts to ensure the guide met Illinois accessibility standards, working closely with the Illinois Department of Innovation and Technology.

- Finalization and publication: After incorporating feedback, the finalized guide was published on Illinois workNet for use across the state.

The guiding principle behind the tool is that referral relationships—not just referrals—are essential for success. High-quality referrals are built on collaboration, shared understanding, and a commitment to meeting customer needs.

The Referral Group made significant progress in sharing and promoting the guide, starting in April 2025 with the introduction and release of the guide at the Illinois Workforce Summit.

Workforce Service Delivery Assessment

During Program Year 2024, Illinois launched a comprehensive assessment of the state’s public workforce system lead by the core partners in the state. The assessment focuses on how services are delivered across comprehensive one-stop centers and local areas. The effort is examining physical and virtual infrastructure, staffing capacity, and customer experience to better understand how the system supports both job seekers and employers. Illinois’ approach combined on-site visits, stakeholder interviews, and data analysis to capture a full picture of strengths, challenges, and opportunities for improvement.

Progress during Program Year 2024 included field assessments of multiple centers and gathering input from frontline staff, leadership teams, and partner organizations to understand how programs coordinate and where barriers exist. In parallel, Illinois is mapping service locations against demographic indicators to identify where centers are well-placed to serve populations most in need and where gaps in access may remain.

The insights from this first phase will shape recommendations that will be practical and actionable for state and local leaders.

Progress made in implementing sector strategies and career pathways such as business engagement strategies, work experiences for youth and adults, transitional jobs, and incumbent worker training strategies and policies in the state.

Sector Strategies

The Illinois Department of Commerce and Economic Opportunity (DCEO) funded an analysis of the current state of sector partnerships across the state; a third Talent Pipeline Management training academy and began providing in the field technical assistance to create regional sector partnerships. DCEO staff earned the Talent Supply Chain Manager credential.

Incumbent Worker Training (IWT) – Illinois continued to promote IWT through ongoing technical assistance to local workforce boards, designated Title IB staff and training providers In

Program Year 2024, there were over 300 WIOA funded IWT projects that enrolled nearly 2,000 workers at over 200 businesses.

Efforts to increase access to Registered Apprenticeship Programs (RAP) including creation of new RAPs and expansion of existing RAPs such as new youth apprenticeship opportunities.

Illinois continues to expand access to Registered Apprenticeship Programs (RAPs) by investing in strategies that engage employers, build capacity across systems, and support participants. Through USDOL State Apprenticeship Expansion Funding and WIOA Statewide Activities funding, DCEO supports 13 Apprenticeship Specialists embedded within Local Workforce Innovation Areas' business services teams and 12 Apprenticeship Intermediaries. These Specialists help employers design, register, and expand programs in order to integrate the RAP model as a sustainable talent development strategy. The Intermediaries further these efforts by operating and scaling programs that serve a wide range of industries, populations, and regions resulting in more opportunities for Illinois residents to access high-quality, earn-and-learn pathways. Illinois is preparing to fund an additional 14 Apprenticeship Intermediaries to further grow this reach.

Alongside employer engagement, Illinois has strengthened statewide capacity for apprenticeship expansion. DCEO hosted its annual Apprenticeship Bootcamp, with planning already underway for the next, and held multiple capacity-building webinars for workforce, education, and economic development professionals. The Illinois Workforce Innovation Board's Work-Based Learning and Apprenticeship Committee refined and continues to implement a five-year apprenticeship expansion plan. In parallel, the Illinois Community College Board launched an Apprenticeship Learning Community to help all colleges become high-impact intermediaries. Together, these efforts are driving the creation of new RAPs, expansion of existing programs, and growth of youth apprenticeship opportunities across Illinois.

Illinois Workforce Innovation Board

The Illinois Workforce Innovation Board (IWIB) adopted a forward-looking strategic plan and a realigned committee structure to align more closely with the IWIB's evolving priorities and the broader goals of Illinois' workforce ecosystem.

At the core of this transformation during Program Year 2024 was a realigned committee structure that directly reflects the priorities and goals outlined in the IWIB's strategic plan. The changes were the result of a 9-month process of thoughtful collaboration with IWIB members, stakeholders, and the public to ensure alignment with Illinois' workforce and economic goals.

This evolution was an intentional effort to maximize the IWIB's impact by enhancing communication, fostering innovation, and ensuring that Illinois' workforce system remains responsive to the needs of employers, job seekers, and communities. Going forward the IWIB is

better positioned to leverage resources, improve alignment across the workforce ecosystem, and advance priorities that directly benefit Illinois businesses and residents.

The new structure will enable the IWIB to deliver measurable outcomes, including:

1. Expanding access to quality jobs.
2. Strengthening partnerships with emerging industries.
3. Improving alignment and collaboration between the workforce, education, and economic development.
4. Eliminating disparities and advancing equity in workforce development.
5. Increasing access to quality jobs in leading and emerging industries
6. Streamlining committee functions to maximize impact and efficiency.
7. Embedding equity into every committee's work to ensure that its efforts reflect the diversity of Illinois' workforce and communities.

The committees have been restructured to support IWIB's updated priorities:

- **Communication and Stakeholder Engagement (CASE) Committee:** Focuses on strategic communication, stakeholder collaboration, and sector strategies.
 - Strategic communication to amplify the IWIB's vision and priorities.
 - Supporting regional sector partnerships and industry champions in emerging and growing sectors.
 - Driving collaboration among business leaders, workforce organizations, and stakeholders.
- **Continuous Improvement and Accountability (CIA) Committee:** Drives evaluation, equity, and system improvement.
 - Reviewing disaggregated WIOA and non-WIOA performance data to address inequities.
 - Disseminating evaluation toolkits and best practices to local workforce partners.
 - Supporting technical assistance efforts focused on equity and inclusion.
- **Work-Based Learning and Apprenticeship (WBLA) Committee:** Promotes apprenticeships and work-based learning aligned with industry needs.
 - Expand apprenticeship and work-based learning opportunities statewide.
 - Build capacity for businesses to adopt apprenticeship programs more easily.
 - Ensure diversity in apprenticeship pipelines by targeting underrepresented groups.
- **Executive Committee:** Oversees strategic plan implementation and ensures IWIB discharges its statutory duties.
 - Oversees implementation of the IWIB strategic plan and ensures compliance with WIOA requirements.

Professional Development

The Illinois Workforce Development Board's Professional Development Committee includes representatives from the Illinois Department of Commerce and Economic Opportunity, the Illinois Department of Employment Security, the Illinois Community College Board, and the Illinois Department of Human Services. The committee played a central role in shaping and delivering high-quality learning opportunities across the WIOA system, including Workforce Wednesday Webinars and the Illinois Workforce Summit in Program Year 2024.

The committee used feedback from previous sessions to guide the selection of topics, ensuring that each webinar aligns with the evolving needs of the system. To keep the WIOA community informed, weekly announcements were distributed every Monday to over 1,500 participants across the state. All webinars were recorded and made available to registrants, with current quarter recordings accessible via the Illinois Workforce Academy website, allowing professionals to revisit valuable content at their convenience.

Throughout Program Year 2024 a robust lineup of webinars that addressed a wide range of topics were presented. Notable sessions included "Creating an Equitable Construction Talent Pipeline," "Immigrant Integration," and "Inclusive Hiring 101," each drawing strong participation and engagement. Webinars such as "Planning for Your Program Year 2024-2025 Local Negotiations" and "WIOA Webinar Final MOU Guidance" provided critical updates and guidance to support program planning and compliance. Emerging workforce trends were addressed through webinars such as "New Developments in Second Chance Hiring" and "Invisible Disabilities in the Workplace," fostering inclusive practices and awareness.

In addition to the webinar series, WIOA Summit was rebranded to the Illinois Workforce Summit. This change reflects a renewed commitment to inclusivity and collaboration across the workforce development system. The new name emphasizes the importance of engaging a diverse range of stakeholders—including employers and providers from programs such as the Climate Equitable Jobs Act (CEJA)—to foster partnerships that drive innovation. The Summit is designed to provide practical service and system integration guidance to local core partner staff and board members. The 2025 Illinois Workforce Summit was held May 8–9, 2025 at the Embassy Suites in East Peoria, IL, with 417 in-person attendees and 159 remote participants.

With participation ranging from 16 to over 470 attendees per session, the Program Year 2024 webinar series and the Illinois Workforce Summit demonstrated strong engagement and continued to serve as vital resources for workforce professionals across Illinois.

As part of its ongoing commitment to professional development and system transformation, the Illinois Department of Commerce and Economic Opportunity (DCEO) presented the "Building a Customer-Centered Approach" training initiative. This program was designed to equip workforce professionals with the skills necessary to master policy and navigate DCEO's new case management reporting system. The system is part of a broader effort to enhance

service delivery by empowering frontline staff and promoting a more personalized, participant-focused approach.

The training is structured as a “train-the-trainer” model, ensuring that key stakeholders are prepared to lead their teams through this transition with confidence and consistency. Participants are required to attend one introductory session, all four webinars, and one concluding session. Each webinar included a module with PowerPoints and learning activities, and homework exercises are provided to reinforce skill development. Recordings and materials will be made available to all registrants.

Central to the training is the concept of a customer-centered approach, which prioritizes the needs and experiences of participants at every stage of interaction. This methodology requires a cultural shift within workforce programs, emphasizing empathy, responsiveness, and strategic service design. Participants learn to map the customer journey, identify service touchpoints, and apply motivational strategies to support career decision-making, job search, and retention.

The course was led by nationally recognized trainer Jodie Sue Kelly, whose decades of experience in employment and training have earned her multiple professional accolades. Her engaging and practical teaching style supports participants in developing both theoretical understanding and hands-on skills. Through this initiative, DCEO aims to foster a more responsive and effective workforce system that truly puts the customer at the center of service delivery.

Performance Accountability

WIOA Title I

WIOA Title I programs (Adult, Dislocated Worker, and Youth) met all negotiated levels of performance for Program Year 2024. Final adjusted levels of performance will not be made available until early 2026 when USDOL is able to apply a Statistical Adjustment Model (SAM) to develop final assessments.

Program Year 2024 Negotiated Levels of Performance					
Indicator of Performance	Employment Rate 2 nd Quarter after Exit ¹	Employment Rate 4 th Quarter after Exit ¹	Median Earnings Rate 2 nd Quarter after Exit	Credential Attainment Rate	Measurable Skill Gains
WIOA Title I Adult	76.5%	77.5%	\$9,000	74.0%	62.0%

¹ For Title I Youth, also includes enrollments in education or training activities.

WIOA Title I Dislocated Worker	79.5%	80.0%	\$11,800	73.0%	62.0%
WIOA Title I Youth	76.0%	76.0%	\$5,000	70.0%	59.0%

Program Year 2023 resulted in success in meeting all adjusted levels of performance for the three WIOA Title I programs (Adult, Dislocated Worker, and Youth). States received their final assessments in January 2025. Measurable Skill Gains were not assessed, however, with new guidance issued in June 2025 by USDOL and the US Department of Education, this measure will be assessed with adjustment in Program Year 2024. Illinois succeeded in meeting all unadjusted levels of performance for Program Year 2024 for each of its Title I programs, with final adjusted assessments due in early 2026.

The Department of Commerce and Economic Opportunity continued its efforts in being more transparent with preparations for local performance Negotiations and final local performance assessments. Program Year 2024 – Program Year 2025 local negotiations conducted August to September 2024 included the introduction of a WIOA Title I Local Performance Negotiation Tool that provided predictive performance outcomes used jointly by the twenty-two local workforce innovation boards (LWIBs) and the State.

In coordination with statisticians at Northern Illinois University and a team of local performance managers, a new WIOA Title I Participant Dashboard was launched as part of enhancements to the WIOA Performance & Transparency dashboard. LWIBs, Title I Director, Performance Managers and other stakeholders will have the ability to view participant data, enrollment information and outcomes to better assess the effectiveness of their programs. Data has been extracted from the Participant Individual Record Layout (PIRL) from Program Years 2017 through 2023. The dashboard will be updated as information becomes available for subsequent program years.

Negotiated performance levels for local areas for Title I core programs

WIOA Title I Adult						
Indicator of Performance		Employment Rate 2nd Quarter after Exit (AER2)	Employment Rate 4th Quarter after Exit (AER4)	Median Earnings 2nd Quarter after Exit (AMER)	Credential Attainment within 4 Quarters after Exit (ACAR)	Measurable Skill Gains (AMSG)
LWIA 1 - 17005	PY 2024 Negotiated Target	76.5%	72.0%	\$10,400	80.0%	68.0%
	PY 2025 Negotiated Target	76.5%	72.0%	\$10,400	80.0%	70.0%
LWIA 2 - 17010	PY 2024 Negotiated Target	72.0%	69.0%	\$8,400	72.0%	75.0%
	PY 2025 Negotiated Target	73.0%	71.0%	\$8,600	73.0%	75.0%

LWIA 3 - 17015	PY 2024 Negotiated Target	67.5%	65.0%	\$8,500	70.0%	66.0%
	PY 2025 Negotiated Target	67.5%	66.5%	\$9,000	73.0%	68.0%
LWIA 4 - 17020	PY 2024 Negotiated Target	85.0%	84.0%	\$10,000	79.0%	78.0%
	PY 2025 Negotiated Target	85.0%	84.0%	\$10,000	79.0%	78.0%
LWIA 5 - 17025	PY 2024 Negotiated Target	75.5%	75.0%	\$9,500	76.0%	61.0%
	PY 2025 Negotiated Target	76.5%	75.5%	\$10,000	78.0%	63.0%
LWIA 6 - 17030	PY 2024 Negotiated Target	74.0%	73.0%	\$11,500	78.0%	62.0%
	PY 2025 Negotiated Target	75.5%	74.5%	\$11,500	80.0%	63.0%
LWIA 7 - 17035	PY 2024 Negotiated Target	71.0%	69.0%	\$8,300	73.0%	62.0%
	PY 2025 Negotiated Target	71.0%	70.0%	\$8,300	73.0%	63.0%
LWIA 10 - 17050	PY 2024 Negotiated Target	70.0%	70.0%	\$9,000	72.0%	65.0%
	PY 2025 Negotiated Target	73.0%	73.0%	\$9,300	74.0%	70.0%
LWIA 11 - 17055	PY 2024 Negotiated Target	78.0%	74.0%	\$9,250	73.0%	65.0%
	PY 2025 Negotiated Target	78.0%	74.0%	\$9,250	74.0%	65.0%
LWIA 13 - 17065	PY 2024 Negotiated Target	82.0%	80.0%	\$8,000	78.0%	75.0%
	PY 2025 Negotiated Target	82.0%	80.0%	\$8,000	80.0%	75.0%
LWIA 14 - 17070	PY 2024 Negotiated Target	77.0%	71.0%	\$9,000	73.0%	63.0%
	PY 2025 Negotiated Target	77.0%	71.0%	\$9,700	78.0%	65.0%
LWIA 15 - 17075	PY 2024 Negotiated Target	83.0%	82.0%	\$10,500	79.0%	72.0%
	PY 2025 Negotiated Target	83.0%	82.0%	\$10,500	79.0%	72.0%
LWIA 17 - 17085	PY 2024 Negotiated Target	78.0%	76.0%	\$10,000	74.0%	74.0%
	PY 2025 Negotiated Target	78.0%	76.0%	\$10,500	76.0%	75.0%
LWIA 18 - 17090	PY 2024 Negotiated Target	74.0%	72.0%	\$8,000	72.0%	65.0%
	PY 2025 Negotiated Target	74.0%	72.0%	\$9,000	79.0%	73.0%
LWIA 19 - 17095	PY 2024 Negotiated Target	86.0%	87.0%	\$11,500	81.0%	65.0%
	PY 2025 Negotiated Target	86.0%	87.0%	\$11,500	81.0%	70.0%
LWIA 20 - 17100	PY 2024 Negotiated Target	86.0%	84.0%	\$10,500	85.0%	70.0%
	PY 2025 Negotiated Target	86.0%	84.0%	\$11,000	85.0%	75.0%
LWIA 21 - 17105	PY 2024 Negotiated Target	83.0%	84.0%	\$10,000	82.0%	65.0%
	PY 2025 Negotiated Target	83.0%	84.0%	\$11,000	82.0%	70.0%
LWIA 22 - 17110	PY 2024 Negotiated Target	80.0%	78.0%	\$11,000	75.0%	65.0%
	PY 2025 Negotiated Target	80.0%	78.0%	\$11,000	78.0%	65.0%
LWIA 23 - 17115	PY 2024 Negotiated Target	83.0%	81.0%	\$8,000	70.0%	62.0%
	PY 2025 Negotiated Target	83.0%	81.0%	\$8,500	73.0%	63.0%
LWIA 24 - 17120	PY 2024 Negotiated Target	72.0%	69.0%	\$8,600	76.0%	73.0%
	PY 2025 Negotiated Target	74.0%	70.0%	\$9,000	76.0%	73.0%
LWIA 25 - 17125	PY 2024 Negotiated Target	75.0%	76.0%	\$9,500	74.5%	72.5%
	PY 2025 Negotiated Target	76.5%	77.0%	\$9,500	74.5%	73.0%
	PY 2024 Negotiated Target	79.5%	74.0%	\$8,100	78.0%	76.0%

LWIA 26 - 17130	PY 2025 Negotiated Target	81.0%	76.0%	\$8,500	79.0%	76.0%
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WIOA Title I Dislocated Worker						
Indicator of Performance		Employment Rate 2nd Quarter after Exit (DER2)	Employment Rate 4th Quarter after Exit (DER4)	Median Earnings 2nd Quarter after Exit (DMER)	Credential Attainment within 4 Quarters after Exit (DCAR)	Measurable Skill Gains (DMSG)
LWIA 1 - 17005	PY 2024 Negotiated Target	78.0%	76.0%	\$12,000	85.0%	67.0%
	PY 2025 Negotiated Target	78.0%	76.0%	\$12,500	85.0%	69.0%
LWIA 2 - 17010	PY 2024 Negotiated Target	79.0%	76.0%	\$12,000	84.0%	81.0%
	PY 2025 Negotiated Target	80.0%	77.0%	\$12,500	85.0%	81.0%
LWIA 3 - 17015	PY 2024 Negotiated Target	70.0%	70.0%	\$9,000	72.5%	64.0%
	PY 2025 Negotiated Target	70.0%	70.0%	\$9,550	72.5%	70.0%
LWIA 4 - 17020	PY 2024 Negotiated Target	86.0%	84.0%	\$11,500	78.0%	72.0%
	PY 2025 Negotiated Target	86.0%	85.0%	\$11,500	80.0%	72.0%
LWIA 5 - 17025	PY 2024 Negotiated Target	81.0%	80.0%	\$11,800	81.0%	59.0%
	PY 2025 Negotiated Target	81.5%	80.0%	\$11,800	81.5%	60.0%
LWIA 6 - 17030	PY 2024 Negotiated Target	76.0%	75.0%	\$15,500	74.0%	70.0%
	PY 2025 Negotiated Target	77.0%	76.0%	\$15,500	75.0%	71.0%
LWIA 7 - 17035	PY 2024 Negotiated Target	77.0%	75.0%	\$10,900	71.0%	62.0%
	PY 2025 Negotiated Target	77.0%	75.0%	\$10,900	73.0%	63.0%
LWIA 10 - 17050	PY 2024 Negotiated Target	74.0%	74.0%	\$12,000	85.0%	65.0%
	PY 2025 Negotiated Target	74.0%	74.0%	\$13,000	85.0%	70.0%
LWIA 11 - 17055	PY 2024 Negotiated Target	79.5%	75.0%	\$11,500	65.0%	68.0%
	PY 2025 Negotiated Target	79.5%	75.0%	\$11,500	68.0%	68.0%
LWIA 13 - 17065	PY 2024 Negotiated Target	78.0%	78.0%	\$9,000	76.0%	75.0%
	PY 2025 Negotiated Target	78.0%	78.0%	\$9,000	76.0%	75.0%
LWIA 14 - 17070	PY 2024 Negotiated Target	82.0%	82.0%	\$8,500	82.0%	70.0%
	PY 2025 Negotiated Target	82.0%	82.0%	\$8,500	82.0%	70.0%
LWIA 15 - 17075	PY 2024 Negotiated Target	80.0%	78.0%	\$10,000	79.0%	68.0%
	PY 2025 Negotiated Target	80.0%	78.0%	\$10,500	79.0%	68.0%
LWIA 17 - 17085	PY 2024 Negotiated Target	74.0%	76.0%	\$9,500	73.0%	72.0%
	PY 2025 Negotiated Target	75.0%	78.0%	\$9,500	73.0%	72.0%
LWIA 18 - 17090	PY 2024 Negotiated Target	81.0%	76.0%	\$10,400	75.0%	65.0%
	PY 2025 Negotiated Target	81.0%	77.0%	\$10,400	76.0%	70.0%
LWIA 19 - 17095	PY 2024 Negotiated Target	80.0%	75.0%	\$12,000	87.0%	63.0%
	PY 2025 Negotiated Target	80.0%	81.0%	\$12,000	87.0%	63.0%
	PY 2024 Negotiated Target	81.0%	81.0%	\$9,300	87.0%	70.0%

LWIA 20 - 17100	PY 2025 Negotiated Target	83.0%	81.0%	\$9,750	87.0%	75.0%
LWIA 21 - 17105	PY 2024 Negotiated Target	85.0%	85.0%	\$10,000	79.0%	64.0%
	PY 2025 Negotiated Target	86.5%	86.5%	\$10,500	80.5%	70.0%
LWIA 22 - 17110	PY 2024 Negotiated Target	82.0%	80.0%	\$11,000	75.0%	68.0%
	PY 2025 Negotiated Target	82.0%	80.0%	\$11,000	75.0%	70.0%
LWIA 23 - 17115	PY 2024 Negotiated Target	82.0%	82.0%	\$10,000	76.0%	65.0%
	PY 2025 Negotiated Target	82.0%	82.0%	\$10,500	80.0%	69.0%
LWIA 24 - 17120	PY 2024 Negotiated Target	75.0%	73.0%	\$10,500	78.0%	75.0%
	PY 2025 Negotiated Target	75.0%	75.0%	\$10,700	80.0%	75.0%
LWIA 25 - 17125	PY 2024 Negotiated Target	82.5%	82.0%	\$9,400	73.0%	68.0%
	PY 2025 Negotiated Target	83.0%	82.0%	\$9,500	74.0%	68.5%
LWIA 26 - 17130	PY 2024 Negotiated Target	85.0%	70.0%	\$10,050	71.5%	78.0%
	PY 2025 Negotiated Target	86.5%	72.0%	\$10,300	73.5%	79.0%

WIOA Title I Youth						
Indicator of Performance		Employment or Education Rate 2nd Quarter after Exit (YER2)	Employment or Education Rate 4th Quarter after Exit (YER4)	Median Earnings 2nd Quarter after Exit (YMER)	Credential Attainment within 4 Quarters after Exit (YCAR)	Measurable Skill Gains (YMSG)
LWIA 1 - 17005	PY 2024 Negotiated Target	73.0%	74.0%	\$5,000	70.0%	67.0%
	PY 2025 Negotiated Target	73.0%	74.0%	\$5,000	71.0%	68.0%
LWIA 2 - 17010	PY 2024 Negotiated Target	69.0%	69.0%	\$4,800	59.0%	65.0%
	PY 2025 Negotiated Target	70.0%	72.0%	\$5,000	60.0%	70.0%
LWIA 3 - 17015	PY 2024 Negotiated Target	73.0%	70.0%	\$4,800	58.5%	62.0%
	PY 2025 Negotiated Target	73.0%	70.0%	\$4,800	63.0%	65.0%
LWIA 4 - 17020	PY 2024 Negotiated Target	73.0%	71.0%	\$4,500	77.0%	74.0%
	PY 2025 Negotiated Target	75.0%	73.0%	\$4,800	79.0%	74.0%
LWIA 5 - 17025	PY 2024 Negotiated Target	79.0%	76.5%	\$4,900	67.0%	60.0%
	PY 2025 Negotiated Target	79.5%	77.5%	\$5,500	69.0%	66.0%
LWIA 6 - 17030	PY 2024 Negotiated Target	74.0%	73.0%	\$6,300	70.0%	59.0%
	PY 2025 Negotiated Target	74.0%	73.0%	\$6,300	71.0%	63.0%
LWIA 7 - 17035	PY 2024 Negotiated Target	73.0%	71.5%	\$5,500	69.0%	60.0%
	PY 2025 Negotiated Target	73.0%	72.0%	\$5,500	70.0%	63.0%
LWIA 10 - 17050	PY 2024 Negotiated Target	78.0%	77.0%	\$5,000	65.0%	69.0%
	PY 2025 Negotiated Target	78.0%	77.0%	\$6,100	69.0%	69.0%
LWIA 11 - 17055	PY 2024 Negotiated Target	69.0%	69.0%	\$4,450	63.0%	57.0%
	PY 2025 Negotiated Target	69.0%	69.0%	\$4,700	64.0%	58.0%

LWIA 13 - 17065	PY 2024 Negotiated Target	75.0%	75.0%	\$4,500	71.0%	68.0%
	PY 2025 Negotiated Target	75.0%	75.0%	\$5,000	74.0%	72.0%
LWIA 14 - 17070	PY 2024 Negotiated Target	74.0%	72.0%	\$3,300	62.0%	58.0%
	PY 2025 Negotiated Target	74.0%	74.0%	\$3,700	73.0%	62.0%
LWIA 15 - 17075	PY 2024 Negotiated Target	79.0%	77.0%	\$3,250	75.0%	73.0%
	PY 2025 Negotiated Target	81.0%	79.0%	\$3,500	76.0%	74.0%
LWIA 17 - 17085	PY 2024 Negotiated Target	75.0%	75.0%	\$3,700	74.0%	75.0%
	PY 2025 Negotiated Target	76.0%	76.0%	\$3,900	78.0%	75.0%
LWIA 18 - 17090	PY 2024 Negotiated Target	72.0%	73.0%	\$5,000	70.0%	60.0%
	PY 2025 Negotiated Target	74.0%	73.0%	\$5,000	74.0%	64.0%
LWIA 19 - 17095	PY 2024 Negotiated Target	83.0%	80.0%	\$6,000	65.0%	65.0%
	PY 2025 Negotiated Target	83.0%	80.0%	\$6,000	67.0%	68.0%
LWIA 20 - 17100	PY 2024 Negotiated Target	83.0%	78.0%	\$5,000	80.0%	73.0%
	PY 2025 Negotiated Target	83.0%	83.0%	\$5,500	83.0%	78.0%
LWIA 21 - 17105	PY 2024 Negotiated Target	76.0%	78.0%	\$5,000	74.0%	63.0%
	PY 2025 Negotiated Target	78.0%	78.0%	\$5,700	76.0%	70.0%
LWIA 22 - 17110	PY 2024 Negotiated Target	72.0%	70.0%	\$3,500	74.0%	65.0%
	PY 2025 Negotiated Target	72.0%	72.0%	\$3,500	74.0%	65.0%
LWIA 23 - 17115	PY 2024 Negotiated Target	76.0%	74.0%	\$5,500	70.0%	68.0%
	PY 2025 Negotiated Target	80.0%	78.0%	\$6,000	70.0%	70.0%
LWIA 24 - 17120	PY 2024 Negotiated Target	65.0%	67.0%	\$3,250	75.0%	63.0%
	PY 2025 Negotiated Target	67.0%	69.0%	\$3,500	77.0%	65.0%
LWIA 25 - 17125	PY 2024 Negotiated Target	67.0%	70.0%	\$5,000	65.0%	75.0%
	PY 2025 Negotiated Target	70.0%	72.0%	\$5,000	73.0%	75.0%
LWIA 26 - 17130	PY 2024 Negotiated Target	78.5%	70.0%	\$5,000	59.0%	74.0%
	PY 2025 Negotiated Target	80.0%	73.0%	\$5,000	61.0%	75.5%

WIOA Title II

Program Year 2024 Negotiated Levels of Performance

Indicator of Performance	Measurable Skill Gains	Credential Attainment Rate	Median Earnings Rate 2 nd Quarter After Exit	Employment Rate 2 nd Quarter After Exit	Employment Rate 4 th Quarter after Exit
Negotiated Performance	41.0%	31.8%	\$6,050.00	31.4%	33.4%
Actual Performance	49.21%	36.68%	\$7,490.00	24.7%	23.9%

Measurable Skill Gains

Title II exceeded the Negotiated Performance Indicators for Measurable Skill Gains, Credential Attainment, and Median Earnings.

This achievement was largely driven by a 52% increase in participants earning MSGs connected to workplace literacy and ICAPS milestones compared to Program Year 2023. In addition, there was an 11% rise in participants earning their Illinois High School Diploma, supported by ICCB's investment in the Alternative Method of Credentialing, an additional pathway to the Illinois High School Diploma.

The Illinois Adult Education and Literacy Program continued to support Title II's connection to training programs, such as those supported by Title I, to increase employment and earnings outcomes.

Credential Attainment: Illinois Career Accelerated Preparation System - Integrated Education and Training Program

The Integrated Education and Training (IET) Program, supported through braided funding from Adult Education and Literacy and Postsecondary Perkins, is an initiative of the Illinois Community College Board (ICCB) and strengthened by the Adult Education and Literacy Professional Development System. With targeted technical assistance and strong state-level guidance, Title II programs surpassed the Negotiated Performance Indicator for Credential Attainment. Program Year 2024 marked the fourth consecutive year of growth in credential attainment, driven by significant enrollment increases in the Illinois Career Accelerated Preparation System – Integrated Education and Training. Within the Credential Rate Cohort, the highest attainment rates were among single parents (41.7%), individuals exhausting TANF within two years (40.81%), and youth in foster care or those who aged out of the system (38.98).

Median Earnings Rate, 2nd Quarter After Exit

In Program Year 2024, Title II programs exceeded the Median Earnings measure for the second quarter after exit, marking the fourth consecutive year of earnings growth for participants. This consistent upward trend highlights the role of Title II programming as an economic catalyst for Illinois. Median earnings rose from \$5,739 in Program Year 2021 to \$7,490 in Program Year 2024. Among target populations, single parents and youth in foster care demonstrated the highest earnings outcomes.

WIOA Title III

Program Year 2024 Negotiated Levels of Performance					
Indicator of Performance	Employment Rate 2 nd Quarter after Exit ¹	Employment Rate 4 th Quarter after Exit ¹	Median Earnings Rate 2 nd Quarter after Exit	Credential Attainment Rate	Measurable Skill Gains
WIOA Title III Wagner-Peyser	65.5	70.2	\$9,187	N/A	N/A

Statewide Activities Funds

The Illinois Department of Commerce and Economic Opportunity (DCEO) is responsible for the WIOA statewide workforce activities in Illinois and provides resources for projects integrating workforce, education, and economic development services. DCEO supports the activities of the Illinois Workforce Innovation Board (IWIB), administers statewide workforce grants, and manages contracted projects to support the priorities of the IWIB as outlined in Illinois' Unified Workforce Plan.

Support of Illinois Workforce Innovation Board

The Statewide Activities funds support the IWIB operations including the facilitation IWIB meetings, committees, working groups and projects. The key activities include the implementation of the strategic planning process, facilitation of work group and/or committee meetings, topical research and reporting to develop key WIOA priorities and strategies. The Statewide Activities Funds are essential in supporting the IWIB and state agency partners to continuously assess the performance outcomes of the workforce system through annual performance and benchmark reports.

Providing Technical Assistance to Local Workforce Areas

The WIOA Professional Development Committee coordinates professional development opportunities, comprised of representatives from the WIOA Core partners and businesses. The WIOA Professional Development Committee is charged with coordinating regional and statewide professional development for the WIOA system as it relates to WIOA implementation, service integration, and policy. Illinois' professional development resources are posted at <https://ilworkforceacademy.com/> and <https://ilworkforceacademy.com/>. The Program Year 2024 professional development highlights include:

- 48 Workforce Webinars
- 550 Attendee of the Workforce Summit in May 2025
- Continued Use and Improvement of an Evaluation Toolkit
- WIOA Title I Eligibility and management information system training provided to more than 100 local staff from 12 local workforce innovation areas during five in-person

trainings, and an additional more than 200 staff provided training during two virtual technical assistance sessions.

Assisting Local Areas with Regional Planning and WIOA Governance Requirements

The State continues to refine guidance regarding 1) regional and local planning requirements, 2) guidelines to program partners for negotiating costs and Services under WIOA, and 3) criteria and procedures for certifying comprehensive one-stop centers under WIOA. Following Illinois WIOA assessment, the state updated the one-stop operator (OSO) policy and procedures and conducted a monitoring review of all OSO agreements.

Rapid Response

Illinois uses Rapid Response to connect dislocated workers and companies to American Job Centers (AJCs) for coordinated reemployment and business services. Strategies include immediate connections to unemployment insurance, career, and training services, referral for intake and co-enrollment into WIOA Title I, II, III, and partner programs, and creation of dedicated company layoff pages on Illinois workNet to centralize resources for impacted workers. Employers benefit from consultation on layoff aversion program, access to state and federal resources, and the option to host on-site or virtual Rapid Response workshops.

To strengthen coordination, Illinois hosted an in-person Rapid Response roundtable on October 23, 2024, bringing together 81 stakeholders for panels, a USDOL presentation, and networking to enhance state and local WIOA partnerships.

In Program Year 2024, the Rapid Response Unit has received **134 Worker Adjustment and Retraining Notification (WARN)** submissions impacting **14,865** workers. Rapid Response supported employers and employees impacted by mass layoffs or closures and facilitated **97** Rapid Response workshops.

- Top 3 industries with mass layoffs or closures in terms of number of layoff events reported:
 - Manufacturing **22%**
 - Administrative, Support, Waste Management, and Remediation Services **13%**
 - Transportation & Warehousing – **13%**

Layoff Aversion Strategies – WorkShare IL

WorkShare IL is Illinois' short-term compensation program administered by IDES. IDES and DCEO work with a marketing vendor on a range of strategies to raise awareness across the employer community. The key marketing strategies include: social media campaigns that micro-target specific industries and corporate decision-makers, and that also allow viewers to request additional information from IDES; direct mail; direct email; informational ads in major business publications; and WorkShare IL exhibits at major industry events across the state.

In addition, IDES and DCEO leverage the state Rapid Response teams and local workforce innovation areas' business service teams actively promote the WorkShare IL through several channels:

- **Direct Employer Outreach:** Rapid Response Teams, IDES Business Services staff, and LWIA business service teams provide informational materials to employers during initial contact and at business service/industry events, especially when they are considering layoffs. This activity is supported by branded WorkShare IL informational materials and short promotional videos.
- **Targeted Referrals:** Rapid Response and LWIA business service team staff facilitate direct introductions between interested employers and IDES Business Services staff to provide detailed information about the WorkShare IL program.
- **Online Resources:** Information about WorkShare IL, including a direct link to the IDES website, is posted on the Illinois WorkNet "Layoff Assistance for Employers" and "Employer Resources" webpages. The Layoff Assistance page serves as a critical entry point for employers seeking information about Worker Adjustment and Retraining Notification (WARN) Act requirements, offering WorkShare IL as a proactive alternative to layoffs.
- **Annual WARN Act Mailing:** DCEO includes information about the WorkShare IL program in its annual written notice to all employers potentially subject to the Illinois WARN Act requirements.

Social Media Utilization for Abrupt Closures

In cases of abrupt business closures or when our Rapid Response team is unable to establish direct contact with the employer or impacted workers, Illinois strategically leverages social media. This approach is a critical component of our layoff aversion and re-employment efforts. Our team creates and publishes targeted social media posts to guide affected individuals to valuable resources. These resources include company-specific [layoff assistance for workers pages](#), where available, and the comprehensive [Illinois WorkNet Service Finder](#).

Once a post is live, we actively encourage our key partners, including local workforce innovation areas (LWIAs) and the Illinois Department of Employment Security (IDES), to amplify its reach by liking and sharing the content. This collaborative method ensures that vital information reaches a wider, local audience, helping to mitigate the negative impact of sudden layoffs.

Federal Worker Support

The Illinois Department of Commerce and Economic Opportunity (DCEO) and the Illinois Department of Employment Security (IDES) actively supported federal workers affected by workforce reductions through coordinated outreach efforts. A targeted social media campaign via Illinois workNet directed impacted workers to Illinois' American Job Centers for employment, training, and career services. Additionally, two dedicated websites provided essential resources: [Illinois workNet Federal Worker Layoff Recovery](#) connects workers to employment resources and training opportunities, while [IDES Federal Employee Resources and](#)

[Information](#) offers guidance on UI eligibility and the deferred resignation process. To further assist, IDES conducted bi-weekly virtual claimant filing sessions to address the nuances of federal UI claims, including deferred resignation considerations. Additionally, [Central Management Services \(CMS\)](#), hosted hiring events to connect displaced federal workers with state employment opportunities. Between January 29 and August 23, 2025, 1,547 federal UI claims were filed, underscoring the scale of coordinated response efforts. DCEO and IDES will continue monitoring and enhancing outreach efforts to support impacted federal workers.

Wagner-Peyser Activities

The Illinois Department of Employment Services' Title III/employment services (ES) activities in Illinois include: providing basic career services where Illinois Department of Employment Services (IDES) is co-located in American Job Centers; operating the state's free labor exchange (Illinois JobLink); providing labor market information to local workforce partners; customizing services for special populations; conducting outreach to migrant and seasonal farmworkers; and assisting employers with their hiring needs (connecting them to layoff aversion and retention services; hosting hiring events; and using Illinois JobLink). All of IDES' Title III services are delivered in coordination with WIOA partners locally, as well as other community partners.

In Illinois, all unemployment insurance (UI) claimants are enrolled in the Title III/employment services program through Illinois JobLink immediately after filing a claim for benefits. To complete their work registration, UI claimants must complete demographic information and uploading or creating a resume in Illinois JobLink prior to receiving UI benefits. Because the UI claimants are required to register for ES after filing, staff may immediately begin working with claimants on their reemployment efforts, and through referrals are able to connect participants to partner programs more quickly. Illinois has always viewed the Reemployment Services and Eligibility Assessment (RESEA) program as a gateway into the workforce system. IDES' RESEA program model focuses on one-on-one sessions with claimants selected for RESEA during which they conduct eligibility assessments, create individual reemployment plans, and explore career and labor market information. During these sessions IDES RESEA staff an opportunity to fully understand the participants' employment needs and make referrals to programs offered by workforce partners. In 2023, Illinois clarified its eligibility policy for Dislocated Worker services and now includes UI claimants selected for RESEA; all RESEA participants are referred to their local dislocated worker program for additional workforce services.

National Dislocated Worker Grants (NDWGs)

Illinois continued administering the 2022 and 2023 Quality Jobs, Equity, Strategy and Training (QUEST) NDWG grants, providing underserved and historically marginalized populations with comprehensive employment and training services and Disaster Relief Employment. The \$11 million 2022 QUEST grant served 1,150 participants through June 30, 2025; 727 in training and on-the-job training; and 58 in Disaster Relief Employment. The \$5 million 2023 QUEST grant served 770 participants through June 30, 2025; 505 in training and on-the-job training; 22 in disaster relief employment. Disaster relief employment temporary jobs were instrumental in

assisting county health departments and local non-profit agencies with COVID community health initiatives.

NDWG Project Operators coordinated QUEST projects with their dislocated worker programs and Rapid Response activities, providing an opportunity for targeted outreach and recruitment while also working with local business services teams to engage employers. Project Operators were encouraged to co-enroll clients in formula grants as eligibility and funding allowed to maximize resources and increase local capacity. The QUEST COVID-19 Disaster Recovery projects were developed and administered by local Project Operators to address the social, economic, and employment impacts of COVID, consulting with strategic partners, including COVID-related health and emergency management agencies.

State Best Practices and Needs

Promising Practice – Apprenticeship Illinois Ambassador Program

Launched in 2024, the Apprenticeship Illinois Ambassador Program elevates apprenticeship opportunities and expands access for individuals with barriers to employment. Ambassadors—current apprentices and recent graduates—share their success stories with jobseekers, employers, and educators while receiving leadership training, mentorship, and statewide outreach experience. Employers that support Ambassadors are recognized for their commitment to workforce development, strengthening industry partnerships. The program has proven effective in raising awareness, empowering apprentices as leaders, and increasing employer engagement. Illinois has hosted two cohorts to date (11 Ambassadors in 2024 and 10 in 2025), and applications are now open for the 2026 cohort.

Appendix 1: Success Stories

Individual

MORIAH



When Moriah first applied to Workforce Network in August 2024, she had been unemployed for two and a half years. Her family of three, including a one-year-old daughter, received SNAP benefits. Moriah’s past experience included part-time work as a virtual administrative assistant for a real estate office and earlier as a field EMT.

Through WIOA, she enrolled in the MedCerts *Clinical Medical Specialist* online program, which offered the flexibility she needed to balance learning and family life. Moriah completed the 19-week program and earned her *Certified Clinical Medical Assistant* credential from the National Healthcareer Association. She is now employed full time at an urgent care facility.

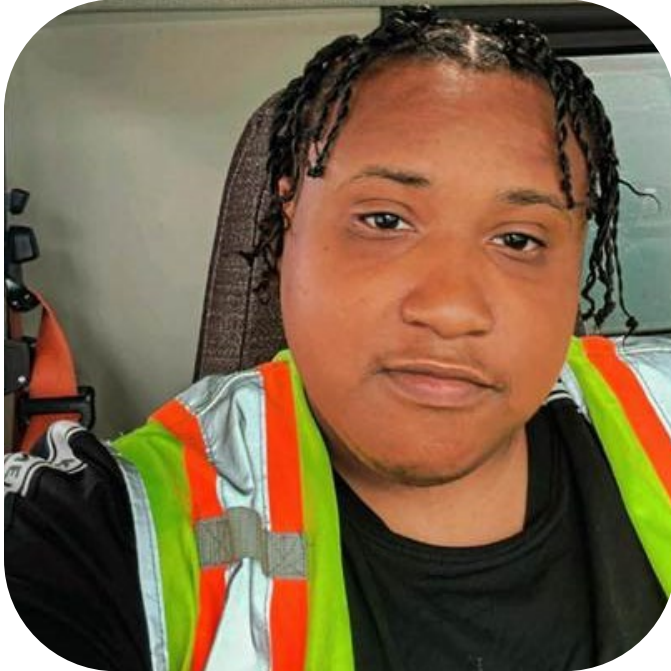
“The year I was granted the ability to get into my medical specialist program was an extremely trying year. After losing my parents and having my first child, I found myself with little support and feeling stuck in my ambitions. This program allowed me to literally change my life and gain back my confidence to chase what I really wanted to do. Thank you, WIOA, for helping me when I needed it most.”

THERESA

Theresa’s journey is one of remarkable resilience. Born in Kazakhstan and adopted by an American family at age 10, she faced many challenges, including struggles with addiction and mental illness. After stabilizing her life, Theresa came to *The Workforce Connection* seeking not just a job, but a meaningful career.

Through WIOA, she participated in a paid work experience where she developed new technology and customer service skills. She excelled in working one-on-one with participants of all ages and backgrounds, often encouraging others by sharing her own story. Her success led to employment with *The Salvation Army*, where she continues to help others.

“This experience has elevated me greatly in my personal life. To say this has been a wonderful chance is an understatement. My perspective has changed in many ways—I feel intimately connected to *The Workforce Connection’s* mission!”

RONALD

Ronald had spent much of his career working in warehouse and laborer positions, but he knew he wanted more-stable, long-term career that offered growth and new opportunities. His journey took a transformative turn when he was approved for a career scholarship to attend CDL training at Advantage Driver Training, made possible through the support of the local Will County Workforce WIOA scholarship.

With determination and hard work, Ronald successfully completed the CDL program and earned his commercial driver's license. Shortly after, he was hired by NFI through the Workforce's 'On the Job Training' program, where he began building his new career as a professional driver.

Today, Ronald has been employed with NFI for almost a year, proudly driving a daily route for Trader Joe's in Kalamazoo, Michigan. He is grateful for the opportunities and support he received through Workforce, which helped pave the way for a brighter, more stable future.

Ronald's story is a powerful reminder of how access to training and the right support can open doors and change lives.

AMERICA

Amecia Morgan was laid off when local employer McKesson closed in 2024. She was unable to find another job that provided a livable wage due to a lack of education. While receiving unemployment benefits, Amecia attended an unemployment workshop, where she heard about the WIOA program and the opportunity for a scholarship to help further her education for a career she always wanted.

In high school, Amecia dreamed of becoming a nurse, but she'd never taken the necessary steps to pursue that career. The loss of her job and the WIOA scholarship opportunity influenced her decision to enroll in Kankakee Community College's LPN program. She started taking classes during the summer term of 2024 and graduated in July 2025 with an advanced certificate in Practical Nursing. Amecia graduated with a 3.6 GPA.

WIOA paid for Amecia's tuition and reimbursed her for gas, uniform scrubs, a stethoscope and other supplies required by the nursing program.

While recalling how WIOA helped her, Amecia stated, "WIOA saved my life". She described the devastation she felt after losing her job and expressed great appreciation for the scholarship, and her career planner, Benjamin Miller. "I could always reach out to Ben with a question or request and he was on it, right away. He's amazing!"

Amecia is continuing her studies in healthcare by pursuing the Registered Nursing (RN) degree. Her ultimate career goal is to work in forensics as a psychiatric nurse.

CHICO



Chico came to the workforce center after the closure of the Quaker Oats facility in Danville for assistance with training for a new career. When meeting with his career planner, he mentioned that he already possessed construction experience, so he decided that HVAC training would help him to grow his business. With the demand for additional trades training among Chico's displaced co-workers, the workforce center was able to partner with Danville Area Community College to add additional HVAC courses to accommodate the need for capacity, and Chico was able to enroll for a Summer 2024 start.

While participating in training, Chico was able to pick up valuable skills to enhance his knowledge base. He did not qualify for financial aid from the college, but the workforce center was able to fund his tuition, fees, and required books and supplies. Additionally, the workforce center was able to help with the cost of required OSHA training and certification exams required. Chico successfully completed the program in May of 2025.

Since completing his program at DACC, Chico has started TruHome Heating and Air, where he has been able to employ 8 team members and an apprentice. He is also continuing his education at DACC in the construction trades so that he can continue to grow his business and advance his skillset in order to serve his community.

DAVID

David faced challenges early in his career, jumping from job to job while trying to balance school and work. Many of the positions he held felt like dead ends, and he struggled to find stability in the path forward. He wanted more purpose in his life and turned to the St Clair County WIOA Youth Program for guidance.

Joining the program was very exciting for David because it felt like a reset button. Knowing he had untapped potential, he decided to invest in himself by pursuing his CDL certification. Completing the program was a major milestone, and immediately afterward, David set his sights on working for the highway department. With assistance from his WIOA Career Specialist, David was selected for On-the-Job Training with the St Clair County Highway Dept.

From day one he approached his responsibilities with focus and determination. Since beginning his new career, David has experienced remarkable progress both professionally and personally. His accomplishments include the following:

- Secured stable employment
- Earned his spray license, which advanced him to an operative position
- Improved his financial position, to even purchase a car to get to work
- Gained confidence and a healthier mental outlook on his future

David is especially proud of the teamwork and companionship he's found with his coworkers. He values the motivation they bring to each project and credits his friend and colleague, Baron Manning, for helping him to adjust to the occupational expectations early on. David's journey is a testament to his determination, hard work and commitment to securing his future. His successful completion of CDL Training and his transition to employment impressed his supervisor and his coworkers. Today, David is overjoyed with his accomplishments and motivated to keep moving forward.

Businesses

ONSITE Woodworking Corporation



ONSITE Woodworking Corporation (ONSITE) is a local business with over 40 years of experience meeting the growing need for quality architectural woodwork. Their corporate headquarters and manufacturing facility is in Loves Park, Illinois, with regional offices in Metro Atlanta, Charlotte, and Houston. The business handles projects across the Midwestern and Southeastern regions of the United States.

ONSITE has consistently demonstrated a strong commitment to strengthening the regional economy through the creation of quality jobs and career opportunities. Over the years, the company has provided stable employment to numerous individuals across our community, offering not only jobs but also pathways to long-term professional growth. Their dedication to hiring locally and intentionally growing their talent has helped ensure that residents can thrive while contributing to the success of a highly respected business.

A factor in their workforce success has been their collaborative partnership with The Workforce Connection. By partnering and leveraging work-based learning programs, ONSITE has been able to connect with job seekers efficiently and effectively, providing apprenticeship opportunities to individuals who may otherwise have faced barriers to employment. This partnership has allowed them to access a diverse pool of talent, further enhancing the company's innovation and long-term sustainability and providing apprenticeships to individuals who have not had these options previously.

ONSITE was able to bring on six Carpentry Apprentices this year, providing skills training, credentials, and living wage work with career advancement to individuals who have not had these options previously. Their investment in these individuals and continual work to build their workforce and build individuals up through skilled trades is a model for other businesses in our region. Their efforts not only strengthen their own operations but also contribute to the broader goal of enhancing our local workforce and ensuring economic vitality for years to come.

Their impact on both their employees and the community exemplifies excellence in workforce development, collaboration, and leadership.

Borter Heating and Air Conditioning



Borter Heating and Air Conditioning has been providing in-home and commercial heating, ventilation and cooling systems installation and service for the Western Chicago Suburbs for three generations. When they needed to upskill their technicians, they partnered with workNet DuPage. The team completed a series of in-depth technical training seminars. The sessions were specifically designed to enhance their overall technical abilities. They gained valuable knowledge about new technologies relevant to the evolving industry, and they are now applying this expertise daily to better serve the needs of customers.

“Our partnership with workNet DuPage has brought us numerous benefits. Our technicians have greatly benefited from the technical training opportunities provided, which has strengthened their confidence, abilities, and expertise. This has led to a more efficient workforce and a significant boost in morale and engagement within our team. Our industry is constantly evolving, and at a very rapid pace. I previously faced challenges in keeping our team updated with these continuous changes. By partnering with workNet DuPage, I’ve been able to secure funding and develop training resources that have effectively addressed this challenge,” said Joe Borter, President Borter Heating and Air Conditioning.

Rural Community Outreach Initiative



In many rural communities, workforce services can feel out of reach. The resources exist but people don't always know where to find them or how to get started. That's the gap this workforce development initiative set out to close. Career Coaches Halee Fyke (Piatt), Jenna Slaughter (Douglas), and Ashley Laurent (Iroquois) recognized the need for a more hands-on, community-based approach.

Fyke, Slaughter, and Laurent took the lead in organizing and hosting a series of local information sessions aimed at connecting community organizations, employers, and professionals. These sessions were developed through close coordination with county governments and local economic development partners, reflecting a strong and intentional approach to partnership. Each county tailored the sessions to meet local needs, choosing accessible locations and engaging with trusted community organizations to help spread the word. The goal was simple but powerful: meet people where they are. And it worked.

People showed up, asked questions, and helped spread the word about the services available through the Workforce Development division of Champaign County Regional Planning Commission. Since the meetings took place, traffic in the local career resource rooms has more than tripled across Piatt, Douglas, and Iroquois counties.

To give a clearer picture of the impact: from July to December 2024, the combined foot traffic in the rural offices (Douglas, Iroquois, Ford, and Piatt) totaled just 56 visits. After the hiring and training of new staff and the implementation of these outreach efforts, that number rose dramatically to 170 visits from January to June 2025. That's more than three

times the previous engagement—an especially meaningful increase in rural areas, where awareness and access are often real challenges.

But this effort did more than increase visibility, it sparked a genuine shift in engagement. New community partners got involved. Local employers began taking a more active role, sharing job openings, attending events, and becoming part of the workforce conversation.

This outreach effort showed the real power of community-based workforce development. By working closely with local economic development teams and county leadership, we created sessions that felt local, relevant, and effective. These partnerships helped us reach more people, build trust, and strengthen connections between jobseekers, employers, and the workforce system. It's a model worth continuing—and sharing.

Decatur Industrial Electric



Decatur Industrial Electric provides electro-mechanical solutions to a variety of industries throughout the Midwest. Decatur Industrial Electric employs around 60 team members and continue to be challenged with recruiting skilled labor. “However, we have made major strides in workforce development thanks in large part to our partnership with Workforce Investment Solutions of Macon and DeWitt Counties. Through Incumbent Worker Training we have upskilled over 25 employees, enabling them to retain employment or be ready for future supervisory roles,” said Kelly Runyon, Director of Marketing and Recruitment at Decatur Industrial Electric.

This partnership has also opened up new opportunities for hiring. By promoting job openings to participants in Workforce’s pre-apprenticeship program, they can take advantage of reimbursement options through the On-The-Job Training Program. This support allows a portion of employee wages to be covered during a designated training period, providing valuable financial assistance as we on-board and train new workers.

“As a business advocate on the Workforce Board, and the incoming chair, I understand the importance of these funding opportunities and how vital it has been for our third-generation family-owned business. Not only does it benefit workforce development, but it is important economically for our business and others as well. We must retain and recruit talent to keep up with customer demand and grow our business. Workforce and economic development go hand in hand,” Runyon said.

Clay County Hospital



Clay County Hospital announced the graduation of the first two apprentices from the pioneering RN apprenticeship program in collaboration with Illinois Eastern Community Colleges (IECC). Whitney Gill and Victoria Sturm have successfully completed the registered nursing program, marking a significant milestone in the state's healthcare education and workforce development.

This RN apprenticeship program, the first of its kind in Illinois endorsed by the Department of Labor, represents a groundbreaking approach to nurturing local nursing talent. Whitney Gill and Victoria Sturm are celebrated as trailblazers in this innovative program, which reflects Clay County Hospital's commitment to "Grow Your Own" employees. This forward-thinking approach is designed to support and sustain the nursing talent pipeline, ensuring high-quality care for the community.

"We are immensely proud of Whitney and Victoria's accomplishments," said Kamy Vail, RN, Clinical Nurse Educator at Clay County Hospital. "Their dedication and hard work exemplify the spirit of this program, and we look forward to seeing them thrive in their nursing careers."

Clay County Hospital has been at the forefront of innovative healthcare solutions, and this apprenticeship program is a testament to its commitment to developing skilled professionals from within the community. The collaboration with Illinois Eastern Community Colleges provides apprentices with a robust educational foundation, blending classroom instruction with hands-on clinical experience to ensure that the participants are well-prepared to meet the challenges of the healthcare industry.

As the program continues to grow, Clay County Hospital is excited to announce the commencement of its third cohort in August 2025. This upcoming cohort will continue the

tradition of excellence, fostering the next generation of nursing professionals ready to serve the community.

Rainbow International



In August of 2021, Fairview Heights Economic Development referred Rainbow International (a minority owned small business) to St. Clair County Workforce Development as a business that needed assistance recruiting for Restoration Techs and Content Cleaners. The company operates in Fairview Heights and offers home restoration, commercial restoration, and carpet cleaning services in the St. Louis and Metro East Illinois area. Their restoration services cover fire damage restoration, water damage restoration, mold removal, smoke damage restoration, and more. They operate 24/7.

Owner, Kris DeWald, was desperate for assistance to hire staff. They discussed offsetting some of the costs with St. Clair County Workforce Development's On-the-Job Training program and she decided to offer a salary of \$20 an hour, in an effort to recruit more people. She ended up hiring 12 OJT participants through our program and utilizing our Incumbent Worker training program to up skill some of the current staff she had to further assist her with her company's bottom line. She has been able to continue to hire more people through our program, and able to offer competitive salaries to her employees.

St. Clair County's Workforce Development Group through the WIOA program, was also able to provide 2 pairs of utility work pants and a pair of waterproof work boots to each OJT participant so they were safe while working on some of the worksites.

There are currently 4 new OJT participants working at her business and 2 that have completed their OJT. One of the OJT participants has been promoted to a Leadership position with a raise.

"I opened Rainbow Restoration of St. Louis in 2016 (then known as Rainbow International). With experience in the construction industry and fresh from several successful years in both sales and field management in the restoration industry, starting my own company felt like a natural progression in my career. I saw great potential in this field. Not only could I build a stable business, but there was also an opportunity to serve communities, do good work for an honest living, and provide career opportunities for others.

I seized the excitement of entrepreneurship and the inspiration of my late father, Bill McMath. I titled my LLC after the construction company he owned when I was a girl. Thus, McMath Construction Company LLC was reborn, and I was renewed with purpose,” said Kris DeWald.