



The Trials and Tribulations of Implementing WIOA

April 23, 2019



ILLINOIS WIOA SUMMIT
Workforce Innovation and Opportunity Act

Who is National Able Network?

- Our mission is to help make careers happen.
- Each client receives personalized career supports that integrate career coaching, specialized training, and direct connections to the job market.
- Our programs are designed to assist jobseekers from all backgrounds, including the unemployed, underemployed, career changers, military veterans, seniors, and aspiring IT professionals.
- Each year, National Able Network provides service to nearly 76,000 individuals in Delaware, Illinois, Indiana, Iowa, and Nebraska.

National Able Network

- National Able Network runs two comprehensive American Job Centers.
 - Near West American Job Center in Chicago's Pilsen community
 - South Suburban Cook County AJC at Prairie State College in Chicago Heights
- WIOA Operator for LWIA 5 in Kane, Kendall and DeKalb counties

WIOA Partners

Title 1B: Adult, Dislocated & Youth	Dept. Human Services - TANF
Adult Education	Dept. Corrections
Wagner-Peyser	HUD
IL Dept. Employment Services	Job Corps
Senior Community Service Employment Program	Youth Build
Trade Adjustment Assistance	Community Services Block Grant
Perkins: Career & Technical Ed.	Indian & Native American Programs
Vocational Rehabilitation	Veterans' Employment Rep/Disabled Vet Rep
Trade Readjustment Assistance	National Farmworker Jobs

Referral and Tracking



Attention Job Seekers & Partner Programs

Job search assistance is available at no cost to participants through National Able Network and our partner programs. See below to connect with our services.

Instructions

1. Mark any and all current needs below.
2. Complete the chart below and follow the submission instructions.

Job Search

- Resume Advice
- Interview Advice
- Job Search Advice

Training

- Vocational Training to gain a specific skill
- Adult Basic Education (GED/ESL)
- Citizenship Preparation
- Literacy/Numeracy Tutoring
- Job-focused training for young adults ages 16 to 26

Career Assistance for Specific Groups*

- Veterans
- Job Seekers age 55+
- My job was outsourced to another country.
- I am interested in mentoring youth through coaching.
- Individuals in need of Legal Assistance
- Individuals with Disabilities
- CHA Residents

***Note:** Individuals in these groups are invited to apply for programs designed specifically for them, but are also welcome and encouraged to apply for other programs, too.

Basic Needs

- Basic Computer Skills
- Food Pantry
- TANF or SNAP benefits (food stamps)
- Shelter/Rental Assistance
- Health Care
- Mental Health Services
- Phone
- Heat/Energy Assistance

Today's Date: _____

<p><i>Customer Information:</i></p> <p>Who gave you this form? _____</p> <p>Customer Name: _____</p> <p>Customer Phone: _____</p> <p>Customer Email: _____</p>	<p><i>For referrals through a partner program:</i></p> <p>Referring Partner: _____</p> <p>Contact Name: _____</p> <p>Contact Phone: _____</p> <p>Contact Email: _____</p>
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Submission Instructions

Via email (**preferred method**): ncen@nationalable.com


In person: 1700 W. 18th St, Chicago IL 60608 (2nd floor reception)

Via fax: 312-994-8352

Questions? Call 312-994-8390.

Cross Training

In Person



Agenda: Cross Training
Pilsen Workforce Center
11-15-18
Room 322

I. 2:30pm to 3:20pm **Program Presentations**

- Workforce Innovations & Opportunity Act (WIOA)
- Department of Human Services (DHS)
- Illinois Department of Employment Security (IDES/IDES Vets)
- Senior Community Service Employment Program (SCSEP) with National Able Network
- Chicago Housing Authority (CHA)
- Adult Education

II. 3:20pm to 3:40pm **Speed Getting to Know You!**

III. 3:40pm to 4:30pm **Program Presentations**

- IT Bridge
- Senior Community Service Employment Program (SCSEP) with Easter Seals
- Division of Rehabilitation Services (DRS)
- Trade Adjustment Act (TAA)
- Ready2Work with LAF
- Chicago Citywide Literacy Coalition (CCLC)

GoTo Meeting

REMINDER

Our Partner Cross-Training series is scheduled for tomorrow. On deck...Kishwaukee College and Dept. of Human Services – Division of Rehabilitation Services. Attached are the presentation.

GoTo Meeting information:

Partner Cross-Training Series

Thu, Mar 28, 2019 10:00 AM - 11:15 AM CDT

Customer Satisfaction Surveys

Customer Service Survey

Q13 I was satisfied with my overall experience at the American Job Center.

Answered: 283 Skipped: 5

ANSWER CHOICES	RESPONSES	
Strongly Agree	69.96%	198
Agree	29.33%	83
Disagree	0.00%	0
Strongly Disagree	0.71%	2
TOTAL		283

Customer Service Survey

Q14 I would recommend this program/center to anyone in need of similar services and resources.

Answered: 283 Skipped: 5

ANSWER CHOICES	RESPONSES	
Strongly Agree	70.32%	199
Agree	28.62%	81
Disagree	0.35%	1
Strongly Disagree	0.71%	2
TOTAL		283

Q15 The staff is very interested in any feedback you would like to share. We strive to provide the best resources and guidance to all individuals in need of our service. If your experience was great, please let us know. However, if there are areas of improvement, we need to know this as well. Your feedback is very important to us.

Answered: 102 Skipped: 186

RESPONSES	DATE
miss Johnson was Fantastic.	2/28/2019 2:20 PM
friendly	2/28/2019 1:21 PM
Great Job miss Johnson.	2/28/2019 1:12 PM
MISS Johnson did great I would recommend her to everyone.	2/28/2019 1:10 PM
This was very educational and informative.	2/28/2019 1:02 PM
every thing was great.	2/28/2019 12:57 PM
miss montoya was amazing. and very informative.	2/28/2019 12:48 PM
Everything was great and easy, no confusion.	2/28/2019 12:09 PM
my experience was very welcoming with the staff here today was very Professional and Organized.	2/28/2019 11:42 AM
0 Ken was Great	2/28/2019 11:00 AM
1 This was a great workshop, I learned a lot about it. Chelsea Jackson and ms. Johnson was exceptional.	2/28/2019 10:49 AM

Emergency Evacuations



ACTIVE SHOOTER RESPONSE

LEARN HOW TO SURVIVE A SHOOTING EVENT



RUN **HIDE** **FIGHT**

CALL 911 ONLY WHEN IT'S SAFE TO DO SO

A blue banner with white text and icons. The top section contains the title "ACTIVE SHOOTER RESPONSE" and subtitle "LEARN HOW TO SURVIVE A SHOOTING EVENT". To the right is an illustration of a handgun and a microscope. Below this are three circular icons: a person running, a person hiding under a table, and a person fighting. These icons are positioned above a horizontal bar with three colored segments: light blue for "RUN", dark blue for "HIDE", and orange for "FIGHT". At the bottom, the text "CALL 911 ONLY WHEN IT'S SAFE TO DO SO" is written in white.

Solution

What's Happening

• 2/11/19 - 2/15/19 •

Near West
American Job Center

Monday 2/11/19

Activity Name	Organization	Start/End Time	Location	Open to public?
Lobby Training - AMR/MSD	AMR	9am to 12:00pm	Lobby	Yes
T&A Meetings	AMR	9:30am to 11am	211	No
USDA Sports Meeting	USDA	9am to 9pm	211	No
T&A Client Meetings	AMR	9am to 9pm	211	No

Tuesday 2/12/19

Activity Name	Organization	Start/End Time	Location	Open to public?
USDA Sports Meeting	USDA	9am to 9pm	211	No

Wednesday 2/13/19

Activity Name	Organization	Start/End Time	Location	Open to public?
Lobby Training - OIG	OIG	9am to 9pm	Lobby	Yes
AMR/MSD Meetings	AMR/MSD	9am to 9pm	Lobby	Yes
AMR/MSD Career	AMR	9am to 9pm	Lab B	No
AMCA TAMM Meeting	AMR	9am to 9pm	Lab A	No
USDA Sports Meeting	USDA	9am to 12:00pm	211	No
AMCA Orientation	AMR	9am to 11am	211	Yes
AMCA Career Center	AMR	9am to 12:00pm	211	Yes
Outreach Task Force Meeting	AMR	9am to 9pm	Lab	No
AMCA Training/Outreach Workshop	AMR	9:00am to 1:00pm	211	No

Thursday 2/14/19

Activity Name	Organization	Start/End Time	Location	Open to public?
Lobby Training - OIG	OIG	9am to 12pm	Lobby	Yes
T&A Client Meetings	AMR	9:30am to 12pm	211	No
AMR/MSD Career	AMR	9am to 9pm	211	No
IT Bridge/Class	OIG	9am to 9pm	Lab B	No
OIG Reemployment Workshop	OIG	9am to 12pm	211	No
Workshop: The Unemployment Insurance Process	AMR	9:30am to 12:00pm	Lab B or Lab C	Yes - this event was register to waiting list on BOC.
IT Team Meeting	AMR	9:30am to 12pm	211	No
Job Career Orientation	AMR/MSD	9am to 12:00pm	211	Yes
T&A Client Meetings	AMR	9am to 9pm	211	No

What's Happening

Friday 2/15/19

Activity Name	Organization	Start/End Time	Location	Open to public?
Lobby Training - OIG	OIG	9am to 9pm	Lobby	Yes
AMR/MSD Career	AMR	9am to 9pm	200	No
OIG Veterans Info/Class	OIG	9am to 9pm	Lab B	No
OIG Reemployment	OIG	9am to 9pm	100	No
TAMM Meeting	AMR	9am to 9pm	Lab A	No
T&A Client Meetings	AMR	9am to 12:00pm	200	No

Wednesday Reemployment

- Our Reemployment Workshop Wednesday will be on 2/13/19 from 9am to 9pm. See the link provided with this weekly schedule. Flyers also available in the lobby/211/211 and Spanish.
- Become a Worker!** Did you know that resumes enter via the Career Coach & available starting Wednesday? This is opens up additional opportunities or program involvement.
- Do you know of an employer who would like to hire? If so, just contact the employer to schedule an interview at jobs@illinoisworknet.org. It's important that employer register to hire.

Upcoming Classes

- National Skills, the Resource Center and OIG will be conducting both 2/13/19 and 2/14/19.

Apprenticeship

- We are bringing you a referral program for individuals interested in the Service Restoration Fund. If you have a candidate who is interested please contact further information, feel free to email the resource to get job seeker name and contact information to Angela at ajohnson@illinoisworknet.org.

Near West WIOA Safety Sessions - Thursday 2/14/19 - Offered in Two Identified Locations

- Session 1: 9:00am to 11:00am
- Session 2: 1:00pm to 3:00pm
- We will cover the emergency and evacuation plans for a number of scenarios, essential jobs available and available resources.
- Emergency exits and the center is located and the emergency drill is in effect!

Careers in Maps 2019!

- Save the date: May 28th
- Our next planning meeting is 2/13/19 at 2:00pm in 200. Visitors are welcome!

Client Self-Support - Do you have an upcoming event or an announcement you would like to post? Or you are a need of help please email support@illinoisworknet.org and help at help@illinoisworknet.org

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A proud partner of the American Job Center network

WorkNet Services, Division

Helping people reach their goals in the workplace! Many of the participants received education related to job coaching and training in Kane and DeKalb counties. For more information or contact your local WorkNet Center at (630) 892-7417 TTY: (888) 261-2821

April/May Workshops

- Interview Workshop 4/25, 10am – 1pm
- Develop an Effective Resume: 5/8, 10:30am – 12:30pm
- LinkedIn: 5/21, 2pm – 3:30pm

Register at AJCTraining@nationalseable.org or call 630.844.8765

Workshop Success Story

Job-seeker "Pat" held a job for over 30 years when the company she worked for decided to close their doors. She had never officially interviewed for a job and did not know what to expect from an employer, nor understand how to answer interview questions. She attended the American Job Center's Interview Workshop back in February and received feedback on her interview performance, something that job applicants rarely receive from an employer. This gave her the skills to interview with more confidence. Happily, she landed a job in March. Way to go Pat!!!

Meet the Aurora Community Resource Team!

Aurora CRT meets the 1st Friday of every month at Mercy Hospital in Aurora where we share resources and discuss strategies for serving our communities. Many prominent agencies attend this networking group including services for Youth and Family Services, Mental Health, Adult Education, Veterans Programs, Senior Services, and much more. We invite agencies to visit us at our next meeting on Friday, May 3, at 9 AM. Email auracrct@gmail.com for more information.



Share Regional Information



Hiring Events



Resource Fairs



2ND ANNUAL
CAREERS DE MAYO

Discover and connect with local
community resources and employers!

MAY 15, 2019
9:30 a.m. to 2:00 p.m.

- Enjoy tamales, churros, bread and more from local vendors.
 - Participate with raffles and win prizes!
 - Network with employers during an on-site job fair!

Near West American Job Center
1700 W. 18th Street, Chicago, IL 60608

able! National Able Network
Chicago Literacy Coalition
CHICAGO COOK WORKFORCE PARTNERSHIP
easterseals
ESDC
IDHS
IDES
INSTITUTO
LAF
PILSA PARRAL COMMITTEE

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Panel of Experts

- **Jose R. Candelas**
 - Assistant Local Office Administrator
 - DHS
- **Regina E. Rizzo**
 - Outreach Coordinator Immigrants and Workers' Rights Practice Group
 - LAF
- **Craig Schmidt**
 - VP, Community and Economic Development
 - Prairie State College
- **Jose-Hugo Contreras**
 - Local Office Manager
 - IDES
- **Keith Flowers**
 - Program Director
 - Easter Seals – Senior Community Service Employment Program

Questions for Panel

- What are the benefits of WIOA?
- What are the challenges?
- Have you developed any creative solutions?
- What would you like to try?
- Questions from audience

National Able Network

- Angela Lopez
 - Director of TAA
 - alopez@nationalable.org
- Gabriel Murcia
 - Program Manager – Operator
 - gmurcia@nationalable.org
- Matthew Daigler
 - Program Manager – WIOA and Vets
 - mdaigler@nationalable.org
- Francheska Feliciano
 - Director WIOA
 - ffeliciano@nationalable.org
- Andi Drileck
 - Vice President Workforce Services
 - adrileck@nationalable.org