



The Partnership Network Convening

Spring 2026

A biannual convening for Partnership subcontractors and partners

May 12, 2026



Zoom Meeting Housekeeping

To Help Ensure an Organized and Productive Convening

During the Presentation

- We will move through each agenda topic and presentation section in order
- Participants are encouraged to submit questions in the chat throughout the presentation
- Questions from the chat will be addressed at the end of each topic section, as time permits

Audio & Engagement

- All participants will remain muted during the presentation
- During discussion portions, participants may ask questions and share feedback verbally
- Use the "Raise Hand" feature if you would like to speak
- A staff member will call on participants individually to unmute and speak

Questions & Follow-Up

- If we are unable to answer a question during the meeting, we will document it and follow up afterward
- FAQs and additional clarifications will be shared following the convening, as needed

Agenda

1st Part Session

1. Welcome & Opening Remarks (CEO)
2. Workforce Network Overview & System Coordination
3. One Stop Operator (OSO) Updates
4. Business Relations & Economic Development (BRED) Updates
5. Communications

2nd Part Session

6. Budgets & Guidelines Updates
7. IWDS 2.0: Updates & Transitions
8. Performance, Monitoring & Data Updates
9. Fiscal Updates
10. Questions & Open Discussions

15-Minute Break

Welcome & Opening Remarks

Presenter:

George Wright, CEO, Chicago Cook Workforce Partnership

May 2026



MAY 2026

Workforce Network Overview & System Coordination

Relationship Management

Presenters:

Claudia Regalado, Renee Francis, Danny Marshall, Cynthia Rodriguez



Why We're Here

Today's convening brings our network together to:

- **Reconnect** – Strengthen communication and trust across the workforce network
- **Coordinate** – Deepen collaboration between Partnership units and subcontractors
- **Align** – Share critical operational and systemwide updates
- **Advance** – Drive transparency, consistency, and shared accountability
- **Build** – Strengthen the workforce ecosystem serving Chicago and Cook County

As our workforce system evolves, staying connected and coordinated is how we deliver stronger outcomes – together.

Partnership Workforce Network Structure



Partnership Coordination & Alignment

Strengthening Coordination Across the Workforce System

As workforce initiatives, partnerships, reporting requirements, and funding streams continue growing, the Partnership has been strengthening internal coordination to improve:

- Communication
- Cross-functional collaboration
- Operational responsiveness
- Technical assistance and support
- System alignment
- Employer and government coordination

Our goal: stronger alignment and communication across the network, with greater responsiveness and consistency.

Relationship Management Structure

Relationship Management supports communication and coordination between subcontractors and Partnership units across the workforce system.

Coordination Areas

- Programs
- Government
- Business

Program Relationship Mgmt Supports

- Subcontractor communication & coordination
- Technical assistance support arrangements
- Escalation and issue coordination
- Cross-unit communication
- Operational support across the network

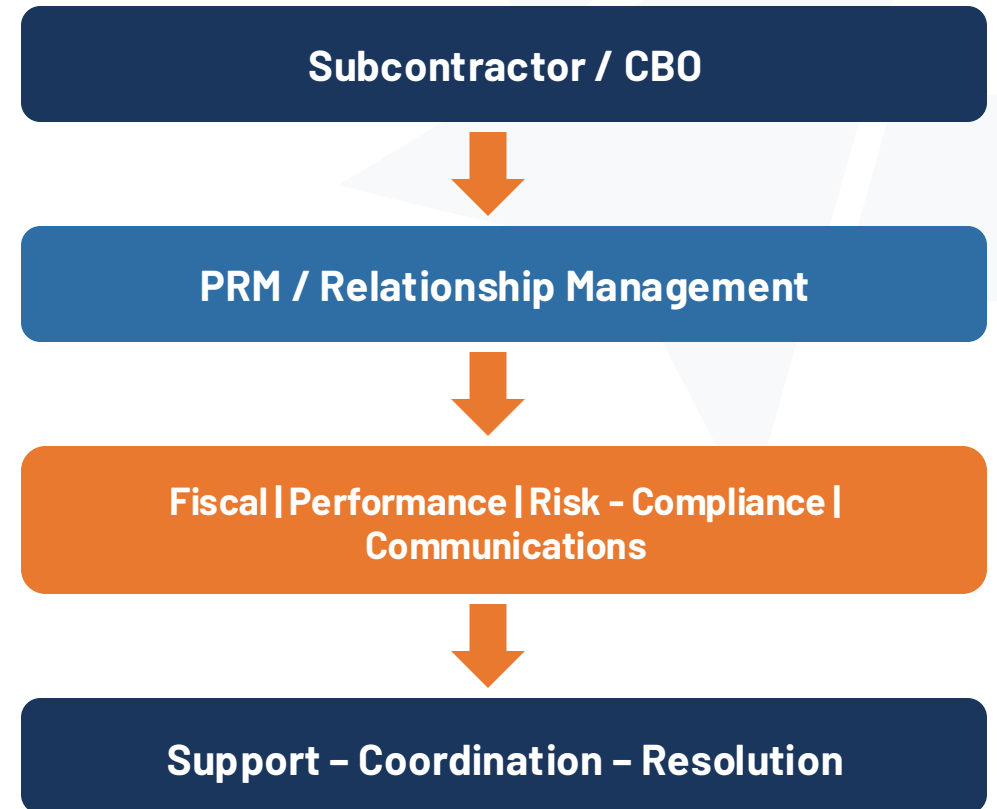
| Team | |
|---|------------------------|
| Leadership | |
| Director | Claudia Regalado |
| Associate Director | <i>To be announced</i> |
| Manager, Program Rel. | Renee Francis |
| Gov. Engagement Liaison & BRED Interim | John Holton |
| Program Relationship Managers | |
| Carlos Valentin | Cynthia Rodriguez |
| Danny Marshall | Joshua Williams |
| Business Relations & Economic Development (BRED) | |
| Marion Batey | Tonya Cody-Robinson |
| Pat Moore | Victor Vizqueta |

Relationship Management as the Primary Point of Contact

Program Relationship Managers (PRMs) serve as the primary coordination point for subcontractors across the network.

Relationship Management Supports

- Communication across departments
- Issue escalations and coordination
- Technical assistance navigation
- Operational guidance
- Cross-functional collaboration
- System responsiveness and alignment

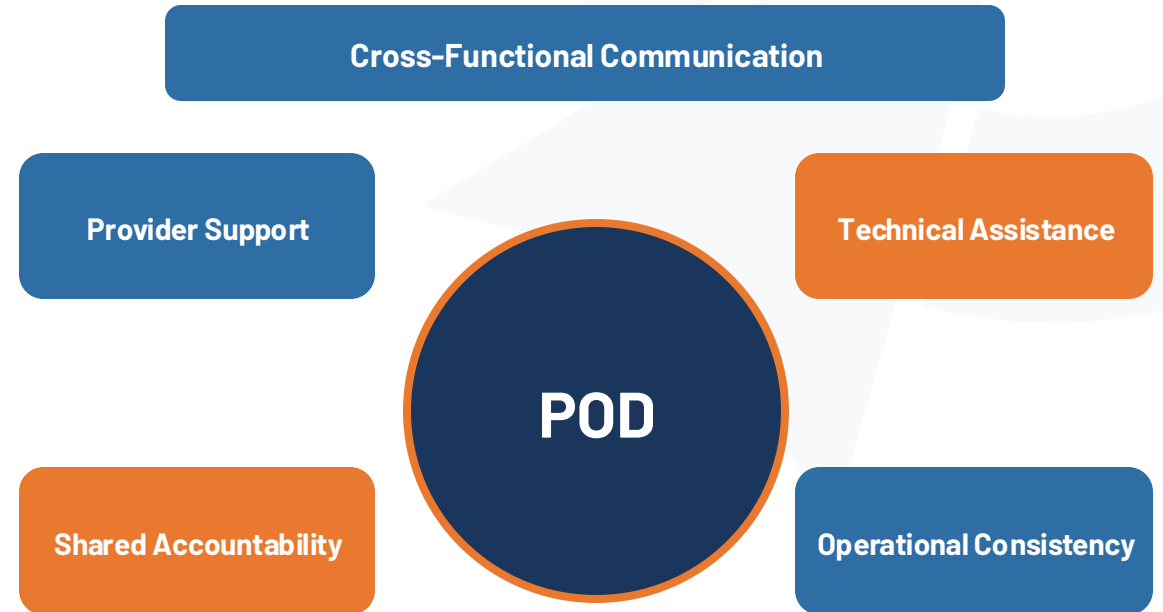


POD Coordination Model

The Program Oversight & Development (POD) structure was developed to strengthen:

- Internal cross-functional communication
- Coordinated technical assistance
- Operational consistency
- Shared accountability
- Provider support and responsiveness

The goal of the POD structure is to improve coordination and responsiveness across the workforce system – not to create additional layers.



CBO – 1:1 Subcontractor Monthly Meetings

Meeting Purpose

- Strengthen communication and operational alignment across the network
- Support proactive issue resolution and technical assistance
- Promote transparency, accountability, and collaboration
- Advance data-informed continuous improvement efforts
- Align subcontractor performance with LWIA 7 and statewide workforce goals
- Create a consistent space for partnership coordination and shared problem solving

Topics Will Include

- Contract, fiscal, and programmatic updates
- Monthly performance dashboards and metrics review
- Portfolio goals, performance benchmarks, and progress tracking
- Technical assistance, compliance, and operational support
- Outreach, recruitment, and employer engagement updates
- POD coordination and escalation support, as needed
- Continuous improvement planning and service delivery strategies
- Discussion of barriers, challenges, and opportunities for collaboration

Shared Expectations Across the Network

Strong workforce systems require:

- Proactive communication
- Timely responses
- Participation in meetings and trainings
- Cross-organizational coordination
- Early escalation of operational challenges
- Shared commitment to workforce outcomes

Communication, coordination, and collaboration strengthen outcomes across the entire workforce network.

Transition to OSO & BRED

Continued System Collaboration

Today's convening will also include updates from:

- One Stop Operator (OSO)
- Business Relations & Economic Development (BRED)
- Additional Partnership units

Together, These Efforts Support

- Workforce system alignment across Chicago and Cook County
- Employer engagement and business connectivity
- Coordinated service delivery and customer experience
- Regional economic opportunity and talent pipeline development
- Advancing LWIA 7's role in supporting statewide workforce system performance and economic mobility outcomes



One-Stop Operator Update

Presenter: Ema Mailhot-Beutel, Carla Mosby

Spring 2026

This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the recipient and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership.

The Illinois workNet® Center System, an American Job Center, is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers may be reached by persons using TTY/TDD equipment by calling TTY (800) 526-0844 or 711. This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. For more information, please refer to the footer at the bottom of any webpage at illinoisworknet.com.

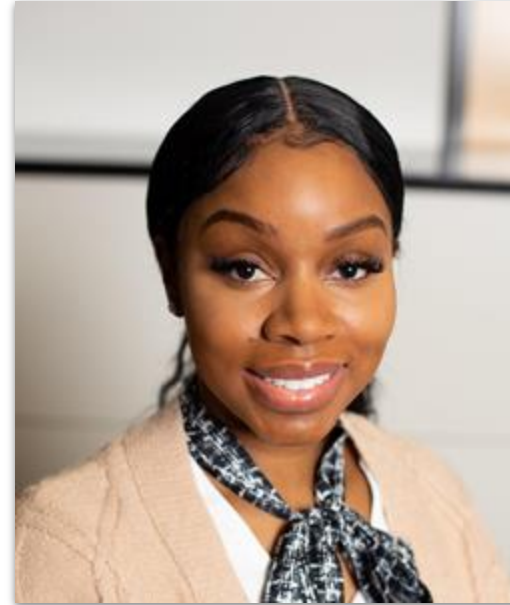
Meet the LWIA 7 One Stop Operator Team



Candace Gray
candace@scalelit.org
AJC at Prairie State



Mandeep Kaur Cuautle
mandeep@scalelit.org
AJC in Wheeling



Carla Mosby
carla@scalelit.org
AJC at the King Center



Germania Solorzano
germania@scalelit.org
AJC in Pilsen

One-Stop Meeting Cadence

| Meeting Type | Format | Location |
|---|-------------------|---------------------------|
| Center-Level | May - HYBRID | 4 Comprehensive AJCs/zoom |
| LWIA 7 Workforce System Partner Meeting | June 11 IN-PERSON | Harper College |
| Technical Assistance | July - IN-PERSON | 4 Comprehensive AJCs |

Center-Level/Technical Assistance Meetings:

- **AJC in Wheeling** - 2nd Tuesdays at 10 am
- **AJC in Pilsen** - 3rd Wednesdays at 10 am
- **AJC at Prairie State College** - 3rd Thursdays at 10 am
- **AJC at the King Center** - 4th Wednesdays at 10 am



One-Stop Meeting Invites

Center-Level/Technical Assistance Meetings

AJC in Wheeling – Wheeling and Maywood AJCs

AJC in Pilsen – Pilsen, Daley, Malcolm X, North Riverside, and Truman AJCs

AJC at Prairie State College – Prairie State and Harvey AJCs

AJC at the King Center – King Center, Olive-Harvey, Kennedy-King College

Email oso@scalelit.org to be added to meeting invites



LWIA 7 Workforce System Partner Meeting

Join
scaleLIT
for the
**In-Person
Systemwide
Meeting**

June Topic:
**The Impact of AI in the
Workforce**

Thursday, June 11, 2026
10:00 AM - 12:00 PM
Harper College - Wojcik Conference Center
Wojcik Conference Center, 1200 Algonquin Rd,
Palatine, IL 60067

Moderated by
Michael Thompson
Project Director,
Bureau of Economic
Development

OUR PANELISTS

Micheal Matos
Ed Tech Director,
scaleLIT

Kyla Williams Tate
Director of Digital Equity,
Cook County Government

Sasha Ongtengco
Program Director, Creative
Workers
Arts Alliance Illinois

Annabel Hasty
Program Coordinator,
AI and Cloud Computing
program at Harper College

[CLICK HERE TO REGISTER](#)

CHICAGO COOK WORKFORCE PARTNERSHIP | scaleLIT | workNet

Save the Date!

Spotlight: AI and its impact on the Workforce System



Customer Satisfaction Data

January 1 – March 31, 2025

9.51/10

NPS for Onsite Services

9.02/10

NPS for Workshops

"I am beyond grateful for the help the staff gave me. [They] spent a lot of time with me and made sure all my questions were answered and I had all the resources I needed."

– AJC in Wheeling

"When I entered the office... I was greeted with a very warm and sincere welcome, [the AJC staffer] was very knowledgeable...and made everything easy to understand... Please feel free to contact me for my experience."

– AJC in Pilsen

"My career coach has been extremely helpful and patient during this process."

– AJC at Prairie State College

Airtable Referral Metrics

6500+
PY 2025 Airtable Referrals
(July 1, 2024 - March 31, 2025)

2300+
3rd Quarter Referrals
(January 1, 2025 - March 31, 2025)



**Referrals
in Progress**



**Referrals
Completed***



**Referrals
Closed****

The percentages above are based on PY 2025 referrals data (January 1, 2025 - March 31, 2025).

MAY 2026

Business Relations & Economic Development (BRED) Updates

Presenter:

Victor Vizueta, Business Relations Specialist



Our Collective Efforts

Driving Impact Through Collaboration

| Focus Area | Key Action | Expected Impact |
|-----------------------------------|---|--|
| Increase Outcomes | Set measurable goals and track progress | Improved job placements and retention |
| Reduce Duplication | Streamline services across agencies | Efficient resource utilization |
| Employer Engagement | Proactive outreach and tailored solutions | Stronger partnerships and hiring pipelines |
| Pipeline Alignment | Connect training to labor market needs | Workforce readiness and skill relevance |
| Information & Guidance | Provide timely updates and best practices | Informed decision-making for stakeholders |
| Referral Support | Enhance inter-agency connectivity | Smoother transitions for job seekers |

Business Engagement

Employee Training, Employer Events & Placement Assistance

Reporting Period: July 1, 2025 – April 30, 2026



Job Orders
1,682



Total Job Openings
2,502



Businesses Served
738



Business Services
5,646



Hiring/Job Fair Events
185



Specialized Recruitment Events
Held
35

Resource Guide

| WBL Training | Training Description | Access Training |
|--|---|--|
| On The Job Training (OJT) | The On-the-Job Training (OJT) Program provides resources and expert guidance for Business Services Professionals who want to implement effective training strategies in their organizations | Click Here To Access On The Job Training |
| Incumbent Worker Training (IWT) | This program enhances employee skills, helping organizations stay competitive with the latest industry developments. | Click Here To Access The Incumbent Worker Training |
| Customized Training (CT) | Customized Training offers tailored educational solutions that meet employers' needs, enhancing practical skills for immediate on-the-job application | Click Here To Access The Customized Training |
| Career Connect (CC) | This training program introduces users to the core features of our workforce development system, helping them navigate and use the platform effectively. | Click Here To Access The Career Connect Training |
| Rapid Response (RR) | Rapid Response Training provides quick skills development for workers facing industry changes or downsizing, helping them adapt to new job demands or roles. | Click Here To Access The Rapid Response Training |

Illinois Employment Business System (IEBS 2.0)

Home Companies Outreach **LMI** Layoffs Questionnaires 8 Admin

Labor Market Information

Unemployment

Chart Map EDRs LWIAs Counties

Not Seasonally Adjusted Monthly Unemployment Rate

Filter by Month: All Months Year Start: 2010 Year End: 2026

Nation / State / Counties: Illinois LWIAs: EDR:

EDR Top Cluster Industries

The U.S. Cluster Mapping Project was funded by the Federal Economic Development Administration to help regional economic developers identify types of businesses that might have local competitive advantages. The industry cluster data is compiled at the six-digit NAICS code level using unsuppressed data from the U.S. Census Bureau's County Business Patterns dataset. Industries are assigned to clusters based on overlapping technology, skills, supply, and demand.

For more detailed information on the methodology for how industry clusters were defined and which industries are included in each cluster, please visit: <http://clustermapping.us/content/cluster-mapping-methodology>

EDRs: Industry Cluster: Top 5 Industry Clusters

Employment Change 2001 - 2016

Source: U.S. Cluster Mapping Project, <https://clustermapping.us>

IEBS 2.0 gives Illinois workforce partners the data, analytics, and tools needed to deliver smarter, more coordinated, and more proactive business services statewide.

<https://www.illinoisworknet.com/partners/Pages/IEBS.aspx#trade>

Access is needed to use link

Upcoming Job Readiness/Hiring Events



Friday, May 15th, 2026
12pm- 5pm
5645 W. Corcoran Pl.
Chicago, IL 60644

Register Today!
ChiCookWorks.org/Ready



You're invited to a job readiness Fair hosted by the Mayor's Office of Community Safety, Mayor's Office of Health & Human Services, Chicago Cook WorkForce Partnership, and City Colleges of Chicago.

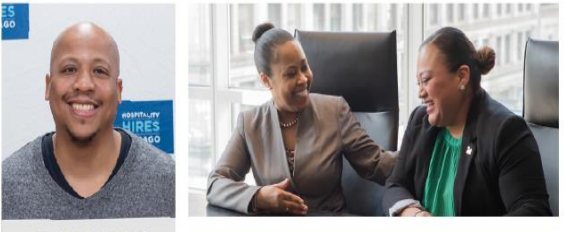
What is a job readiness fair? Access to resume review, mock interviews, career guidance, and job search tips! Attend to learn more about upcoming hiring events and employment opportunities.

Criminal record holding you back? Learn more about record sealing and expungement information.

Looking for more resources? Get information about aid to transportation, childcare, and professional attire.



HOSPITALITY HIRES CHICAGO
 A Partnership Production
May 28, 2026
9 AM to 3 PM
 The Palmer House Hilton
 17 E. Monroe St., Chicago, IL 60603



Registration for Career Seekers
ChiCookWorks.org/HHC



Registration for Employers
ChiCookWorks.org/HHCE



I made a great hire!

Careers that move you forward



Make a great hire at HHC!
All industries are welcome



MAY 2026

Communications Unit: Unified Language & Branding

Lifting up our network's outcomes and impact for career seekers and employers

Presenter:

Susan Massel, Director, Communications & External Affairs



Who Is The Partnership?

HOSPITALITY HIRES CHICAGO
A Partnership Production

May 28, 2026
9 AM to 3 PM
The Palmer House Hilton
17 E. Monroe St., Chicago, IL 60603

Registration for Career Seekers
ChiCookWorks.org/HHC

Registration for Employers
ChiCookWorks.org/HHCE

Careers that move you forward

Make a great hire at HHC!
All industries are welcome

9th Annual Hospitality Hires Chicago
May 28 at Palmer House Hilton

We are The Chicago Cook Workforce Partnership or The Partnership (not CCWP)

Our **customers** are Career Seekers and Employers

Our **partners** (and those we fund) are YOU, our network

- Our network of 70 community base organizations are our **partners**: [Partnership-Network-Directory-3-10-26.pdf](#)
- Where are links for you: [Resources - Chicago Cook Workforce Partnership](#)

Our largest **funder** is DOL (through DCEO) as we are the designated recipient of City and County WIOA dollars

- Other **funders** include other state and private sector funding (CEJA, the Illinois Tollway as examples)

How do **customers** reach and interact with us and our network?

- [Home - Chicago Cook Workforce Partnership](#)
- [Home - LevelUpAJC.org](#)
- Social media platforms



How We Work Together: Toolbox and Process

Branding

Branding Toolkit: [External-Toolkit-11-4-25.pdf](#)

- Updated flier templates
- Also linked in Resources on Website "Eyebrow"

Social Media/Success Story

Success Story Submittal Form; [Chicago Cook Workforce Partnership - Success Story Submission Form](#)

- Pictures and videos!

Flier and Other Materials Review

- Submit Branded Materials for Review to your Program Relationship Manager (PRM)
 - Submit fliers and other branded materials for review and branding compliance to your designated PRM
 - Your PRM will then submit internally to comms, and you'll receive a timely response from the PRM or comms unit



Fliers and Social Media Posts

Best/Preference:

- Use "real" photos vs. stock
- List employers or sectors/industries
- American Job Center
- If WIOA funded, add DOL language
- Partnership logo
- Link or QR code to register
- **Send to PRM for review**

Avoid:

- Stock images
- Too much copy
- Burying AJC name and designation
- Publishing without review if Partnership logo is included



8TH ANNUAL JOIN US FOR
CAREERS DE MAYO

Discover and connect with community resources and employers at the eighth annual Careers de Mayo!

MAY 14, 2026 | 10AM – 2PM
AMERICAN JOB CENTER IN PILSEN
1700 W. 18TH STREET | CHICAGO, IL 60608



The American Job Center at Malcolm X West Campus invites you to:
MALCOLM X COLLEGE WINTER HIRING FAIR

Friday, November 27 2 pm to 7 pm
Malcolm X College
1900 W Jackson Blvd,
Chicago, IL 60612

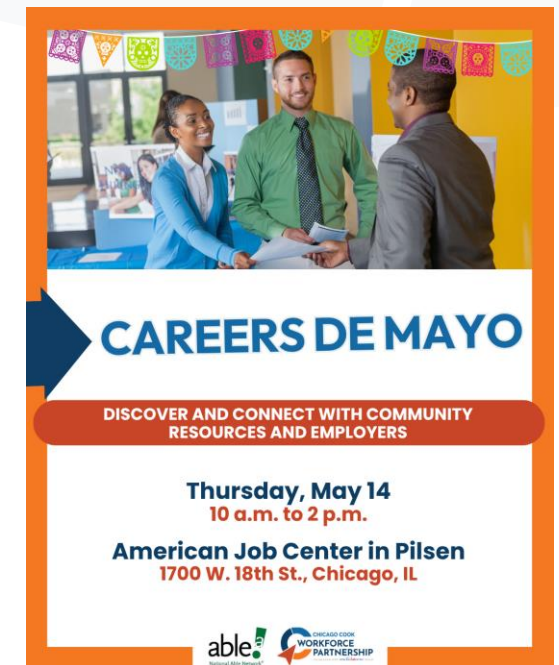
Get started on your next career move! Meet industry leading companies in healthcare, IT, manufacturing, and more! Bring multiple copies of your resume.

OPPORTUNITIES IN:

- Welder
- Elderly Care
- Retail Manager
- HVAC Technician

Register Today
ChiCookWorks.org

Our agency is an equal opportunity employer program. Auxiliary aids and services are available upon request to individuals with disabilities. Funding for this program is made possible through a grant provided by the Chicago Cook Workforce Partnership. The workforce program was funded by a grant awarded by the U.S. Department of Labor's, Employment and Training Administration. For more information, please visit ChiCookWorks.org/DOL_Funding.



CAREERS DE MAYO

DISCOVER AND CONNECT WITH COMMUNITY RESOURCES AND EMPLOYERS

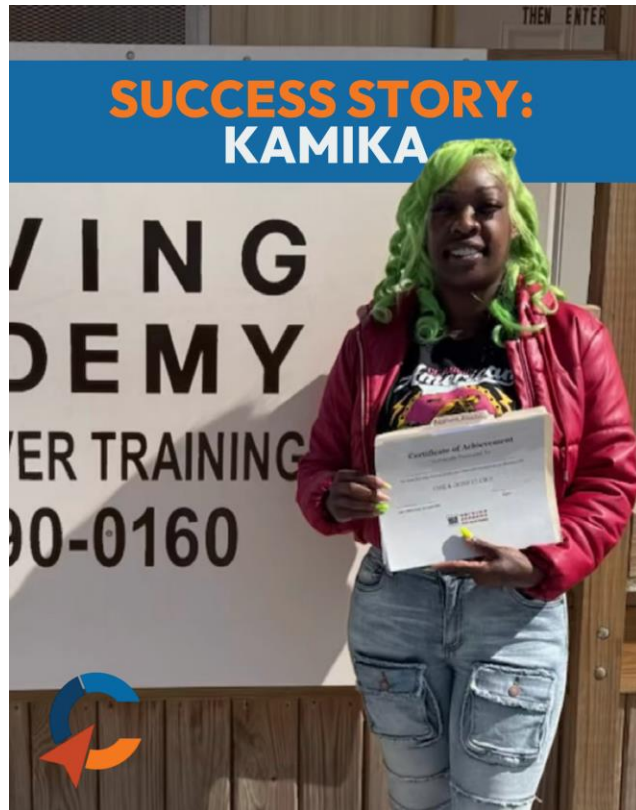
Thursday, May 14
10 a.m. to 2 p.m.
American Job Center in Pilsen
1700 W. 18th St., Chicago, IL

able! CHICAGO COOK WORKFORCE PARTNERSHIP

It's Crowded Out There....These Got Noticed

"A picture is worth a thousand words"

With 70 Community Based Organizations in our network, it can get confusing!



What's in a Name (A Lot, Actually)

The Types of Centers in Our Network – For Customer and Partner Understanding

Comprehensive American Job Centers

Full array of employment and training services for workers, youth, and businesses. Includes mandatory WIOA partners on-site: IDES, Veterans services, Vocational Rehabilitation, and more.

Affiliate American Job Centers

Extensive but more limited services than Comprehensive AJCs. Do not include all mandatory WIOA partners (Veterans, Vocational Rehabilitation, IDES) on-site.

Affiliate Youth-Only American Job Centers

Career and educational services for in-school and out-of-school youth. May not have public resource rooms or job readiness workshops.

Specialized AJCs and Sector Centers

Focus on specific needs such as dislocated workers, youth, or key industry sectors. May not offer all services of a Comprehensive or Affiliate AJC.

Career Centers

Do not receive WIOA funding. They offer programs and services tied to specific programs funded by other private or public sector partners.

[Partnership-Network-Directory-3-10-26.pdf](#)

Listing American Job Center Designations

NEW LOCATION

AmericanJobCenter
AT KENNEDY-KING COLLEGE
AN AFFILIATE AJC

Kennedy-King College

6301 S Halsted St.
Chicago, IL 60621
Room V219

LevelUpAJC.org

CHICAGO COOK
WORKFORCE PARTNERSHIP
A proud partner of the AmericanJobCenter network

Some copy suggestions:

WIOA-funded

AJC at Kennedy-King College, a member of The Partnership's network

American Job Center in Wheeling, a Comprehensive AJC in The Partnership's network

Metropolitan Family Services, an Affiliate American Job Center in The Partnership's network

Bethel Family Resource Center, an Affiliate Youth American Job Center, in The Partnership's network

CEJA-funded

Career Center at Dawson Technical Institute

Hire Frequency Podcasts: February, March and April

**HIRE FREQUENCY
PODCAST**

EP. 40: BLACK HISTORY MONTH
REMINDS US THAT LEADERSHIP IS
ROOTED IN LEGACY AND COMMUNITY



with George Wright

CHICAGO COOK
**WORKFORCE
PARTNERSHIP**
A proud partner of the AmericanJobCenter network

**HIRE FREQUENCY
PODCAST**

EP. 41: WOMEN IN CHARGE: IT'S NOT
ABOUT GENDER, IT'S ABOUT SKILLS



with George Wright

CHICAGO COOK
**WORKFORCE
PARTNERSHIP**
A proud partner of the AmericanJobCenter network

**HIRE FREQUENCY
PODCAST**

EP. 42 APRIL IS SECOND/FAIR
CHANCE MONTH



with George Wright

CHICAGO COOK
**WORKFORCE
PARTNERSHIP**
A proud partner of the AmericanJobCenter network

The Partnership's Myth Busters #5-8

THE PARTNERSHIP'S
Myth Busters


MYTH NO. 5
Women aren't welcome in manufacturing.

BUSTED BY: DIANA PETERS, EXECUTIVE DIRECTOR/FOUNDER OF SYMBOL TRAINING INSTITUTE




THE PARTNERSHIP'S
Myth Busters

MYTH NO. 7
You can't get a job if you're justice impacted.



KEITH TALLEY
REVOLUTIONARY REENTRY HUB



THE PARTNERSHIP'S
Myth Busters

MYTH NO. 6
The Partnership places in low paying jobs.



MATT WEIS
NATIONAL ABLE NETWORK



THE PARTNERSHIP'S
Myth Busters

MYTH NO. 8
You can't make it without a college degree.



TONII HARRIS-JACKSON
BETHEL FAMILY RESOURCE SERVICES



15 Minute Break

(See You Back Here Soon!)



MAY 2026

Budgets & Guidelines

Budget Landscape | Getting Ready for IWDS 2.0 | ITA Form Updates

Presenters:

Amy Santacaterina, Tina Caldwell, Julia Montanez, Rosa Marquez



Budget Landscape

WIOA

- Slight reduction in WIOA funds from last year
- Presenting recommendations to June Board Meeting
- Career Pathway, Business Hub, Affiliate RFPs to be released soon
- Youth RFP to be released in 2027

Supplemental Grant

- Submit vouchers timely
- All expenditures must occur by June 30, 2026
- Use it or lose it money
- Record participant and event data into Illinois Worknet (GRF) reporting
- Anticipate funding for PY 26

Budget Landscape

CEJA

- Hubs- year 2 ends 6/30/26
- Submit vouchers timely
- Awarding year 3 (Close out year 2)
- DCEO evaluating the program design
- DCEO to release RFP for Hubs this summer

Construction Works

- Completed close out of year 2
- Year 3 budgets in process
- Last year of grant
- Tollway may release another RFP

The Future is Here: Welcome to IWDS 2.0

The Big Picture: Transitioning to customer-centered service delivery.

Our Why:

- Better impact for customers
- Customers at the center of their career journey
- Seamless navigation and more intuitive for career planners.
- Enhanced data integration for stakeholders.
- Consistency in service delivery
- Aligned with the State – no separate system

Friendly Reminder: This isn't just a system swap; it's a shift in how we empower our customers!



New Features

- Customer access system on their own (self-service)
- Referral System through Service Finder
- Pre-screening questions or “intake”
- Ability to upload documents
- Eligibility determination built in the system
- Getting Started Assessment – guided questions with career planner
- Career Plan (IEP) prepopulates based on responses
- Training assessments built in

Everything You Need to Succeed

*Help is
here*

Microteach: Virtual Prerequisite Training

- **The Goal:** A high-level introduction to the **IWDS 2.0 Career Planner workflow**.
- **The Requirement:** Mandatory foundational sessions designed to **prepare all staff for upcoming in-person regional training**.
- **What: 6 On-Line Modules**
- **How: Recorded on Illinois Worknet**
- **All customer-facing staff** (*Roles include Career Planners, Supervisors, Eligibility Specialists, Performance & Reporting, and Trade Assistance Staff.*)
- **Please inform front line staff!!!!**

Once you complete the microteachings you can have access to the testing site.



Big thanks
to everyone who has successfully
completed all virtual sessions.
You are ready for the next step!

Pro-Tip: Review Before Training
Refresh your skills by watching the recordings before **your in-person session:**

<https://www.illinoisworknet.com/iwdst-career-planner>

Training is Here: What to Expect

Prepare for 2-Day Training Sessions:

- Each training session is a two-day program, and participants are required to attend both days.

Overview of Topics:

- Building the Foundation & Key Concepts
- Mastering the New Case Management Workflow
- System Mastery & Advanced Integration

Everything You Need to Succeed

- Desk Aides
- Regional Support Contacts
- Hyper-care Tech Support
- Online courses launching later this summer

*Help is
here*

IWDS 2.0 In-Person Training

This training is designed to provide you with **hands-on experience and a comprehensive walkthrough** of the new system's features.

- May 26 & 28
- June 2 & 4
- June 9 & 11
- June 16 & 18 (Reserved for Youth-only agencies)

Prerequisites:

- ✓ **Complete the Microteaching 6 modules**
- ✓ **Obtain login information to the testing site**
- Registrations will be accepted on a first-come, first-served basis
- Only fully completed submissions will be accepted and confirmed.

We look forward to seeing you there and working together to make this new tool a success for our network.

Registration Details

How to Register:

[IWDS 2.0 Training Registration](#)
[- LWIA 7](#)

Deadline:

May 21, 2026

Space is limited! Secure your spot!



Prepare To Launch Date : July 1, 2026



IWDS 2.0 Transition

Career Connect is sunsetting as LWIA 7 transitions to IWDS 2.0

- This includes a true system blackout period with no workarounds
- Preparation is critical to avoid service disruption and audit risk



Key Transition Dates

- June 15, 2026 – Last day to submit ITA requests
- June 19, 2026 – Last day to enter or edit data in Career Connect
- **June 19, 2026, 5 pm – June 30, 2026 – Blackout period (view-only)**
- July 1, 2026 – IWDS 2.0 go-live



Blackout Period – System Access

- Last day to enter an ITA request service will be **5pm on June 15th, 2026**
- All staff users will have view-only access starting **June 19th, 2026, at 5pm**
 - **No edits, deletions, or corrections will be accepted during this blackout period.**
 - Zendesk staff will NOT have access to complete or escalate your request until after Go-Live

No ITA Exceptions After Cutoff

Zendesk staff will accept questions, but no actions can be taken during the blackout period.

Data Migration

What Will Not Carry Over

Prior WIOA applications and signature pages will not be accessible in IWDS 2.0

- Agencies must retain copies for customers active or exited since 06/30/2022
- Missing documentation may result in audit findings after July 1
- Last day to retrieve a prior WIOA application: June 19, 2026, at 5 pm

What Will Carry Over

IEP Data

- IEP data will be viewable in your customer's profile in IWDS 2.0
- Documentation uploaded in your customer's profile will be migrated to IWDS 2.0

Agency Tools

- **Agency Caseload Tracker**
 - You will be able to use this tool to track activities by customer
- **Agency Readiness Checklist**
 - This checklist will help Site Directors and Managers to prepare for the upcoming system transition period
- **IWDS 2.0 Transition Frequently Asked Questions document**
 - This document will be a reference guide to any questions that may arise during this Transition Period
 - If your question is not found, submit it through the Partnership Help Desk: [Submit Request Form](#) and select the “IWDS 2.0 Transition” request reason

Type of Request*
Use this to identify what type of assistance you need with the Program/Screen you identified above. Pick the closest option to your issue. If none are applicable, select "Other" and explain in the Description.

-

- Participation Reversal
- Data Edits (More than 5 Customers)
- Change of Ownership Request (Internal Staff)
- Gatekeeper New User Access
- Gatekeeper Modify/Remove User Access
- Gatekeeper - Request for Status Update - Contracting
- Gatekeeper - Request for Status Update - Invoicing
- Gatekeeper System Training Request
- Gatekeeper Technical Error/System Malfunction
- IBIS Password Reset Request
- IWDS 2.0 Transition


Attachments

Click here to find Agency Tools: [IWDS 2.0 Page](#)

ITA New Financial Statement

Key Updates

- Program details **must** match IwN **exactly**
- **New!** O'Net Code selection – automatically determines the tuition cap (\$3K, \$5K, or \$8K)
- **New!** Amount Exceeding the Funding Cap (excluded from ITA)
- **New!** Separates books, tests, and other costs from tuition. Automatically calculates the total

|  Financial Statement | |
|---|---|
| 1 Today's Date: | 2 Is this a revised/updated form? Yes <input type="radio"/> |
| Participant and Training Information | |
| 3 WIOA Customer Name | |
| 4 WIOA Customer Career Connect State ID | |
| 5 Career Coach Name | |
| 6 WIOA Certified Training Provider | |
| 7 WIOA Certified Training Program Name | |
| 8 O*NET-SOC | <input type="text" value="Search..."/> |
| 9 Registration Date | |
| 10 Maximum Tuition and Fees | |
| Program Tuition and Fees Cost | |
| 11 Total Program Cost (including books, expenses, and tests) | |
| 12 Tuition cost | |
| 13 Fees | |
| 14 | Amount Excluded From ITA Voucher: |


ITA New Financial Statement (Cont.)

Major Improvements

- Automated calculations – **reduces errors**
- Built-in funding caps – **ensures compliance**
- Clear separation of costs (Tuition vs. Expenses vs. Vendors)
- Stronger validation rules (totals must match)

Key Reminders

- Always match Career Connect & Illinois workNet ***Exactly***
- Do **not override locked fields**
- Ensure **all totals reconcile correctly** before submission

|  Financial Statement | |
|---|---|
| 1 Today's Date: | 2 Is this a revised/updated form? Yes <input type="radio"/> |
| Participant and Training Information | |
| 3 WIOA Customer Name | |
| 4 WIOA Customer Career Connect State ID | |
| 5 Career Coach Name | |
| 6 WIOA Certified Training Provider | |
| 7 WIOA Certified Training Program Name | |
| 8 O*NET-SOC | <input type="text" value="Search..."/> |
| 9 Registration Date | |
| 10 Maximum Tuition and Fees | |
| Program Tuition and Fees Cost | |
| 11 Total Program Cost (including books, expenses, and tests) | |
| 12 Tuition cost | |
| 13 Fees | |
| 14 | Amount Excluded From ITA Voucher: |

MAY 2026

Program Performance

Aligning contractors to PY26 expectations across compliance, performance, and system transformation

Presenters:

Pilar Trejo, Carly Bykerk, Carole Ko, Joe Haag



WIOA Performance Overview

- 3rd quarter data analysis of Youth performance evaluation
- Scoring will focus on enrollments/served, placements, positive exits, case note and program compliance, fiscal risk, and DOL performance Indicators (WIOA).
- Scoring and funding recommendations are presented to the Local Workforce Innovation Board (LWIB) in June.
- AJCs are in an RFP year
- New performance scoring will be rolled out going into PY26. The scoring will move beyond service delivery metrics and will be more encompassing of quality, not simply quantity.



Performance Indicators



Employment Rate – 2nd Quarter After Exit

Measures the percentage of participants who are **employed during the second quarter after exiting** the program.



Employment Rate – 4th Quarter After Exit

Measures the percentage of participants who are **employed during the fourth quarter after program exit**, reflecting longer-term retention.



Median Earnings – 2nd Quarter After Exit

Measures the **median earnings** of participants who are employed **during the second quarter** after exit.



Credential Attainment Rate

Measures the percentage of participants who **obtain a recognized postsecondary credential or secondary school diploma/equivalent during participation or within one year after exit.**



Measurable Skills Gains (MSG)

Measures interim **progress toward a credential or employment during program participation**, such as educational functioning level gains, training milestones, or successful completion of coursework/work-based learning milestones.

Adult Programs PY25 WIOA Performance to Date

| Measure | Goal to Exceed | Actual Outcome | % of Goal | Status |
|----------------------------------|----------------|----------------|-----------|--------|
| Adult Employment Rate Q2 | 71.0% | 70.5% | 99.3% | MEET |
| Adult Employment Rate Q4 | 70.0% | 68.88% | 98.4% | MEET |
| Adult Median Earnings Rate Q2 | \$8,300 | \$9,750 | 117.4% | EXCEED |
| Adult Credential Attainment Rate | 73.0% | 72.77% | 99.68% | MEET |
| Adult Measurable Skills Gain | 63.0% | 63.55% | 100.87% | EXCEED |

Dislocated Worker Programs PY25 WIOA Performance to Date

| Measure | Goal to Exceed | Actual Outcome | % of Goal | Status |
|-------------------------------|----------------|----------------|-----------|--------|
| DW Employment Rate Q2 | 77.0% | 75.21% | 97.68% | MEET |
| DW Employment Rate Q4 | 75.0% | 76.3% | 101.73% | EXCEED |
| DW Median Earnings Rate Q2 | \$10,900 | \$11,733.01 | 107.64% | EXCEED |
| DW Credential Attainment Rate | 73.0% | 73.85% | 101.16% | EXCEED |
| DW Measurable Skills Gain | 63.0% | 60.8% | 96.51% | MEET |

Youth Programs

PY25 WIOA Performance to Date

| Measure | Goal to Exceed | Actual Outcome | % of Goal | Status |
|----------------------------------|----------------|----------------|-----------|--------|
| Youth Employment Rate Q2 | 73.0% | 75.59% | 103.55% | EXCEED |
| Youth Employment Rate Q4 | 72.0% | 72.41% | 100.57% | EXCEED |
| Youth Median Earnings Rate Q2 | \$5,500 | \$6,219.82 | 113.09% | EXCEED |
| Youth Credential Attainment Rate | 70.0% | 70.54% | 100.77% | EXCEED |
| Youth Measurable Skills Gain | 63.0% | 65.0% | 103.17% | EXCEED |

Non-WIOA Performance Overview

- Climate and Equitable Jobs Act (CEJA) – West and South Hubs
- ConstructionWorks – Powered by Illinois Tollway
- Supplemental Funding – DCEO

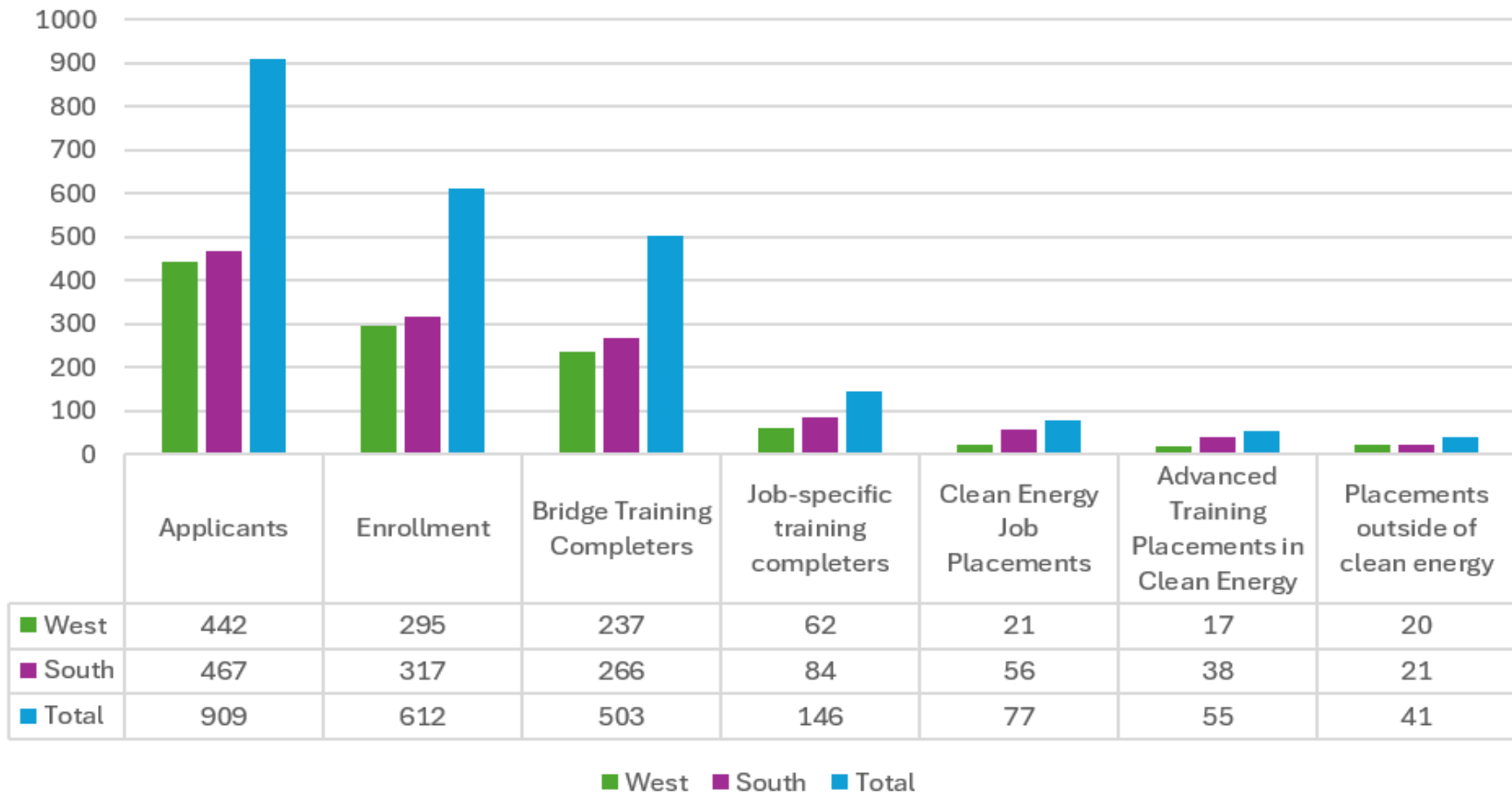


CEJA Performance

| CEJA HUB OUTCOMES THROUGH 3/31/26 | WEST | SOUTH | TOTAL |
|--|-------------|--------------|--------------|
| Applicants | 442 | 467 | 909 |
| Enrollment | 295 | 317 | 612 |
| Bridge Training Completers | 237 | 266 | 503 |
| Job-specific training completers | 62 | 84 | 146 |
| Clean Energy Job Placements | 21 | 56 | 77 |
| Advanced Training Placements in Clean Energy | 17 | 38 | 55 |
| Placements outside of clean energy | 20 | 21 | 41 |

CEJA Performance

CEJA Outcomes Through 3/31/26



ConstructionWorks Performance



| CATEGORY | TOTAL |
|--------------------------|-------|
| Candidates Served | 1,413 |
| Employment Placements | 349 |
| Started Training | 554 |
| Completed Training | 351 |
| Union Placements (Total) | 239 |

- Funded by the Illinois Tollway and administered by The Partnership's network, ConstructionWorks offers training, career coaching, and direct access to employers.
- With 13 centers across Northern Illinois and at no cost to participants, the program helps individuals launch strong careers, support vital infrastructure, and strengthen the region.
- **Term:** 3-year contract from March 2024 – February 2027 (currently in last year of contract)



Supplemental Performance

| Supplemental Grant PY25 Outcomes to Date | # Planned | # Actual | % to Goal |
|---|-----------|----------|-----------|
| Participants Enrolled | 206 | 280 | 136% |
| Work Based: On the Job Training | 4 | 8 | 200% |
| Work Based: Customized Training | 16 | 20 | 125% |
| Direct Training: Occupational Training - ITAs | 66 | 59 | 89% |
| Supportive Services/Barrier Reduction | 57 | 64 | 112% |
| Apprenticeship Training | 6 | 10 | 167% |
| Participants Employed Full-Time After Program/Activity Completion | 32 | 4 | 13% |
| Participants Obtaining a Credential | 67 | 19 | 28% |
| Participants Who Participated in Career Exploration Activities | 35 | 6 | 17% |
| Number of participants who completed skill development training | 35 | 1 | 3% |

Continuous Improvement Plans

Analysis of 25 CIPs in PY 2025

Strongest Improvement Areas Across Providers

- Case note compliance and documentation controls
- Enrollment recovery efforts
- Placement process strengthening
- Employer engagement and network coordination
- Internal compliance monitoring practices

Most Persistent Systemwide Challenges

- Placement rates
- Positive exits
- Employment retention benchmarks
- Shared placement



Typical Components of a CIP

- Root cause analysis
- Required corrective action steps
- Responsible staff or department
- Technical assistance and training needs
- Performance targets or benchmarks
 - Timelines and deadlines
- Monitoring and follow-up activities
- Evidence/documentation of completion*

Compliance Updates

Monitoring Insights (PY25)

Top Findings in WIOA

- Failure to address barriers to employment, specifically when a participant is identified as Basic Skills Deficient (BSD)
- Inadequate case notes that lack meaningful detail and do not support one-on-one participant contact
- Failure to develop, follow, and regularly update objectives outlined in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS)
- Insufficient documentation of participant employment history
- Lack of proper documentation and justification for supportive services provided to participants

Top Findings in CEJA

- Unclear or insufficient documentation supporting participant eligibility as a resident of an Environmental Justice Community
- Missing certificates and/or training documentation for Bridge Training Completion, OSHA 10, CPR, and related training dates
- Lack of documentation demonstrating participant progression to Job-Specific Training or Job Placement

Compliance Updates

PY26 Monitoring Schedule & Process

WIOA Grants

- July funding cycle program file reviews have been completed
Agency responses currently being reviewed; final resolutions being issued
- October funding cycle reviews are now underway

CEJA Returning Residents

- Grants will be reviewed in the Fall

Expectations

- For electronic files, all required documentation must be uploaded into Career Connect
- Preferred method of hard copy file submission is delivery of files to our office for review
- We typically provide a three-day window for file selection

IMPORTANT: Illinois Department of Commerce and Economic Opportunity (DCEO) will conduct its annual fiscal and programmatic review of WIOA, CEJA, and Apprenticeship programs beginning June 1, 2026

WIOA Memorandum of Understanding

Required One-Stop Partners

- WIOA Title I Programs
- Illinois Department of Employment Security (Wagner-Peyser)
- Adult Education and Literacy providers
- Vocational Rehabilitation
- TANF
- Perkins Career and Technical Education
- Community Service Block Grant programs
- Other federally required workforce system partners

4 Comprehensive American Job Centers (AJCs)

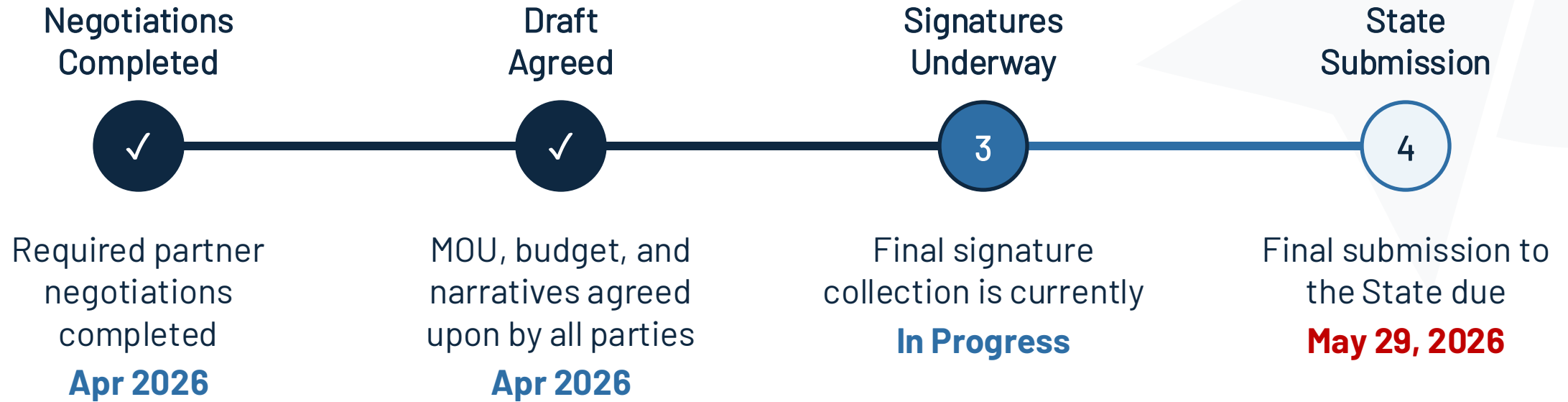
- AJC at The King Center
- AJC at Prairie State College
- AJC in Pilsen
- AJC in Wheeling

Key Elements of an MOU

- Cost-Sharing Expectations
- Partner Roles in Comprehensive Centers
- Collaboration expectations across partners

WIOA MOU PY 2026 Updates

Memorandum of Understanding – Progress Tracker



WIOA Local Plan Update

The WIOA Local Plan for LWIA 7 serves as the strategic workforce roadmap for Chicago and Cook County.

Local Plan Modification pending State's approval

chicookworks.org/wioa-workforce-innovation-and-opportunity-act-2024-2028-plan



May 2026

Fiscal Department

Presenter: Jim Kobylinski



Fiscal Team's Role in the Network

- Act as financial customer support
- Process vouchers, reimbursements, and vendor payments tied to grants
- Submit required reporting to various agencies that represents grant spending, mainly comprised of your approved expenses and CCWP administrative overhead
- Ensure timely drawdowns and compliance with grant terms

Meet the Fiscal Team

- **Interim Director of Finance – Jim Kobylinski**
 - **Finance & Grants Manager – Thadius Elliott**
 - **Finance & Grants Accountants**
 - Lakia Wright
 - Yadira Salas
 - **Accounts Payable**
 - Kimberly Flowers
 - Rosalva Correa
 - Markshon Caston

Voucher Process

- **DCEO grants are due on the 15th of each month, Illinois Tollway are due on the 9th. All vouchers are submitted through our Gatekeeper software portal.**
 - **Required submission documents:**
 - Fully filled out Voucher Excel Template
 - Grantee Information Form – signed, dated monthly, and submitted as PDF (this is a tab in the template)
 - **All Supporting Documentation relating to what was filled out in the voucher template.**
 - Participant Costs
 - Paid Work Experience
 - On the Job Training (OJT)
 - **Your PRM & AP will work with you to make sure your voucher is approved in Gatekeeper.**

Payment Timing & Process

- CCWP requests cash every Monday from DCEO.
- For your voucher to be included in the cash request, it needs to be at 2nd level approval within Gatekeeper the Friday prior.
- Current cash receipt from DCEO for WIOA funding is approximately 10 business days. Other grants have their own specific timeframes which we are starting to track and will communicate.
- Once cash is received, we review the cash receipt against all approved vouchers in Gatekeeper for reconciliation within 1 business day.
- Lastly, once we have reconciled, we issue ACHs to our network.



Questions & Open Discussions

Following Today's Convening, Participants Will Receive:

- Recording of the meeting
- Copy of the presentation slides (PPT/PDF)
- Frequently Asked Questions (FAQs) discussed during the meeting
- Responses to any pending questions requiring additional follow-up or clarification

Additional Questions or Follow-Up

- If you have any additional questions following the convening, please contact:

Claudia Regalado

Director, Relationship Management

 cregalado@chicookworks.org



Thank you.

We appreciate your continued collaboration and commitment to supporting workforce development efforts across Chicago and Cook County.

www.chicookworks.org

