

ACCESSING SKILLS TRAINING THROUGH CHICAGO'S ONE STOP CAREER CENTERS AND AFFILIATE AGENCIES

Getting into a training program is possible through the One Stop System (also sometimes called the Workforce Investment Act Program). But, eligibility is sometimes difficult to understand. The following information was developed to help individuals and others better understand the rules and requirements. Questions? Call the Chicago Jobs Council at 312-252-0460, ext. 306.

Adult Eligibility Determination (see page 5 for youth)

What are the eligibility requirements for training?

For an individual to be determined eligible for training, he or she must:

- 1) be at least 18 years old.
- 2) register in the WIA program. The following documentation is necessary for registration:¹
 - a) Proof of age (birth certificate, public aid card, state id or driver's license, baptismal certificate, school records, passport);
 - b) Social Security Number (social security card, state id, military id or driver's license, Pay stub, W-2 Form, Unemployment Insurance compensation info);
 - c) Proof of eligibility to work in the United States (US Passport, birth certificate, alien registration card, naturalization certificate, baptismal certificate);
 - d) Selective Service registration, when applicable (registration card, acknowledgment letter);
 - e) Documentation of Residency (Letter from DHS shelter, medical card, voter registration card, letter from social service agency, utility bill, Housing Authority certification, food stamp award letter, state id such as driver's license);
 - f) Income Verification (Medical card, Food Stamp authorization letter, Letter from DHS shelter verifying an individual is homeless, child support letter, court documentation, written statement from State or Local agency).
 - g) Proof of dislocation or displaced homemaker, when applicable (notice of layoff or impending layoff within 6 months, UI eligibility determination, public notice of closing, dislocation in tracking system, court record, notice of foreclosure, bankruptcy proceedings)
- 3) first participate in at least one core and one intensive services. *Core* services include, but are not limited to: orientation; initial assessment of skill levels, aptitudes, abilities and need for supportive services; Internet training; tour of resource room; initial development of an employment plan; career counseling; job search workshops and job clubs. *Intensive* services include, but are not limited to: job readiness classes; diagnostic testing; full development of career plan and case management.² There is no time requirement for how long someone has to participate in these services.
- 4) demonstrate a need for training (e.g. limited work history, limited education, reading below 9.0 grade level, strong interest in specific career path, or desire to advance).³

¹ WIA Eligibility Documentation Checklist

² Illinois Dept. of Employment Security, WIA Title I Performance Management Guide, April 22, 2002, pp. 10-11.

³ Mayor's Office of Workforce Development, Template of Scope of Services for Core and Intensive Service Contractors, pp. 3-5.

- 5) meet income requirements for intensive and training services. 85% of adult customers must have incomes below the US Department of Labor income guidelines for determining low-income status:⁴

Family Size	Income Amount
1	\$10,700
2	\$17,540
3	\$24,080
4	\$29,720
5	\$35,070
6	\$41,020

The remaining 15% may have incomes above these income guidelines, but below The Self-Sufficiency Standard. To determine “self-sufficiency” incomes for individuals, use the self-sufficiency calculator located at: <http://www.ilworkforce.org/Calculator.htm>. Someone can be working and be approved for training.

Who determines eligibility for training?

Staff at either a One Stop Career Center (also known as Chicago Workforce Centers) or a community based affiliate agency is available to determine an individual’s eligibility for training and deliver the prerequisite core and intensive services. A list of centers and agencies and their locations and phone numbers is included on page 4. It is recommended that individuals call before going to a One Stop Center or affiliate agency to verify the address and find out times for orientation.

Ultimately, it is the staff at these agencies who assess whether an individual has met the requirements for training, and it is also the staff who refer the appropriate paperwork for a training referral. If a customer is dissatisfied with the quality of services received or considers a denial of training to be unfair, there is a formal customer complaint process in place (see summary on page 3).

Training Program Options

What training programs are available?

If an individual is determined eligible for training, the first step is to identify what type of training he or she is seeking. Second, the individual should select two or more “certified” training programs from a list managed by the State of Illinois. The list is available on the Internet at <http://IWDS.state.il.us>. Click on the “Consumer Information” tab, and then click on the “Illinois Statewide List of WIA Certified Training Programs” tab. If you want to search for all programs in the City of Chicago, simply type in Chicago and then click the search tab.

All of the One Stop Career Centers and affiliate agencies should have computers with Internet access available in their resource rooms and staff should be available to help individuals select training programs that appeal to that person’s career interests. This Internet website includes information about training programs’ location, eligibility requirements, cost, length, and in some cases, past performance (how many people got jobs after training, etc.). Third, the individual should call the training programs that he or she selects to make sure eligibility requirements can be met and to make an appointment for a visit. After two or more visits to training programs, the individual should inform the staff at the One Stop Career Center or

⁴ USDOL uses the Lower Living Standard Income Level. <http://wdsc.doleta.gov/llsil/2002table4.htm>

affiliate agency which program he or she has chosen. Finally, The Center or affiliate agency will submit the appropriate paperwork for training funds and a final determination of eligibility should be made within 48 hours by a third party agency.⁵

Funding

How much money is available per individual?⁶

The *maximum* amount of funds an individual can be granted in his or her Individual Training Account (ITA) is \$5,000. However, if an individual chooses to go to a training program that offers Pell Grants or other tuition assistance, those funding sources will be used first. An additional ITA may be granted to individuals who: 1) have successfully completed one ITA-funded training course; 2) have exhibited a solid work history for at least three months following the initial training; and 3) are requesting a training program in the same or a related subject/field which will provide additional skills to support their move toward self-sufficiency. At no time will the ITA exceed \$5,000 except in cases where the customer is identified as eligible under a national emergency grant.

What can the money be used for?

Individual Training Account funds can be used to cover tuition or training fees, books, uniforms and other related training expenses. However, this money cannot be used for living expenses such as food, bus passes, rent, etc.

How is the money distributed?

The Individual Training Account that is granted to an individual to participate in training is distributed directly to the training program. An individual never handles any money.

Customer Complaint Policy

How should complaints about quality and denial of services be handled?

All customers of the One Stop System have the right to complain about the quality of service they received and can also complain if they believe an unfair determination was made about eligibility for training. Customer Complaint Forms should be available in the resource rooms of all One Stop Career Centers and Affiliate agencies and should be mailed to the Mayor's Office of Workforce Development (MOWD, 1615 West Chicago Avenue, 5th floor, Chicago, IL 60622). After the form is received, MOWD should contact the complainant within five business days with the "resolution" or decision. If the decision is considered unsatisfactory, his or her complainant has ten business days from when the decision was made by MOWD to submit their complaint to the Chicago Workforce Board (60 W. Randolph St. Chicago, IL 60601). The Chicago Workforce Board will set up a hearing within 35 days of the receipt of the complaint and will make a final decision.⁷

⁵ For the past four years, the City-contracted third party-- also known as the Training Assessment Review Agency-- is the Council For Adult and Experiential Learning (CAEL).

⁶ Mayor's Office of Workforce Development, WIA Policy Letter #11, June 1, 2001, p.2

⁷ For further information, see Mayor's Office of Workforce Development, WIA Policy Letter 10.1, June 1, 2001.

**One Stop Career Centers and Affiliate Agencies (updated July, 2004)
offering core and intensive services and eligibility determination for training**

Center or Affiliate	Center or Affiliate	Center or Affiliate
Albany Park Community Center 3403 W. Lawrence 773-539-3828	Howard Area Community Center 7628 N. Paulina St. 773-262-6622	Pyramid Partnership 3051 N. Lincoln 773-975-9898
Asian Human Services 4800 N. Broadway 773-989-4535	Instituto del Progreso Latino 2570 S. Blue Island Ave. 773-890-0055	Safer Foundation 571 W. Jackson 312-913-5440
Boys and Girls Club 3333 W. Arthington 773-265-5800	Instituto del Progreso Latino- South 10616 S. Torrance 773-375-2512	Southeast Chicago Development Commission 2938 E. 91 st St. 773-731-8755
CABET, Inc. 28 E. Jackson 312-786-0890	Instituto del Progreso Latino- Little Village 4225 W. 25 th Street 773-521-0055	Southwest One Stop Career Center 7500 S. Pulaski 773-884-7000
Calumet Career Center/DESI 10456 S. Constance Avenue 773-233-4364	Instituto del Progreso Latino- Back of the Yards 4225 West 25 th Street 773-927-7712	St. Sabina Employment Resource Center 1153 W. 79 th St. 773-783-3760
Chicago Federation of Labor/WA (dislocated workers only) 130 E. Randolph St. 312-565-9431	Jane Addams Hull House Association 1712 S. Prairie 312-922-2183	The Employment Project 1800 W. Larchmont 773-832-4080
Chicago Urban League 220 S. State St. 312-692-0766	Jane Addams Hull House 1401 S. Sacramento Dr. (773) 521-5559	United Cerebral Palsy 160 N. Wacker 312-368-0380
Chicago Urban League 1301 W. 63 rd St. 773-778-2160	Lakefront Supportive Housing 1521 S. Wabash 312-913-0800	Westside One Stop Career Center 3500 W. Grand 773-227-2047
Chinese American Service League 310 W. 24 th Pl. 312-791-0418	Lakefront Supportive Housing 4753 N. Broadway 773-506-8212	YMCA Training Alliance at Lawson House 30 W. Chicago 312-944-6211
Community Mental Health Council 8704 S. Constance Ave. 773-734-4033	Mid South One Stop Career Center 715 E. 47 th St. 773-538-5627	YMCA Training Alliance at Greater Roseland 4 E. 111 th St. 773-785-9210
Easter Seals of Metro Chicago 3424 S. State St. 312-808-3676	Northwest One Stop Career Center 4740 N. Sheridan 773-736-5627	YMCA Training Alliance 11 E. Adams, 3 rd Floor 312-913-2150
Goodwill Industries 6310 S. Western Ave. 773-863-6030	Northwest One Stop Career Center 10 S. Kedzie 773-722-3885	
Goodwill Industries 819 S. Wabash 312-212-2202	Pilsen One Stop Career Center 1657 S. Blue Island 773-243-5100	
Greater West Town Development Project 2021 W. Fulton St. 312-432-1300	Polish American Association 3815 N. Cicero 773-282-1122	

Youth Eligibility Determination

As of July 2004, out-of-school youth are eligible to obtain an Individual Training Account (ITA) to use to cover the cost of attending a state-certified WIA training program.⁸ The specific eligibility requirements are detailed below. NOTE: Older youth (19-21 year olds) are eligible to get an ITA as an adult through the one stop system.

What are the eligibility requirements for youth and who determines them?

- 1) The youth has to be enrolled in an WIA out-of-school youth program (see list on page 6);
- 2) The youth must be determined by their WIA youth program case manager to have the qualifications and preparation necessary to succeed in training;
- 3) The case manager must determine that the occupational skills training through the ITA system is necessary in order for the youth to secure full-time employment that leads to self-sufficiency;
- 4) The determination to use an ITA must be based upon the development of an objective assessment and Individual Service Strategy (ISS) by the WIA youth program case manager and the youth customer;
- 5) The training program being requested must be in an occupation for which there is high or significant demand.

What are the procedures for an eligible youth to obtain an ITA?

With the guidance of his or her case manager, the youth should select from the list of the certified training programs (described on page 2, "What training programs are available?").

The adult requirement to visit a minimum of two training programs sites is the same for youth. The purpose is to ensure that the customer is exposed to program content, environment, and can assess accessibility before choosing. Facilitation of these visits (including transportation assistance and an accompanying program staff person) should be provided. Before visits, the youth customer should make sure that he or she meets the eligibility requirements of the training program including minimum age.

A final selection must be made by the youth in conjunction with the WIA youth program case manager. The case manager must complete and submit the request for the ITA along with the required documentation to TARA. Currently the TARA role is contracted to the Council for Adult and Experiential Learning or CAEL. CAEL should review and respond to the request for an ITA within 72 hours.

Funding policies are the same for adults and youth. See page 3 of this document.

Grievance policies are the same for adults and youth. See page 3 of this document.

⁸ Mayor's Office of Workforce Development, Policy Letter "Procedure on Issuing Individual Training Accounts for Youth," July 27, 2004.

WIA Out-Of-School Youth Programs (updated July 2004)

Alternative School Network 1807 W. Sunnyside, Suite 1DF 773-596-5061	Marriot Foundation 901 W. Jackson, Suite 204 312-432-6240
Blue Gargoyle Inc. (until Dec 2004) 4622 S. Martin Luther King Drive 773-373-8960	Maximus 20 N. Wacker Dr, Suite 1550 312-782-5300
Boys and Girls 550 W. Van Buren 312-627-2700	Mid South One Stop Career Center 715 E. 47th St. 773-538-5627
CABET 28 E. Jackson Blvd. 312-786-0890	North Lawndale Employment Network 3726 W. Flournoy 773-638-1820
CARES Chicago 3333 W. Arthington, Suite 139 773-265-3300	Pyramid Partnership 3057 N. Lincoln 773-975-9898
Center for Employment Training 3330 W. Arthington, Suite 510 773-533-3140	Pilsen One Stop Career Center 1657 S. Blue Island 773-243-5100
Central States SER 3948 W. 26 th St., Suite 213 773-542-9030	Safer Foundation 571 W. Jackson Blvd. 312-341-8743
Charles A. Hayes Center (until Dec 2004) 4859 S. Wabash 773-285-0050	Sheridan One Stop Career Center 4740 N. Sheridan 773-736-5627
Community Assistance Programs 150 W. 107 th St. 773-468-1993	South Austin Job Referral, Inc. 5082 W. Jackson Blvd. 773-626-1113
Easter Seals Metro Chicago 120 W. Madison 708-524-8700	Southwest One Stop Career Center 7500 S. Pulaski 773-884-7000
Future Teachers/Leaders of Chicago 513 W. 72 nd St. 773-651-0954	Southwest Youth Services Collaborative 6400 S. Kedzie 773-476-3534
Garfield One Stop Career Center 10 S. Kedzie 773-722-3885	Sylvan Career Starters 5712 S. Pulaski 773-581-1257
Goodwill Industries of Chicago 819 S. Wabash 312-212-2290	Universal Family Connection 1350 W. 103 rd St. 773-881-1711
Greater West Town Project 2021 W. Fulton 312-563-9044	Westside One Stop Career Center 3500 W. Grand 773-227-2047
Howard Area Community Center 1530 W. Morse 773-381-3652	YMCA Alliance of Chicago 1515 N. Halsted 312-913-2150
Instituto Del Progreso Latino (until Dec 2004) 4609 S. Ashland 773-890-0055	Youth Connection Charter School 10 W. 35 th St., Suite 11F4-2 312-328-0799
Jobs For Youth (until Dec 2004) 50 E. Washington, 4 th Floor 312-499-4778	Youth Services Project 3942 W. North Ave. 773-772-6270
Korean American Community Services 4300 N. California 773-583-5501	