

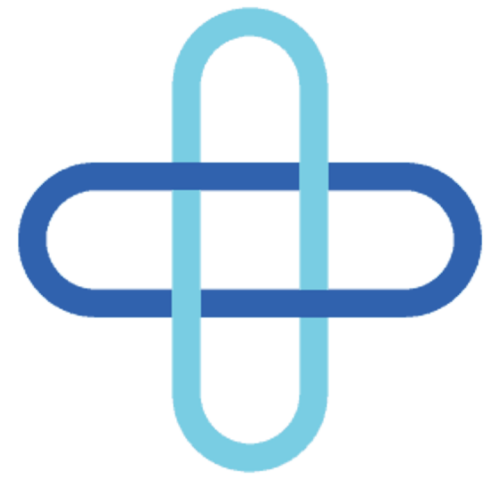
CHICAGOLAND
HEALTHCARE
WORKFORCE
COLLABORATIVE

January, 27th 2025

**Health Employer Information Session on WIOA Funds,
the Chicago Cook Workforce Partnership, and the
Healthcare Sector Center**

welcome!

*Please introduce yourself in the chat and share:
What are you hoping to learn at today's session?*



CHICAGOLAND HEALTHCARE WORKFORCE COLLABORATIVE

MISSION

The Chicagoland Healthcare Workforce Collaborative unites employers and industry partners to support an inclusive healthcare workforce, provide accessibility for unemployed and underemployed populations, and develop innovative responses to the evolving needs of the healthcare industry.

STRATEGIC PILLARS

1

Local & Targeted Hiring

Focusing recruitment efforts in areas with higher concentrations of unemployment

2

Education & Training

Bridging the gap by uniting a variety of partners across the healthcare industry

3

Retention & Career Pathways

Offering education & training opportunities to new career pathways for employees

EMPLOYER-LED SECTOR PARTNERSHIP

- 12+ employer partners
- 20+ strategic partners



Upcoming Events

- **Career Pathway Programs Across the Nation: Boston Hospitals Recruit & Train With Condensed Curriculum International**
 - February 20th, 11AM-12PM | Virtual | *register at chihealthworks.com*
- **Equitable Workforce Health as a Sustainable Business Strategy: Research Findings From UIC's Center for Healthy Work**
 - February 25th, 9-10AM | Virtual | *register at chihealthworks.com*
- **Chicagoland Healthcare Workforce Collaborative's March Quarterly Meeting**
 - March 4th, 8:30-10AM | Virtual | *register at chihealthworks.com*
- **Public Health Workforce Collaborative's March Quarterly Meeting**
 - March 13th, 1-2:30PM | Virtual | *email Anna Yankelev to register*



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The Chicago Cook Workforce Partnership's
Business Relations and Economic Development (BRED)
and Healthcare Sector
Workforce Innovation Opportunity Act (WIOA)
Business Services

January 28, 2025





Chicago Cook Workforce Partnership & Healthcare Sector Center

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About The Partnership



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The Chicago Cook Workforce Partnership (The Partnership) is a non-profit umbrella organization that operates one of the largest public workforce systems in the country. As the designated administrator of federal workforce development funding for the City of Chicago and Cook County, The Partnership oversees a network of approximately 70 community-based organizations, American Job Centers, satellite sites, and sector-driven centers. The organization also oversees a diverse portfolio of workforce initiatives representing corporate and philanthropic funds leveraging non-federal workforce development funding. For more information, visit <https://chicookworks.org/>.

Focusing on the region's labor market, The Partnership provides training, business services, career coaching, and data analysis, in the following high-growth and high-demand industries:



Business and Professional Services



Healthcare



Retail, Culinary, and Hospitality



Information Technology



Manufacturing



Transportation, Distribution, and Logistics



Construction

For more information about The Partnership, visit chicookworks.org call 312.603.0200, follow us on social media @ChiCookWorks, or Subscribe to [In the Works](#), The Partnership's monthly eNewsletter.





About The Partnership's Healthcare Sector Center

Chicago Cook Workforce Partnership Healthcare Sector Center

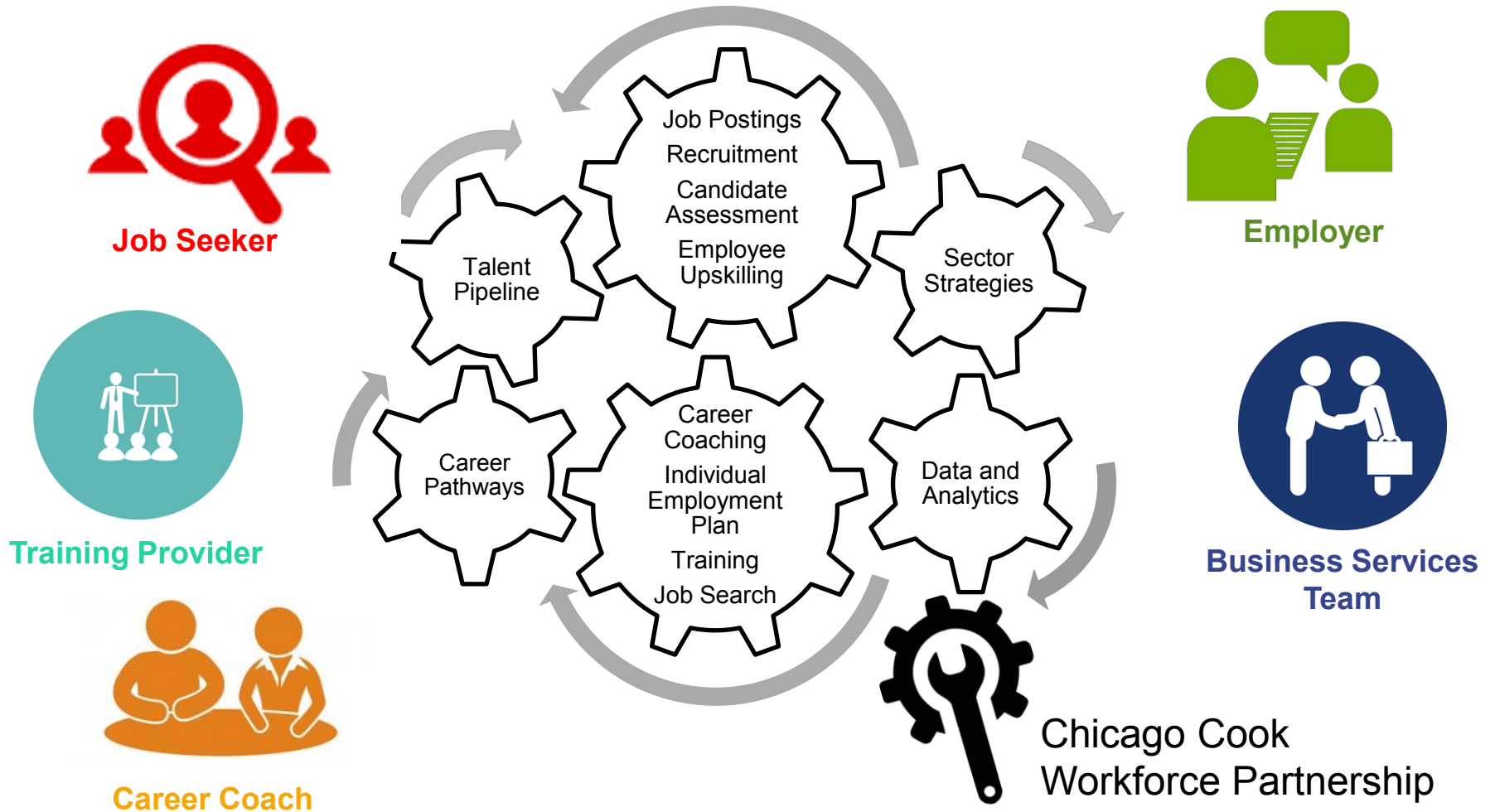
- ❑ The Healthcare Sector Center, operated by **Equus Workforce Solutions**, offers business workforce services to healthcare employers and employment placement services to individuals.
- ❑ The **Sector Centers** promote the workforce system's business services by delivering recruitment and retention services, and partner with employers, training providers, workforce, and community agencies to assist qualified job-ready candidates obtain gainful employment.
- ❑ Focus is centered on the employer to identify and create customized training plans, and develop innovative work-based learning programs for current employees and new hires utilizing **Workforce Innovation and Opportunity Act (WIOA)** Business Services Training reimbursement grants.

System Overview



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Region's Labor Market



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Business and Professional Services



Healthcare



Retail, Culinary, and Hospitality



Information Technology



Manufacturing



Transportation, Distribution, and Logistics



Construction

Chicago Cook Workforce Partnership's Healthcare Sector Center

The Chicago Cook Workforce Partnership's Healthcare Sector Center, operated by [Equus Workforce Solutions](#), offers business workforce services to healthcare employers and employment placement services to individuals.

- Pre-screening and matching qualified job applicants with employer's requirements.
- Amplify and augment HR teams by recruiting and assessing candidates' skills and qualifications to identify potential hires
- Advertise and promote job listings and hiring events
- Organize, virtual and in-person recruitment, pre-screenings, and hiring events
- Partner with vocational training providers
- Monitor student job seeker referrals to ensure they achieve training completion successfully
- Collaborate with education providers to support healthcare students in their job search
- Conduct customize employer job readiness and resume assistance workshops, in a group setting or one-on-one



Overview

OJT (On-The-Job-Training)

- Employer agrees to hire, train, and retain the individual upon successful completion
 - Match Qualified Applicants to your job
 - Design an employer-based training PI
 - Work records, Monitoring
 - Monetary reimbursement to the empl

Paid Work Experience

- Planned, structured learning experience for a limited period to prepare someone for entry-level employment
 - Matching Qualified Youth Applicants With Available Job Opportunities
 - Employer Of Record, “WE” pay participant
 - 6 to 8 weeks training period



On-the-Job
Training

Paid Work
Experience

Business Services – Employer Opportunity Overview and Process, cont'd

Incumbent Worker Training (IWT)

- ❑ Employers receive reimbursement of the training cost for job-specific skills training of existing workforce
 - ❑ Work based program
 - ❑ To avert the need to lay off employees
 - ❑ Capacity building within a company
 - ❑ Employees do not have to be WIOA participants
 - ❑ 100% employer-led training reimbursement opportunity

Apprenticeships

- ❑ Earn and learn model combining On-The-Job-Training with instruction in curricula tied to the attainment of industry-recognized skills



On-The-Job-Training (OJT) - Candidates



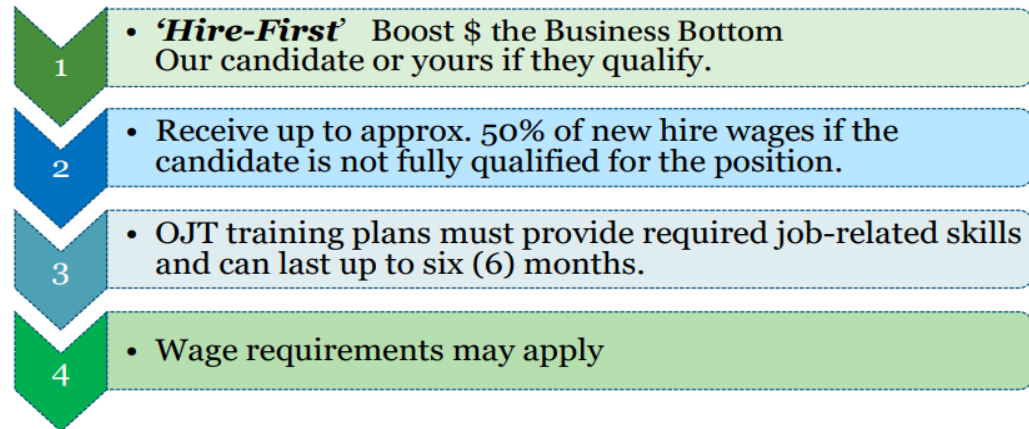
Employer Business Services

On-The-Job Training Program
YOU HIRE. WE PAY.



Candidate Pipeline

- Workforce Network
- Employer Reverse Referrals
- Enrollment into the WIOA program lead time necessary before the job start date, typically 2-3 weeks.



On-The-Job-Training (OJT) Overview

- ❖ *Enhances participant's skills*
- ❖ *Offsets cost of training*
- ❖ *Full-time employment and addresses job related skills gaps*

Process:

- Signed Employer Pre-Award Checklist
- Signed Employer OJT Agreement
- Match qualified participants with OJT positions, such as
 - Patient Care Tech,
 - Medical Assistant,
 - Patient Support Associate,
 - Sterile Processing Tech
- Recruitment events, Workforce Network & **Employer Reverse Referrals**
- Create Training Plan
- Check-In
- OJT training period ends:
 - Employer: sign-off on training plan, provide work record
 - Workforce: reimbursement package created
 - Reimbursement check submitted to employer (30-45 days)



Participant / Employee



Employer



Participant's
Workforce Career
Coach



Business Services
Team / Equus

Hire First training provided to a WIOA (Workforce Innovation Opportunity Act) participant.

OJT Training Plan

ISTEP: Individualized Services and Training and Employment Plan

Must be finalized & signed prior to first day of work

Workforce:

- Draft Training Plan
- Engage with employee's supervisor to finalize
- Facilitates signing of training plan

Employer:

- Job Description
- Position Training Outline
- Supervisor Reviews
- Employer signs, before the start date & after training ends to confirm successful completion

**Chicago Cook Workforce Partnership
On-the-Job Training (OJT) Employer Agreement**

LWIA 7 Broker: _____
Employer Agreement # _____

Sec. 3 Individualized Services Training and Employment Plan (ISTEP) NET Code: _____ JOB TITLE: _____

OJT Broker Information					Employer Information					
Name					Name					
Address					Address					
Phone					Phone					
Fax					Fax					
E-mail					E-mail					
Signatures:		BEFORE training BEGINS		BEFORE training BEGINS		BEFORE training BEGINS		AFTER training is COMPLETED		
<i>OJT Broker Mgmt Sign Date</i>		<i>OJT Broker Signature Date</i>		<i>Trainee Signature Date</i>		<i>Employer Signature Date</i>		<i>Employer Signature Date</i>		
Trainee Name		SSN (last four digits)	OJT Start Date	Planned End Date	Funding Source	Employment Goal	Reimb. %	Hourly Wage	Potential Adj. Hrs. Reimbursement	OJT Wage (Hourly Wage * Hrs)
MAXIMUM REIMBURSEMENT NOT TO EXCEED \$10,000 PER ISTEP (OJT WAGE X TOTAL ISTEP HOURS) Rev. 6/23/2022										
Skills to be Acquired		Existing Skills		Planned Hours	Adjusted Hours	Performance Indicator		Assessment Method	Skill Attained? (Y or N)	
1										
2										
3										
Total Hours							AFTER training is COMPLETED: For EACH SKILL LISTED - Separately assess the trainee's attainment of ISTEP skill For EACH PAGE of the ISTEP - Trainer must SIGN & DATE EACH page of the			
If the Trainee terminated prior to completion of training, provide the followi _____ Date of Termination (Last Day Worked): _____										
Reason for Termination: _____										

Paid Work Experience - Youth

PAID WORK EXPERIENCE WIOA YOUTH (ages 18-24yrs)

Employer: Train to Hire opportunity

Trainees will have the opportunity to practice and enhance their skills in assisting medical provider

Scenario: Dependent upon participant's credentials and areas where the employer needs support, examples include:

Assist with preparing examination rooms to ensure cleanliness before and during the patient's visit for the collection of vital signs.

- Keep rooms and supplies stocked.
- Answer phone calls promptly and screen phone calls.
- Filing and other office support work as needed.

Paid Work Experience, Cont'd

Work Based Learning (Internship)

- ❑ Part-time or full-time temporary (usually 6 to 8 weeks) approx. pay rate of \$18.00 per hour, the workforce agency provider will be the employer of record.
- ❑ Allows job seekers to be mentored and trained while shadowing experienced workers. No hiring commitment yet would be ideal.
- ❑ Gain needed job skills in demand occupations.
- ❑ Real-time work experience.
- ❑ Builds professional network, Proven record of gained skills, Potential candidate for the company to hire.
- ❑ Ideal candidates for this program are students who are completing clinical hours, externship hours, or those who completed training and due to lack of experience have not been able to land employment.



Work-Base Learning - Training



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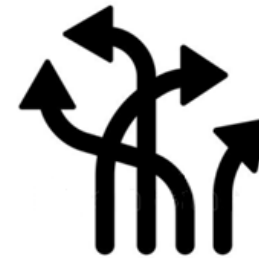
Businesses Benefit Through Increased

- Competitiveness
- Productivity
- Revenue Streams
- Employee Retention Rate



Employees Benefit Through Increased

- Marketable Skills
- Possibility for Higher Wages
- Job Security
- Promotion Opportunities
- Job Retention



Flexible Options

- Reimbursement to offset training costs
- Customized on-site and/or classroom training
- Flexibility in selecting trainers
- Less paperwork

Incumbent Worker's Training (IWT)

What is "Incumbent" Worker's Training (IWT)?

- ❑ A Work-based Training Program
- ❑ Low - Cost Training Solution (Apprenticeship Program)
- ❑ Incumbent Worker Training is designed to:
 - ❑ Meet special requirements of the employer to upskill their employee(s)
 - ❑ To avert the need to lay off employees
 - ❑ Capacity building within a company
- ❑ Company employee trainees do not have to be WIOA program participants
- ❑ Training is conducted with a commitment by the employer to retain workers after training is completed

"

Incumber Worker's Training, Cont'd



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General IWT Guidelines

- ❑ IWT is a **reimbursement grant for a possible 100% of training costs.**
 - ❑ Because it is a reimbursement grant, the **training must be completed and paid for by the company before** submitting the reimbursement request

- ❑ Usually, \$1,000 to \$5,000 per employee trainee.

- ❑ Employer Matching Requirement.
 - ❑ The employer **may be reimbursed for 100%** of the training cost, but they **do need to contribute** towards the **upskilling** project – **usually wages training hours.**

 - ❑ Match goes by size of company.
 - ❑ **Fewer than 50** employees – **10% minimum match**
 - ❑ **50–100** employees – **25% minimum match**
 - ❑ **Over 100** employees – **50% minimum match**
 - ❑ **Match** is usually met by simply **paying employees** during their training hours

- ❑ Course completion, employer submits documentation, not limited to, invoice from approved training provider, certificates/credentials, proof of 'in kind' wages paid to employee trainee.

- ❑ Once the above **information is submitted**, turn-around time is between **thirty and sixty days for check reimbursement.**

Incumbent Worker's Training, Cont'd



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- ❑ IWT Application
 - ❑ Consists of an application narrative to explain the need for training and a table of requested training modules
 - ❑ Includes tentative start dates, number of trainees, cost of courses

- ❑ Approval & Execution
 - ❑ If approved, you will be sent a contract
 - ❑ Training may begin when you sign the contract, but not before
 - ❑ The Partnership will require SSNs and birthdates for all trainees, just FYI. It will be in the contract.
 - ❑ **Employer Intake Process:** Estimated Time (30-45 days)

Talent Pipeline Management and Apprenticeship Illinois

WHO ARE THE PARTNERS IN AN INDUSTRY SECTOR PARTNERSHIP?



Partner roles in industry sector partnerships

- 1 Business at Center
- 2 Industry as Partners
- 3 Aligned Community Partners
- 4 Qualified Convener
- 5 Regionally Focused

Local WIOA Business Service Teams

Apprenticeship Illinois – Quick Overview

Apprenticeship at a Glance

Developing a skilled workforce requires strategic planning. Address skill shortages and foster a healthy workforce pipeline by starting an apprenticeship program!

Apprenticeship is a framework that allows employers to develop their future workforce through flexible training and paid jobs.

Why Choose Apprenticeship

Skills development:

- Employers cultivate a skilled, knowledgeable workforce.
- Current or new workers learn the specific skills.
- Bring in and train new talent in a cost-effective way.

Pipeline creation:

- Create and foster healthy pipelines of diverse individuals who are trained to meet future demands.

Knowledge management:

- Facilitate smooth succession planning, maintain expertise and create continuity.

Tax credits:

- Up to \$3,500 per apprentice per year as a reimbursement for educational expenses.
- Additional \$1,500 for apprentices who reside in a IL Department of Commerce & Economic Opportunity (DCEO) Zone.

Per the American Apprenticeship Initiative Evaluation, employers experience a 44.3% ROI on apprenticeship programs: every \$100 invested results in \$144.30 in benefits.



Benefits

Apprenticeship helps employers with:

- Cost-effective recruitment
- Smooth succession planning
- Reduced turnover
- Stronger employee loyalty
- Improved company culture
- Strengthened pipeline of skilled workers
- Higher worker productivity
- A more diverse workforce
- Fewer skill shortages
- Development of future leaders
- Community engagement

Apprenticeships have expanded into almost every sector!

Industries

Apprenticeships are most common in:

- | | |
|--|--------------------------|
| • Agriculture | • Cybersecurity |
| • Construction | • Energy |
| • Education | • Hospitality |
| • Finance | • Information Technology |
| • Healthcare | • Public Service |
| • Technical Services | • Telecom |
| • Real Estate | • Transportation |
| • Advanced Manufacturing | • Utilities |
| • Care Economy (including Social Services and Education) | |

How Apprenticeships Work

Employers connect with their local or State Apprenticeship Specialist to find training providers, funding opportunities, and help set up their program for free!

Employers work with the designated Apprenticeship Specialist to develop a Registered Apprenticeship training program that includes:

- Direct business involvement
- On-the-job training
- Related instruction
- Progressive wage schedule
- Credentials

Employers can hire new candidates or upskill their existing workforce in the program.

Apprentices work a paid job while also engaging in classroom learning. Upon completion of the program, they earn a nationally-recognized industry certification.



How To Get Started

- Apprenticeship Specialists are here to help your business build a Registered Apprenticeship program from start to finish at no cost! Explore more information at ApprenticeshipIllinois.com.
- Reach out to educational institutions and intermediaries to build partnerships.
- Design your program, integrating the specific skills you need your workforce to have.
- Register your program.
- Launch and interview!
- Promote your program by listing it on the Apprenticeship Finder website: www.apprenticeship.gov/apprenticeship-job-finder



Visit ApprenticeshipIllinois.com to learn more.

@ChiCookWorks #ChiCookWorks



Apprenticeship Illinois

What Are Employers Saying About Apprenticeship?

"Apprenticeships are about creating opportunity...for people who might not have those opportunities...It's about creating real support systems and...creating more diverse talent pipelines."

- Melissa Flores, Global Impact Manager, McDonald's Corporation



"There are grants and tax benefits to the Apprenticeship Initiative. It's helped a lot of companies in getting new talent in. We have to be ready for the 21st century. And what better way to do this than to get people in, educate them and teach them at the same time?"

- Phyllis Higgins, Apprenticeship Talent Navigator, Zurich



"The apprenticeship solution works not only for large organizations, but also small to medium-sized enterprises. The opportunity to invest in human capital as a growth engine for the business is just as important as having a meaningful revenue-generating product or service to offer to the market. You can't grow the business if you don't have talent."

- Shelly Brown, Diversity Solutions Leader, Aon



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Build Your Talent Pipeline.

Create Your Ideal Workforce!



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Prepare • Train • Retain

Workforce Innovation Opportunity Act - WIOA



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- ❑ WIOA funds the **public workforce system throughout the USA** through the **American Job Center** system.
- ❑ WIOA funding provides **re-employment preparation assistance, job placement support/assistance, and opportunities for occupational training** leading to **improved skill attainment and workforce marketability.**
- ❑ The Chicago Cook Workforce System is comprised of multiple service delivery models at locations throughout the City and **suburban Cook County**; all of which can be accessed through **chicookworks.org** or by calling 800-270-2515 or **visiting LevelUpAJC.org.**

Workforce Innovation Opportunity Act - WIOA



- ❑ WIOA Orientation and Eligibility
- ❑ American Job Centers

- ❑ Individual Training Account (ITA)

Voucher to cover some or all cost of training with WIOA approved training provider

SUPPORTIVE SERVICES
Employment support
and more...

- ❑ Tuition and school fees (ITA – Individual Training Accounts)
- ❑ Books
- ❑ Training materials and supplies
- ❑ Traveling expenses of trainees (bus and/or gas cards)
- ❑ Fees for technical or professional certifications
- ❑ Other costs such as work uniform

Local Workforce Development System

The Chicago Cook Workforce System is comprised of multiple service delivery models at locations throughout the City and County; all of which can be accessed through chicookworks.org or by calling 800-270-2515. Job Seekers can directly connect to employers at chicookworks.org/worknow.

- ❑ **American Job Centers (AJCs)** are high-capacity sites serving the general job-seeking population as well as businesses. There are five in Chicago and five in suburban Cook County.
- ❑ **Delegate Agencies** provide services to job seekers and businesses, differing from AJCs in that they are smaller and may serve a smaller geographic area or special population.
- ❑ **Youth Delegate Agencies** provide services to assist youth ages 16-24 in achieving academic and employment success.
- ❑ **Sector Centers** are business service hubs concentrating on business and job seeker services related to a specific industry sector and are responsible for educating the other WIOA delegate agencies on aspects of the given sector. The Partnership currently funds centers in information technology, health care, hospitality & tourism, and transportation, distribution, and logistics.
- ❑ **Career Pathway Training Programs** are cohort-based, demand-driven skills training programs in the region's focus industry sectors and may also include bridge programs designed to serve individuals with basic skills deficiency and/or limited English skills.

Workforce Team - Healthcare

Getting Started – Next Steps!

Connect with Healthcare Sector and Kathleen with interest to meet 1:1 for further discussion about specific employer Business Services and Apprenticeship.



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Thank you!



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QUESTIONS?

