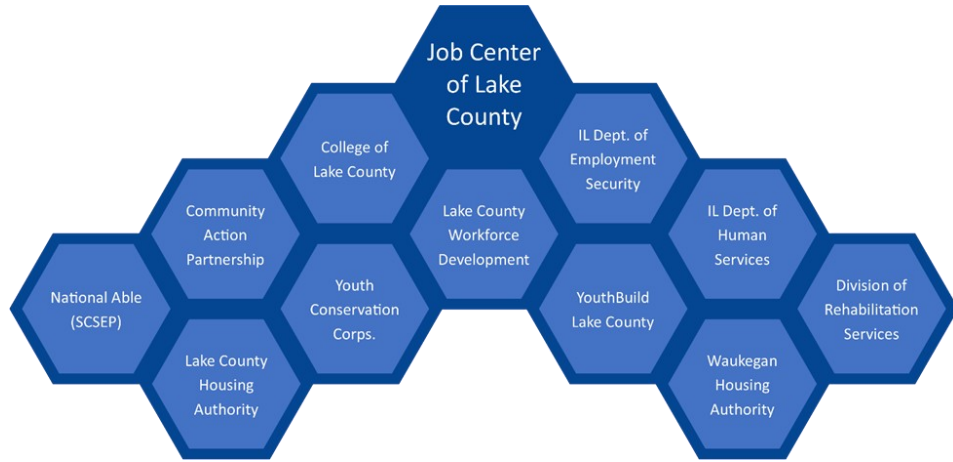


# INTEGRATION AND PARTNERSHIP

The Workforce Innovation and Opportunity Act (WIOA) requires that operators of American Job Centers carry out the activities needed to integrate services through the one-stop system. The Job Center of Lake County has responded to this requirement by increasing communication opportunities between the frontline staff and administrators of the 11 core partners active within the Job Center.



## Cross-training

Since 2018, the One Stop Operation Lead has coordinated quarterly cross-training events at the Job Center of Lake County. These events involve a focal topic or presentation, followed by networking and agency announcements. Cross-training events have included:

Month/Year	Featured Agency	# of Attendees	# of Organizations Represented
February 2018	College of Lake County	29	10
May 2018	Illinois Department of Employment Security	25	10
August 2018	Lake County Workforce Development	25	10
November 2018	IDHS Department of Rehabilitation Services	23	8
February 2019	Youth Conservation Corps YCC YouthBuild Lake County Lake County Workforce Development (youth)	25	11
May 2019	Illinois Department of Human Services Illinois YWCA (childcare)	24	14

## Joining Forces

*Joining Forces* is a quarterly e-newsletter for Job Center partners. The first newsletter was sent out in March 2019 and contained links to youth services provided through YouthBuild Lake County, Youth Conservation Corps, and Lake County Workforce Development. It also contained an overview of the referral process and mission of the Job Center. The newsletter was sent to 95 frontline and administrative staff from 19 organizations.

## Lake County Careers

The new Lake County Careers website is hosted by Lake County Workforce Development and is an initiative of the Lake County Workforce Ecosystem, a consortium made up of Lake County Workforce Development, College of Lake County, Lake County High Schools Tech Campus, and Lake County Partners. Launched in March 2019, the website is designed both for youth and adults who are researching career pathways, industry information, and career-focused programming.

*“WIOA requires collaboration among partner programs and entities jointly responsible for workforce, economic development, educational, and other human resource programs to create a seamless, customer-focused one-stop delivery system that integrates service delivery across all programs and enhances access to services.”*

Adams, Lou (2019) Service Integration: An Overview, presented at the Illinois WIOA Summit, Lisle April 23, 2019

# ONE-STOP DELIVERY SYSTEM

## Academic Assessment

WIOA grantees use the TABE to assess reading and math levels of potential trainees. The assessment is conducted to establish the customer's suitability. In July 2018, Department of Commerce and Economic Opportunity (DCEO) announced that grantees must transition towards administration of TABE 11&12 instead of the previous TABE 9&10 assessments by July 1<sup>st</sup> of 2019.

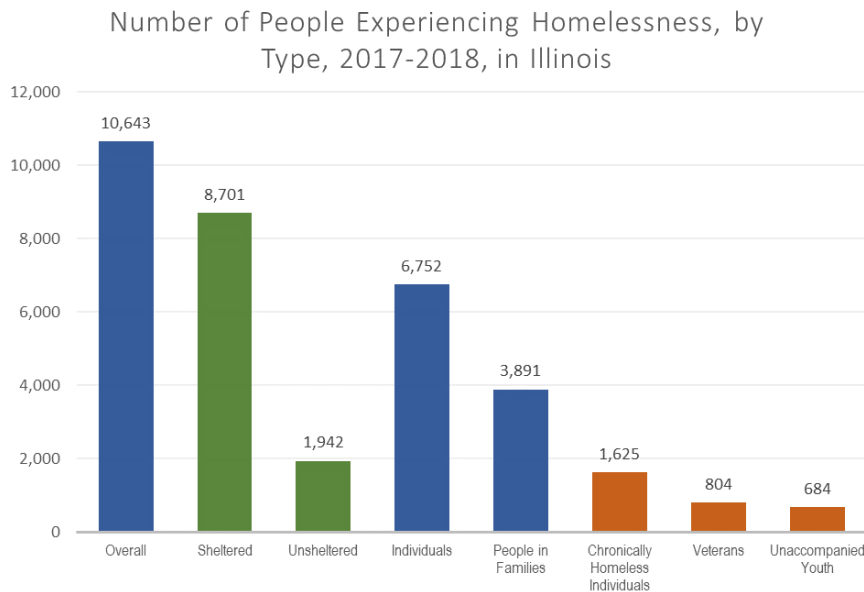
To help prepare for implementation of this policy change, Lake County Workforce Development invited a TABE trainer to conduct an all-day staff training event in September 2018. Workforce staff and Job Center partners learned how to administer and interpret the results. Upon completion of the training, staff were awarded TABE Administrator Certificates. Participants were also given the opportunity to conduct simulated test exercises to gain hands-on experience with the online version of the tests. This portion of the training was especially beneficial for staff, given that TABE 11&12 is built and optimized primarily with online administration in mind.

Beginning in 2019, Workforce Development successfully implemented a new procedure ensuring that all customers receive TABE 11&12 assessment through the College of Lake County's ABE (Adult Basic Education) program. This partnership has enabled an early, efficient, and effective implementation of the assessment.

Level	Reading Pt. 1	Reading Pt. 2	Math Pt. 1	Math Pt. 2
Locator	45 minutes	N/A	15 minutes	15 Minutes
L-Literacy	35 minutes	60 minutes	75 minutes	N/A
E-Easy	60 minutes	60 minutes	75 minutes	N/A
M-Medium	60 minutes	60 minutes	40 minutes	15 minutes
D-Difficult	60 minutes	60 minutes	40 minutes	35 minutes
A-Advanced	60 minutes	60 minutes	30 minutes	45 minutes

TABE 11&12 Maximum Allowable Testing Times: On average, customers complete the TABE 11&12 in 3hrs. compared to the TABE 9&10 that took 1 hr.

## Collaborating to Address Housing Crisis



State of Homelessness: Illinois, [endhomelessness.org](http://endhomelessness.org)

## ServicePoint® and PADS Lake County

ServicePoint® project is currently comprised of 27 Lake County healthcare and human services agencies to reduce barriers to services for customers accessing multiple agencies. Workforce Development joined ServicePoint® in February 2018 and to date has received 156 referrals. Workforce Development can send and receive referrals to participating agencies. The ability of the providers to collaborate and coordinate their care enhances customers' quality of life.

Workforce Development has received about 60% of its referrals from PADS Lake County.

Through coordinated entry, PADS provides shelter and comprehensive resources to reduce homelessness and transition into housing.

When referrals are received in the ServicePoint® system, outreach is started within 48 hours. The receiver (Workforce Development) contacts the customer and provides an overview of resources offered at the Job Center. This additional "warm touch" encourages customer engagement and continuity of services.

## Waukegan Housing Authority

Workforce Development was approached by the Waukegan Housing Authority to engage with participants in their Housing Choice Voucher Zero Income certification meetings; these meetings are for individuals that report no income and need recertification. Workforce Development staff will attend three certification meetings throughout the year to discuss Job Center of Lake County services and resources. The first meeting was on April 2019, and it was attended by 25 individuals. The next meeting is planned for July 2019. Workforce Development and Waukegan Housing Authority staff are hoping that the added presence will increase the knowledge of the many services the Job Center of Lake County offers and connect individuals to training and employment services.

*"Over 1,300 people in Lake County experience homelessness in a year and over 70% of the people experiencing homelessness in Lake County are new (meaning they were not in the system for the 2 years prior)." Lake County Coalition for the Homeless*