

# LWA #11: Grundy, Kankakee, & Livingston Counties WIOA Local Plan

## CHAPTER 4: OPERATING SYSTEMS AND POLICIES – LOCAL COMPONENT

### A. Coordination of Planning Requirements: The plan will incorporate the Memorandum of Understanding and Service Integration Action Plan and include the following statements in this chapter:

- The Local Workforce Innovation Area #11 Memorandum of Understanding provides a description of the one-stop delivery system, and other information that is essential to the establishment and operation of effective local workforce development systems as required by the WIOA Rule (20 CFR Part 678.705). The Memorandum of Understanding and any subsequent modifications is incorporated by reference into this plan
- The Local Workforce Innovation Area #11 Service Integration Action Plan provides a description of how local workforce partners will align and coordinate services as required by the State of Illinois Service Integration Policy (WIOA Policy Chapter 1, Section 13). Information from the initial Service Integration Action Plan is included below. Any subsequent modifications are incorporated by reference into this plan.

#### LWA #11 Service Integration Plan

**Function/Goal:** Customer-Centered Design. Customer input drives service design for job seekers, employers, and system customers.

Tasks:

1. Create a FAQ about programs so we partners can answer general questions about one another.
2. Create One-stop customer pledge (Center Expectations)—global One-stop perspective.

**Function/Goal:** Staff. Cross-training on program information occurs among staff. Communication is consistent, comprehensive, and timely.

Tasks:

1. Offer more front line staff training
2. Rotate training sites. Ask non-participants to host to encourage engagement among partners.

**Function/Goal:** Intake & Assessment: Common intake/information sharing, including outreach

Tasks:

1. FAQ list that is staff-focused (already covered above).
2. Modify the one stop sign in sheet to further break it out by service to have a better breakdown, better information for decision making amongst partners

**Function/Goal:** Services: Services delivered by function and timely and coordinated access for customers.

Tasks:

1. Develop partner schedule for their time at the One-stop to have a coordinated, collaborative strategy.
  - a. Create Business Services and client organization charts by function and reevaluate the referral process (including the form) currently in use.

**Function/Goal:** Career Pathways: Strategies drive service delivery and collaboration efforts among partners

Tasks:

1. Share workforce data more frequently with our partners to continue bridge-building between education, workforce, IDES, TANF, and Vocational Rehabilitation.

**Function/Goals:** Information: Sharing information and current and timely labor market information drives services.

Tasks:

1. Comparable social media component for disseminating information for outreach to other demographics and for other partner info.
2. Create a single piece for marketing outreach.

**B. Provide information regarding the use of technology in the one-stop delivery system, including a description of:**

- **How the workforce centers are implementing and transitioning to an integrated, technology - enabled intake and case management information system for programs carried out under WIOA (§ 679.560(b)(20)).**

The Board will work to implement any state-led initiatives to transition to a technology enabled case management system. Due to the complexity of the data systems and extensive number of them, state leadership will be necessary in order to ensure a successful information system that works for all partners.

Until such time as an integrated data system is established, the partners agree to pursue other means of sharing information relevant to the individuals and employer successful outcomes. The partner referral form has a release of information signature line in order for partner organizations to share assessment results such as reading/math test and individual employment goals in order to avoid duplication of services. In addition, partners will share the number of customers served and program performance to assure that all common primary performance indicators are achieved. One Stop System data across all partners will be shared quarterly with the Workforce Board.

LWA #11 has data sharing agreements with Illinois Department of Human Services - TANF and Illinois Department of Employment Security. Notwithstanding any other provisions in this MOU, only partners who have executed a separate data sharing agreement with IDES will have access to wage records and other confidential IDES data. These executed data sharing agreements allow partners with such agreements to perform eligibility, employment assistance using Illinois Joblink, and performance indicators. These executed data sharing agreements are integral in the day to day function of the one stop center.

Below are specific examples of data sharing which has been implemented.

- Title II Adult Education and Perkins programs are at Kankakee Community College

and share a common client database so students can move from adult education to community college credit programs seamlessly. Kankakee Community College follows Family Educational Rights and Privacy Act (FERPA) federal requirements to assure student information is confidential.

- Title I Workforce Services and Title III Wagner Peyser share individual resumes to best help the individual obtain their employment goal. As part of the Workforce Services application process, an individual signs a release of information request which allows the partner to share information. In addition, IDES provides Title 1 Workforce Services partner with access to Illinois Joblink, Illinois employment system through Wagner Peyser.
- Title II Adult Education and Title I Workforce Services share reading and math test results in order to avoid the duplication of services.
- Title 1 Workforce Services have data sharing agreements with Department of Human Services & IDES in order to provide eligibility and case management services for adult, dislocated workers, and youth.
- Partners will be providing number of customers served and other primary performance information to the One Stop Operator in order to help develop a One Stop System dashboard which will be reported to the Workforce Board.

Due to the sensitive nature of the individual's private information we collect for our respective programs, workforce development partners agree to comply with federal and state laws/policies regarding the protection of personally identifiable information (PII) including confidentiality of PII data.

- **How the Local Board will facilitate access to services provided through the one-stop delivery system, including in remote areas, through the use of technology and other means (§ 679.560(b)(5)(ii)).**

Due to the large geography of the local workforce area and a desire to serve all residents with need, the Workforce Board is committed to keeping Workforce Services Offices open in each of the Counties that make up the workforce area. Each county has its own Workforce Services office to provide the best service to individuals. The Workforce Services Office staff offers workshops and orientations to remote areas of the counties when the need arises, especially since transportation might be an issue for individuals. In addition, many workforce services are available on the system's website, Illinois WorkNet, as well as on Illinois JobLink. Workforce services offices also use social media to reach individuals to keep individuals. Each workforce services office has its own Facebook page and website to help outreach to the community. In addition, workforce services office uses Constant Contact to eblast to workforce service information to the community. Below is the data from July 1, 2018 - June 30, 2019 which reflects the strength in using technology to providing workforce services.

**i. Livingston Workforce Services**

1. monthly workshop schedule posted in newspaper/radio along with multiple news briefs
2. 5 press releases published in local area newspaper
3. Facebook:

- a. Increased the number of followers by 400 in one year.
- b. Total followers on Facebook is 1,100
- 4. posted 25 success stories to IL Worknet
- 5. Online job board receives an average of 400 views per week which has tripled since last year. (July 1, 2017 – Jun 30, 2018)

**ii. Grundy Workforce Services**

- 1. Four Quarterly eblast newsletters via Constance Contact
  - a. Qtr 1: 11% open rate = 388 viewers
  - b. Qtr 2: 10% open rate = 367 viewers
  - c. Qtr 3: 12% open rate = 436 viewers
  - d. Qtr 4: 11% open rate = 391 viewers
- 2. 15 success stories published on quarterly newsletters, web site, and Facebook
- 3. Grundy Workforce Services submits quarterly newsletters to the high school counselors.
- 4. 44 eblasts via Constant Contact: job fairs/recruiting events, workshops,
- 5. Facebook:
  - a. Reached 610 friends
  - b. 270 posts —advertising includes sharing on group sites such as “Jobs in Grundy County” and “People Helping People”
- 6. Job board/website
  - a. Homepage: 9,955 page views
  - b. Success stories page: 420 page views
  - c. Job board: 9,996
  - d. Job posting form: 1,135

**iii. Kankakee Workforce Services**

- 1. Facebook
  - a. Total followers. 1861 follows.
  - b. 55 shares for single job posting
- 2. Constant Contact eblasts
  - a. Distributed Monthly: 17% open rate with an 8% click rate.
- 3. Website
  - a. 4,256 for the default/home page

- **Describe how lessons learned about remote delivery of services during the COVID-19 National Health Emergency will be adopted into operations over the next two years.**

The COVID-19 pandemic quickly had the workforce system changing the way we do business. All partners had to pivot to better use of technology instead of in person to provide services. Below are a few examples on how technology was used during the COVID-19 pandemic and what we will continue for the next two years.

- The Workforce Services Title 1 partner updated their respective workforce services websites to include interested in our services survey. Once survey was submitted a career planner would outreach to the individual to discuss

workforce services and possibly refer to partner services. This survey allowed individuals to contact the workforce services offices at all dates and times. As such, some workforce services offices actually saw an increase in our services than in previous years. This technology will continue within the next two years and has been implemented into our normal operating procedures.

- During the height of the pandemic, LWA #11 had a plant closure. Through the use of technology including Zoom platform, a virtual Rapid Response event was held for the employees affected by the event. Partners including IDES, Title 1, and Employee Benefits Security Administration. Thus, rapid response services were provided to the employees through the use of technology. In addition, the Zoom presentations were recorded and the recordings were uploaded to the Workforce Services website so any employee can access the information after the event. This helped those employees who couldn't attend the event or wanted to go back and reference a presenter presentation. One of the lessons that we learned is virtual Rapid Response is a great use of technology; however, it's missing the personal touch with the ability for employees to ask questions directly to presenters after the meetings. As such, Rapid Response Services going forward should have the ability to present the information in a hybrid model with virtual presentations that can be recorded but also need an onsite in person presentation in order to connect to employees and address their individual questions.
- Technology especially the ability to use virtual platforms such as Zoom or Cisco Webex has been improvement in service provision. The ability to provide basic career services via a virtual platform allowed. In addition to providing basic career services visually, these platforms allowed us to meet our customers face-to-face to continue to provide services. This is an improvement on how we are able to provide services and will continue to use these platforms to provide services.
- In addition to program services, technology virtual platforms such as Zoom or Cisco Webex has allowed the Workforce Board to meet to provide oversight. Since moving to a virtual platform, the Workforce Board has seen a higher attendance rate at Workforce Board meetings. Going forward, technology such as Zoom or Cisco Webex will continue for Workforce Board meetings as long as the State of Illinois Open Meetings Act allows it.
- During the COVID-19 pandemic, local workforce areas added the ability to submit Title 1 eligibility paperwork, documentation, and required signatures through a secure technology software system such as DocuSign. This allowed local career planners the ability to continue to issue new ITA's, continue to provide services to current clients, collect eligibility documentation and signatures, etc. This technology will continue over the next two years for those individuals who have the computer skills to complete/submit the information. However, we will offer in person services

or a hybrid model in order to provide access to all customers.

- IDES Employment Services and Reemployment Services and Eligibility Assessment (RESEA) program services transitioned from in-person to virtual. Employment Services returned to in-person in late 2021. RESEA services have continued to be accessible via phone, and additional virtual services are being explored.

There are a few lessons learned. The first lesson is there are portions of our workforce area that does not have access to high speed internet. The lack of internet was especially true for the rural portions of the workforce area. As such, this created a barrier for individuals in getting access to services.

In addition to lack of internet, another lesson learned is not everyone had the right equipment for remote delivery of services. Individuals did not have a computer or laptop and only had a smart phone. Unfortunately, a smart phone is not the best equipment for remote service delivery. As such, this created a barrier for remote service delivery.

The last lesson that was learned is there are individuals in our workforce area that are not proficient in technology. As such, they had issues using Zoom and had issues when training providers went to remote delivery of services. These individuals would take a “break” from training or individuals would not register for training until training returned to “in person”.

With these lessons learned, our workforce area has realized it’s important as a workforce system to provide a hybrid service delivery model. It’s important that our one stops are open for in person services to help all that need it but have the ability to offer remote services.

**C. Describe how the Local Board will support the strategies identified in the Unified State Plan and work with entities carrying out core programs, including a description of (§ 679.560(b)(1)(ii)):**

- **Expanding access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment (§ 679.560(b)(2)(i));**

The Workforce Board recognizes the importance of accessibility of programs and services to all eligible individuals, including individuals with barriers to employment. To that end, the Workforce Board works with and encourages its workforce partners to establish new opportunities to serve workforce customers. One example of this is Directors at all three Workforce Services offices are part of the local social service agency network which meets to discuss programs, partnerships, and ways to ensure an individual’s success. These meetings ensure all community stakeholders have the information about local workforce services especially individuals with barriers.

The Director of Workforce Services in Kankakee County is a board member on the Kankakee County Renewed Opportunity (KCRO). KCRO is a not-for-profit organization that works jointly with the Kankakee Sheriff's Department to reduce recidivism in Kankakee County. Board members represent a wide variety of entities ranging from probation, circuit court, mental health and substance abuse, and workforce services. KCRO meets on a monthly basis to brainstorm, discuss, and implement ideas, programs, and services. The goal is to reduce the barriers to reentry and the stigma surrounding returning citizens, redefining the image of returnees, and helping them become valued productive people, in order that Kankakee County would have the lowest county-wide rate of recidivism in the State of Illinois. One of the initiatives of the KCRO is workforce services goes into the county jail to provide job readiness workshops such as resume and job search assistance to returning citizens to help prepare the individuals for the workforce upon release.

In addition, Adult Education is working with the Kankakee County Sheriff's office to provide GED services to incarcerated individuals so they can get their GED while in prison. In addition, the program is implemented not to stop at obtaining the GED. Individuals can continue their training through online community college classes provided by Kankakee Community College on order to start a new career pathway.

As one of one stop system partners, Department of Human Services Vocational Rehabilitation provides services to individuals with disabilities

Lastly, the service integration plan which the one stop partners have approved will help expand access. One of the service integration action items is to create a frequently asked questions for all partners so all front line staff can answer general questions about all workforce programs. This knowledge will increase referrals amongst partners to all workforce services including education, employment, and supportive services.

- **Scaling up the use of Integrated Education and Training models to help adults get their GED and work on other basic skills and English language acquisition while earning credentials and industry-recognized credentials that lead to in-demand occupations;**

The Workforce Board believes in the Integrated Education & Training model to help individuals receive industry credentials in a timely manner in order to find self-sufficient employment.

One example of the support of this training model is the Workforce Board Executive Director discovered that our local individual training account (ITA) policy didn't allow for the expenditure of WIOA training funds in a bridge or integrated education training model. The ITA policy required an individual get their GED prior to any WIOA training funds being expended. This created a barrier. As a result, the Workforce Board approved a revised ITA funding policy which allows individuals to pursue GED and industry recognized credentials at the same time in order to use WIOA training funds. This revised policy created a partnership with Adult Education & Title 1 Workforce Services. The partnership created a braided funding system with Title 1 Workforce Services funding the industry recognized credential training and Adult Education funding the adult education training. In addition to removing

any funding barrier for individuals, this partnership created a support system for individual in the program. Individuals had an assigned WIOA case manager to help through the process but the individuals also had the support system of the adult education department to be successful. This ecosystem created a wraparound support system to help address and negate any barriers. This model was recognized as a leader in the state and we were asked to present at both adult education and workforce services conferences. Due to the success of existing Bridge programs, Adult Education has added new bridge programs and integrated training programs in order to meet employer needs.

English language acquisition is a program within the Adult Education Department which the workforce service system has a well-established partnership. As such, English language learners can take advantage of the braided funded system for integrated education and training models. For English language learners, additional mentors/tutors are in place to help the individuals to overcome any language barriers to ensure success.

Thus, the partnerships are in place to continue this training model and the Workforce Board has eliminated any local barriers to this training model in order to support the training.

- **Using the insights and lessons learned from successful dual credit programs to scale up similar efforts in other sectors and regions;**

Through the community college system, our local workforce area has dual credit programs with the majority of high schools and local career centers in the local workforce area. Community colleges, high schools, and career centers meet frequently to strategize and implement the best strategies including dual credit programs to ensure the future success of the student. Kankakee Community College in Kankakee County and Joliet Junior College in Grundy County are part of the Northern Illinois Workforce Coalition (NIWC) which is a regional consortium comprised of community colleges and workforce professionals to discuss best practices and create strategies to work as a region. Thus, NIWC would provide the opportunity to discuss and implement dual credit as a regional approach.

- **Determining the most effective marketing methods and messages for informing college and university students about Prior Learning Assessments;**

Best practices related to Prior Learning Assessment (PLA) involve providing a clear and practical description of what PLA is how it works, and its benefits. Because Prior Learning Assessment is still relatively new to higher education circles, many students still don't know what it is or perhaps have never heard of it. Because PLA involves such elements as Advanced Placement (AP), College Level Examination Program (CLEP), proficiency exams, and recognized professional licenses or certificates, one consideration is rethinking what we call PLA on our campuses. Other messages for students that warrant publicity include standards for assessing learning; this will help students get a clear picture as to what PLA is and what is involved in that assessment process. In terms of marketing, ensuring that PLA details are easily accessible on the organization's website is an obvious but often neglected approach. Including links to the Council for Adult and Experiential Learning (CAEL) website is also a valuable inclusion. Mentioning PLA as part of the institution's strategic plan also brings more



internal and community visibility to this process.

- **Investigating how targeted marketing can identify segments of the labor force, such as mature workers and the underemployed, who may not require extensive education or training to qualify for jobs in high demand occupations;**

There are various ways the local workforce area provides target marketing through our partners. IDES provides targeted marketing through email blasts, calling individuals, and personalized letters. The marketing pieces from IDES target the unemployed, long term unemployed, job seekers and others who are in the database. The outreach information sent to individuals includes upcoming job fairs, outreach events, information on the one stop system, reemployment workshops, etc. In addition to the IDES services mentioned, IDES has a system called Illinois Job Link (IJL) which can help with targeting a specific labor force targeted population. IJL registration is required for all current UI claimants. As such, the IJL system can be accessed in various ways to help outreach to targeted populations for high demand occupations.

The Job Counseling, Training, Placement Services for Veterans representative provides outreach to the Veteran's population especially disabled Veteran's regarding Workforce Services. As part of the outreach, the program has partnerships with local Veteran's organizations such as Veteran's Assistance Commission and Veterans Centers at Community Colleges to ensure all services available are available to this population.

In addition, Adult Education is a partner with our local workforce area. This partnership has provided great referrals and cross marketing amongst our programs. Geofencing is a new outreach/marketing tool that Adult Education implemented this year. Geofencing is a location-based digital marketing tool that lets organizations send messages to smartphone users in a defined geographic area. For example, adult education is targeting certain zip codes/census tracts based off demographics to outreach about Adult Education/ESL services. Thus, an individual opens Facebook within this zip code/census track Adult Education outreach information is displayed in the individuals feed. As a result of this targeted outreach, Adult Education has seen an increase in individuals inquiring about services.

Another way, we outreach to individuals is through social media and our workforce services website. As stated previously, our social media numbers continue to increase and there is an increased traffic to our workforce services websites.

Locally, we continue to review our outreach strategy in order to ensure an efficient use of resources and return on investment.

- **Facilitating the development of career pathways and co-enrollment, as appropriate, in core programs (§ 679.560(b)(2)(ii)); and**

The Workforce Board supports career pathways and supports co-enrollment in order to fully support an individual's employment/training goals. Below are a few examples showing support.

- As part of a regional initiative, the Workforce Board developed high demand industry based brochures that reflects demand occupations and include information on career pathways for the industry. These industry and demand occupation brochures are easy to understand the career pathway of occupations in the industry, training, job openings and wage information. These brochures are used by all workforce service offices but also workforce partners in the community including one stop partners. In addition, the Workforce Board Executive Director made presentations to area high school guidance counselors and community college advisors who use the information with their students. These brochures are easily accessible to the community via Workforce Board website.
- Local community colleges including Kankakee Community College, Joliet Junior College, and Heartland Community College support career pathways. This support is evidenced by the career pathway programs offered by the colleges in the following industries: Manufacturing, Healthcare, Utilities/Renewable Energy and Transportation/Distribution/Logistics, as well as in IT. The community colleges offer a number of certificates and degree programs and are updated based off employer needs.
- An unregistered apprenticeship was developed and implemented with local healthcare employer, community college, and workforce services. This partnership helps the employees achieve the next career path within the employer. The employees are in nonclinical positions such as dietary and providing the training needed to become Certified Nursing Assistants. This career pathway was developed based off employer need. The unregistered apprenticeship model allows the employee to work three days and attend training two days. This model supports a cohort system and provides the wrap around services needed to ensure the success of the employee. To date, there has been 100% of the employees passing and moving up to the next career path.
- Career pathways are supported by the registered apprenticeship model. Currently, an employer and community college developed and implemented a Registered Industrial Maintenance program. This program takes current employees who are interested in industrial maintenance and provides a clear earn and learn model to the new career pathway.
- Adult Education has successful bridge and IET programs as mentioned on previous sections. These programs are co-enrolled in adult education, workforce services, Perkins programs, and other partner programs based off the individual's needs.
- Adult Education has an innovative application process which is the first in the state. An individual interested in services fills out an online application through the community college website. This online application was developed to duplicate the community college application process and adds workforce services questions to determine appropriate partner referrals. At the end of completing the application, an individual has the ability to sign up adult education orientation

sessions. The application is used for co-enrolling into partner programs. However, the biggest advantage is individuals have already completed the community college application process. Thus, an individual can immediately continue on in their career pathway without any additional paperwork and barriers. This technology based system is more customer centered focused, expands co-enrollment, and supports career pathways especially through Perkins programs.

- Career pathways start with career awareness. As such, the Workforce Board has implemented a program called Graduate & Get Paid. This program focuses on graduating high school seniors who are not attending a four university to provide information on local employment/education opportunities by providing employer tours to discuss career opportunities including training needed and career pathways within the employer. This program was expanded to guidance counselors and educators called Educator Graduate & Get Paid. The purpose was to inform and educate high school educators about local career opportunities since they have direct contact with students. Both programs were a collaboration of economic development, workforce services, high schools, chamber of commerce, and career centers. The response from students and educators was amazement and appreciation due to the fact they were not aware of what was happening in the community. All participants (individuals & educators) learned a lot from the program.
- **Improving access to activities leading to a recognized post-secondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable) (§ 679.560(b)(2)(iii)).**

The local education system is improving access to credentials. Local high school districts partner with the local career centers. The career centers provide education in demands occupations which lead to industry recognized credentials. For example, the nursing assistant program leads to CNA license prior to graduation from high school. In addition, high schools have partnered with local community colleges to offer dual credit programs. These dual credit programs provide an opportunity to earn college credit which improves access to post-secondary programs.

Local community colleges through credit and noncredit departments have improved the opportunities by offering multiple certificate options within training programs/career pathways. The ability to offer stackable credentials provides individuals the opportunity to achieve the credentials to obtain employment but continue in the career path by offering the next stackable credential to advance in the career pathway. A great example of this is the Certified Production Technician (CPT). An individual can obtain the industry recognized credential of CPT to have the skills necessary for entry level manufacturing. However, the CPT program leads to multiple career pathways with additional training such as machine tool or industrial maintenance.

As stated previously, adult education programs provide Bridge and IET programs. These programs lead to the completion of GED/HSE and industry credential at the same time in

order for individuals to become employed.

Locally, earn and learn model of apprenticeships has been discussed and developed on a small scale for employers. The local workforce area continues to discuss the advantages of this model to improve the workforce.

The one stop partner system is an asset in improving access to industry recognized credentials by educating front line staff of all the partner resources and career pathways. This front line staff education is one of our local service integration action steps. By providing the training, staff will have understanding of partner resources including fiscal to help achieve an individual's goals including removing financial training cost barriers. A great example of this is our Vocational Rehabilitation partner provides 100% funding to the community college system.

- **Use insights and lessons learned from the COVID-19 National Health Emergency regarding the identification and service delivery to targeted populations affected by the pandemic**

During the COVID-19 pandemic, the data reflects the highest population affected was those individuals with high school diploma or less with approximately 60% receiving unemployment insurance. Using this insight and unemployment claims by zip code, Workforce Services offices targeted outreach to communities that were hardest hit by the pandemic. In addition, our social media and outreach was targeted to help with high school diploma or less to help them get the training needed for reemployment.

Another insight that all partners has learned is that childcare is a barrier that COVID has made worse. During COVID, childcare facilities had reduced capacity so there were limited spots for children. As such, parents had to make the tough choice of leaving the labor force to care of their children since childcare was unavailable. In addition to lack of available childcare, there was an issue of children needing to quarantine due to COVID-19 exposure. This created a barrier for working parents since childcare was unavailable. As a result, individuals couldn't reenter the workforce to take care of the children. This lesson learned is still a barrier since there is still a need for affordable, quality childcare in the local workforce area. With that being said, Child Care Resource and Referral agency is a key partner for childcare referrals for childcare assistance and the Title 1 has a Supportive Services policy that can help.

Another insight learned from the pandemic is the local workforce area labor force is shrinking from pre-covid labor force numbers. The reduction is approximately 5.5% decrease. This means 4,697 individuals have left labor force in the past year per the December 2021 labor force to December 2020 labor force numbers per IDES LAUS reports. With the reduction in labor force, this is a major cause of a shortage of workforce for area employers. To address this issue and try to get individuals to return the workforce, workforce services has partnered with IDES to help target and outreach via the IDES eblast system. IDES has help outreach job fairs, workforce services, employers hiring, etc. They have been a key partner in trying to reengage the labor force.

As mentioned earlier, lack of the appropriate equipment was a barrier during COVID-19 especially for low income individuals. As a result, the Community Colleges recognized this as an issue and launched Laptop Loan programs. This program provided laptops to individuals in order to access remote training. In addition to the Community Colleges laptop loan program, local workforce supportive services policy revised their procedures to allow the use to purchase laptops for our customers. Between these programs, laptops are available to individuals. This practice will continue in the foreseeable future.

Adult education partners realized remote services only is not the best for all their customers due to the different learning styles and barriers. As such, adult education is implementing a hybrid model in the future. This hybrid model means that adult education training could be virtual or participate in person based off the individual's assessments/needs.

IDES continued to outreach and provide services individuals identified as needing Reemployment Services and Eligibility Assessment (RESEA) program services virtually through COVID and recently returned to in person services. The ability to switch to remote services allowed continuation of services for individuals needing these services.

As we continue to "return to normal" from the COVID-19 pandemic, it's important to continue to strengthen our community partnerships and outreach to new community organizations to ensure our services are within the community. For example, the Workforce Board Director and Title 1 Director learned about a newer organization in the community that serves the Hispanic partnership. Through this partnership, we are exploring ways to continue to partner with the partner to provide services to their customers.

**D. Provide information regarding the local coordination strategies with state (including the Unified State Plan), regional and local partners to enhance services and avoid duplication of activities including a description of the following, noting any significant implications of the COVID-19 National Health Emergency, where applicable:**

The local and regional were developed with the express goal of aligning with both the State's Unified Plan. LWA #11 will work with local and regional partners to ensure the strategies align with the priorities of the state plan. A current example of this regional collaboration is the regional business service team. The Northeast Region is bringing together the local business services team in the region to start the coordination of services as outlined in the Illinois Workforce Innovation Board Integrated Business Services strategy. The Regional Integrated Business Services Team started with Title 1 Workforce services but has expanded to include other workforce partners such as Wagner Peyser, Veteran Representative, and Vocational Rehabilitation to ensure integrated service delivery to employers.

LWA #11 is a member and regular participant in Workforce Partners of Metropolitan Chicago, which leads regional coordination of WIOA efforts, including grant applications

and administration and labor market information.

- **Adult, Dislocated Worker and Youth employment and training activities under WIOA Title I (§ 679.560(b)(6)).**

Workforce Board Director and Workforce Services Program Director participate in the activities of the Workforce Partners of Metropolitan Chicago, which leads regional coordination of WIOA efforts. One of the current regional strategies is implemented a Regional Business Services across the region and partners.

Adult, Dislocated Worker and Youth employment and training activities are provided at the workforce services offices. These services may include assessment, career counseling, job search assistance, individual employment planning, supportive services and training opportunities through Individual Training Accounts (ITAs), On-the-Job Training (OJT), Apprenticeship, or other work-based learning options. As part of the one stop system, workforce services fully coordinate with partner programs in order to avoid duplication of services and to ensure the success of the individual.

In addition to serving job seekers, Title 1 Workforce Services provides services to employers through our Business Services Teams. The Business Services Teams are made up of Title 1 Workforce Services, Title III Wagner Peyser, Community College Career Services Department and Workforce Board Director. This partnership ensures the employer is best served by providing the wide array of workforce services available through all the partnering agencies through a single point of contact.

COVID-19 pandemic implication is the continuation of using remote services through technology as mentioned in previously under Chapter 4.B. As we continue to move towards a post pandemic life, workforce services will continue to evolve into a hybrid model of services available. Secondly, workforce services will continue to outreach to targeted populations affected by the pandemic to provide workforce services in order for individuals to reenter the workforce/employment.

- **Adult education and literacy activities under WIOA Title II. This description must include how the Local Board will carry out the review of local applications submitted under Title II consistent with WIOA Secs. 107(d)(11)(A) and (B)(i) and WIOA Sec. 232 (§ 679.560(b)(12)).**

Adult Education is a core partner at all Workforce Services Offices, including our access offices and our One Stop center. Each Workforce Services Office has partnered with their respective Adult Education provider in order to coordinate services and refer individuals between programs. Referral between WIOA Title 1 Workforce Services and Adult Education is seamless for the individuals. In addition, Kankakee Community College Director of Adult Education is a local Workforce Board member and participates in policy and coordination discussions. Since Kankakee Workforce Services Office is the One Stop for the workforce area, Kankakee Community College Director of Adult Education is a member of the One Stop Operator and a core partner which helps collaborate and align resources. The partner collaboration is demonstrated by a successful bridge programs in the

Manufacturing and Healthcare Sectors. These bridge programs were created with a partnership between the Core partners. The partners referred appropriate individuals, Title 1 Workforce Services provided funding for the post-secondary classes, and adult education provided contextualized GED classes. The individuals in the program received both an industry recognized credential, GED attainment and the skills necessary to enter the workforce. This program is just one example of partner collaboration.

The Board is waiting on guidance from Illinois Department of Commerce (DOC) and Illinois Community College Board (ICCB) before developing a process for reviewing local applications under Title II.

Adult Education lessons learned include remote services worked for certain populations but not for other populations which has been previously addressed in Chapter 4.C. As adult education moves forward, a hybrid model will be implemented to better serve individuals.

- **Wagner-Peyser Act (29 U.S.C. 49 et seq.) services (§ 679.560(b)(11)).**

Staffs from Wagner-Peyser, a Veterans Representative, and Workforce Services including adult, dislocated worker, youth and TAA are all co-located at the One Stop. This makes services to the individuals seamless. Wagner-Peyser staff refers individuals to monthly workshops hosted by Title 1 Workforce Services staff, assist individuals with Illinois Joblink, Reemployment Service and Eligibility Assessment Program (RESEA) and other programs to assist individuals with employment. At the access offices in Grundy & Livingston Counties staff is cross trained on Illinois JobLink. In addition, Wagner-Peyser staff coordinates with Workforce Services staff on employer recruitment activities at the One Stop, including hosting hiring events for employers. Wagner-Peyser staff is a key member of the local Rapid Response team.

The One Stop Operator facilitates One Stop partners meetings which the Workforce Board is a member and attends. These purposes of these meetings are to ensure coordination amongst partners, coordinate service delivery and to ensure duplication of services can be avoided.

During the COVID-19 pandemic, Wagner Peyser services transitioned from in-person to virtual. Wagner Peyser services returned to in-person in late 2021. As Wagner Peyser services move forward they will be exploring the best way to provide services in the future, i.e via in person, via phone, direct linkage, additional virtual services, or a hybrid model.

- **Veterans Services provided by IDES**

In March 2020, the Illinois Department of Employment Security's (IDES) Jobs for Veterans State Grant (JVSG) program began enlisting the use of digital tools that facilitated remote work and day-to-day administrative operations. The use of this technology allowed for customer service provisions to take place that, due to COVID 19's impact, had been restricted. As telework and virtual event planning and implementation emerged as common practice, lessons were learned and improvements to our delivery model took place. These changes have left its

mark on our day-to-day operations in the post-COVID-19 landscape.

- **Vocational rehabilitation service activities under WIOA Title IV (§ 679.560(b)(13)).**

Vocational Rehabilitation representative is a Workforce Board member and participates in policy and program discussions. As a core partner, Vocational Rehabilitation is a member of the One Stop Operator which aligns services at the One Stop. Vocational Rehabilitation will provide staff part time at the One Stop to further coordinate services. During the MOU process, core discussion was centered upon coordination of all the career services at the One Stop. The One Stop monthly workshops are open to all individuals. As a result, Vocational Rehabilitation staff is now receiving the monthly One Stop workshop schedule and is referring individuals to these workshops as appropriate.

A frontline core partner staff cross training was held in May 2016 and February 2020 to provide core program orientation. This training included Vocational Rehabilitation staff and services, Adult Education services, Workforce Services staff and services and Wagner-Peyser staff and services. This is the first step the core partners identified as an immediate need and will continue to develop service coordination throughout the year.

Vocational Rehabilitation Services transitioned to providing to remote services and in perso services as needed. It's important to note services never stopped being provided during the pandemic. In the future, Vocational Rehabilitation will continue to assess the best way to provide services whether it's in person, virtual, or a combination of both through a hybrid model.

- **Relevant secondary and post-secondary education programs and activities with education and workforce investment activities (§ 679.560(b)(9)).**

Kankakee Community College and Joliet Junior College are the providers of adult, dislocated worker and youth services. This partnership creates a working relationship with post-secondary institutions. Through these partnerships, the Board ensures that WIOA and post-secondary services are coordinated to avoid duplication of services and to enhance services to individuals. In addition, the Kankakee Community College President and the Joliet Junior College President are members of the Workforce Board and they participate in all policy discussions and Board business.

Locally, Community Colleges have pivoted and flexible to provide training services during COVID. As previously stated under lessons learned in Chapter 4.C, community colleges implemented a laptop loan program to ensure in students had the tools necessary to be successful. As part of our partnerships with the Colleges, the workforce services offices were aware of the individuals who received laptops in order to avoid duplication of payment by workforce services Title 1. In addition to laptop loan program, Community Colleges learned how to implement training virtually, hybrid, and in person.

- **How the Local Board will support the state strategies identified under § 676.105 and**



**work with the entities carrying out core programs and other workforce development programs, including programs of study and career pathway programs under the Strengthening Career and Technical Education for the 21<sup>st</sup> Century Act authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.) to support service alignment and needs identified in regional or local level assessments including the Perkins Comprehensive Local Needs Assessment (§ 679.560(b)(1)(ii)).**

The career and technical (CTE) education under Perkins provides students with the academic and technical skills, knowledge and training necessary to succeed in future careers and to become lifelong learners. The CTE programs are offered through the community college system. As such, CTE program information is available for area residents at our workforce services offices including information concerning career pathways and industry stackable credentials. All workforce development partners, including those funded under Carl Perkins, coordinate services in order to best serve the client, including assistance with college tuition, help with getting a GED, help with transportation or childcare or other assistance needed in order to succeed in a career pathway and obtain employment. In May 2016 and February 2020, a core partner front line staff training was help to discuss partners programs so all front line staff are aware of the services available to individuals.

As a member of the One Stop Partner which meets quarterly, there is discussion regarding programs and aligning services to ensure the best service to the customer. Thus, Perkins programs in career and technical education aligns with local demand occupations to ensure there is braided funding from multiple resources including FAFSA, WIOA funds, or DHS-Vocational Rehabilitation programs. Workforce Board will support the Perkins Comprehensive Local Needs Assessment by contributing to the assessment through partnerships, providing data, and other ways necessary to ensure the career & technical programs align with demand industries, occupations, and supports local career pathways.

The Workforce Board Executive Director is a member of various partnerships such as the Adult Education Planning Council and Community College Advisory Committee. This partnership serves as a link to the community college programs and ensures the coordination of workforce development services.

- **Provide a copy of the local supportive service policies and describe how the Local Board will coordinate the provision of transportation and other appropriate supportive services in the local area (§ 679.560(b)(10)) and include information on the supportive services by each local program as appropriate.**

The local Supportive Services Policy is attached. The Workforce Services Offices assist customers with obtainment of child care and transportation, as well as address special needs such as uniforms and eye glasses needed for work or training. Workforce services offices also provides bus passes for registrants to complete their training programs. When creating the local supportive services policy, the Workforce Board was cognizant of other supportive services in the area. As such, the Supportive Services policy reflects the need to coordinate supportive services with other resources.

During the COVID-19 pandemic, the Workforce Board Executive Director continuously reviewed the Supportive Services policy with Title 1 Director to ensure that the policy was not creating any barriers or missing any relevant information in order to best support our customers. As part of the review, a revised policy was approved by the Workforce Board which increased the transportation assistance. In addition, local workforce area supportive service procedures were changed to allow the purchase of laptops due to remote training.

**E. Provide a description of how the local area will provide adult and dislocated worker employment and training activities including:**

- **A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area (§ 679.560(b)(6)).**

The Workforce Services Offices provide a host of employment and training activities. The resource room includes a computer lab with internet access to help local residents search for jobs and develop resumes. Other materials include books, DVDs, and brochures. In addition, the resource room provides access to a copier and fax machine for job search activities. Staff is available for assistance with cover letters and employment applications. All Workforce Services Offices have an open and visible job board. Staff is available to assist clients with access to online services, including Illinois workNet and Illinois Joblink. The Workforce Services Offices also provide orientation sessions to WIOA services.

Workshops are provided at the One Stop. They include:

- “Get a Job”, which is a session to learn the "nuts and bolts" of job searching, including the ability to market one-self and networking.
- “Computer Literacy”, which provides basic computer instruction as well as navigational skills on how to use Windows, Microsoft Office Word, Excel, PowerPoint and the use of the Internet and personal e-mail.
- “Resume Review” a drop-in resume review session.
- “Resume Development” which includes individual resume review.
- “Financial Literacy” provided by SCSEP partner

The Grundy Workforce Services also provides the following workshops: How to Develop a Resume, Interviewing Skills, and Networking Business Cards.

The Livingston Workforce Services Office provides one-on-one job readiness career services such as registering with Illinois Joblink, resume assistance, applying for on-line jobs, career pathways information, labor market information, and other career services. In addition, the office hosts monthly workshops which include digital literacy on the job, resume development, job search, and preparing for a job interview.

The Workforce Services Offices provide assessments of skills, abilities, attitudes, and needs and the subsequent review and discussion of assessment results as the

first step in identifying a career path and creating an individual employment plan. They also provide an explanation of the services and stages within the career pathway process and work with individuals on securing employment. The Workforce Services Offices provide job clubs, screened referrals, and follow-up services. All Workforce Services Offices provide Individual Training Account vouchers for those registrants in need of training, on-the-job training, and paid work experience for adults and dislocated workers. In addition, Wagner Peyser, Adult Basic Education, GED preparation and English as a Second Language (ESL) courses are provided at all Workforce Services Offices utilizing core partner programs. Individual and group instruction is provided.

- **A description of how the Local Board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities (§ 679.560(b)(7)). As part of modification, describe how adult and dislocated worker employment and training activities will address the impact and recovery from the COVID 19 National Health Emergency**

Workforce Board Executive Director is the first point of contact and is the assigned staff person to coordinate with DCEO on all rapid response activities. Staff attends all rapid response meetings and coordinates closely with IDES, local community colleges and other partners as needed on all activities.

As workforce services continues to evolve after the COVID-19 pandemic, adult and dislocated worker services will continue to evolve to best serve our customers. As mentioned in previous sections, workforce services will continue in a hybrid model of service delivery. This model allows service delivery 24/7 through websites and social media. In addition, in person services are available.

Rapid Response services for dislocated workers will also continue in either a virtual, in person, or a hybrid approach depending on the business' needs and preference.

COVID-19 has affected adult and dislocated worker differently. By using labor market information, workforce services Title 1 will target and outreach to targeted population based off the data. In addition, our one stop partners are key in helping to outreach through such means as IDES eblasts or through Adult Education partner. Lastly, strengthening our community partnerships will help workforce services provide services most in need to address COVID-19 recovery.

**F. Provide a description of how the local area will provide youth activities including:**

- **A description and assessment of the type and availability of youth workforce investment activities in the local area, including activities for youth who are individuals with disabilities, which must include an identification of successful models of such activities (§ 679.560(b)(8)).**

The Joliet Junior College Workforce Development department administers the My Future youth program in Grundy County. The My Future youth program is designed to provide

assistance to youth & youth with disabilities in employment and academic success through skill-building activities, connections to the workplace, and ongoing workplace mentoring and support. The program includes:

- Tutoring and study skills training
- GED preparation and testing
- Soft skills, decision making and team work training
- Financial literacy education and entrepreneurial skills training
- Occupational skill training, internships and job shadowing opportunities
- Academic skill development
- Assessment
- Placement in subsidized and unsubsidized work experiences and summer employment opportunities directly linked to academic and occupational learning
- Supportive services such as transportation and stipends for participation in the youth program
- Extensive case management
- Comprehensive referral system
- 12 months of follow-up services
- Partner with the Grundy County Chamber of Commerce in the Certificate of Employability program. The Certificate of Employability program familiarizes students with the expectations of the workforce to help equip them for their first job. Students hear from owners and managers in the local business community who teach them skills required to work in jobs such as retail, fast food, sit-down dining and more. For instance, the students learned how to fill out an application, job expectations, appropriate workplace attire etc.
- Graduate & Get Paid program which was referenced in Chapter 4.C under career pathways bullet point
- This program is open to all youth including youth with disabilities. For additional support, program may refer youth with disabilities to Joliet Junior College Disability Services Coordinator to help youth with disabilities overcome any barriers for a successful post-secondary education. In addition, the My Future programs partners with Illinois Valley Industries, Inc. whose mission is to support individuals with intellectual, sensory, physical and developmental disabilities since 1968 in Grundy County, Illinois. Thus, eligible WIOA youth with disabilities have an individual service strategy created through the My Future program to be successful using multiple resources to ensure success.
- Approximately 19% of youth enrolled in Program Year 2020 and 28% of youth enrolled in Program Year 2021 WIOA program are youth with disabilities in Grundy County.

Kankakee Community College delivers the Young Adult Program Services (YAPS) project in Kankakee and Livingston Counties. The program is designed to provide assistance to youth & youth with disabilities in employment and academic success through skill-building activities, connections to the workplace, and ongoing workplace mentoring and support. Program elements are listed below.

- Tutoring and study skills training.
- Secondary school offerings including high school course requirements, constitution test preparation, and various other academic requirements necessary for the participants to progress toward high school diplomas or GEDs.
- High school credit recovery and correspondence classes.
- Summer employment opportunities directly relate to the participants' career plans and education plans.
- Job readiness workshops.
- Paid work experiences. Young Adult Program place participants at a job site and pay the first 60 days of wages. The employer then has the opportunity to permanently hire the participants.
- Occupational skill training including Certified Nursing Assistant, Microsoft Office Specialist Certification, Certified Production Technician, Commercial Driver's License.
- Leadership development opportunities.
- Supportive services including transportation, school expenses, work experience expenses and child care.
- Adult Mentoring.
- Follow-up services.
- Comprehensive guidance and counseling.
- Financial Literacy workshops.
- Entrepreneurial Skills Training.
- Labor Market Information.
- Preparation for youth to transition to post-secondary education and training.
- Graduate & Get Paid program which was referenced in Chapter 4.C under career pathways bullet point
- Youth programs partner with Junior Achievement and Jobs for American Graduates to help youth understand local career opportunities, technical skills and soft skills need for employment.
- This program is open to all youth including youth with disabilities. For additional support, program may refer youth with disabilities to Kankakee Community College Disability Services Coordinator to help youth with disabilities with any barriers to post-secondary education. In addition, the Youth Adults Program will refer to the appropriate social service agency for that particular county. In Kankakee County, the YAPS program would refer to the DHS – Vocational Rehabilitation partner for further services. In Livingston County, the DHS – Vocational Rehabilitation office or the Futures Unlimited. Futures Unlimited is a local not for profit whose purpose is to serve individuals with a variety of physical, developmental and mental disabilities in Livingston County. Thus, eligible WIOA youth with disabilities have an individual service strategy created through the My Future program to be successful using multiple resources to ensure success.
- Approximately 28% of youth enrolled in Program Year 2020 and 35% of youth enrolled in Program Year 2021 are youth with disabilities in Livingston County. In Kankakee County, there is 6% of youth enrolled in Program Year 2020 and 8.2% of youth enrolled in Program Year 2021 are youth with disabilities.

- **A description of how local areas will meet the minimum expenditure rate for out-of-school youth.**

Prior to the implementation of WIOA, the Board made the transition to serve out of school youth. The Board implemented 70% of youth expenditures had to be spent on out of school youth. Historically, out of school youth expenditures were approximately 85%. As such, our workforce board has already transitioned to focusing on out of school youth. When DOL approved the State of Illinois waiver to reduce out of school expenditures to 50%, the Workforce Board took action and lowered our out of school expenditures to 50%. The Workforce Board has established strategies/priorities of serving in school youth by educating them on local career opportunities, career pathways, local training opportunities, and providing paid work experience to ensure the talent pipeline for employers. Thus, our out of school youth percentage will lower from previous years but Workforce Board still maintains the 50% out of school youth expenditure rate.

The Workforce Board monitors out of school youth expenditure rates during the fiscal report at Workforce Board meetings. In addition, the Assistance Finance Director and Workforce Board monitor the out of school expenditure rate on a monthly basis to ensure we meet the out of school expenditure rate.

Another way the Workforce Board ensures meeting this requirement is all youth procurement states youth expenditure rate including a description in proposal about the requirement and the expenditure rate is one of the evaluation criteria. In addition, all youth sub recipients have contract language reflecting the expenditure requirement.

- **Describe how youth activities will address the impact and recovery from the COVID-19 National Health Emergency**

As the local workforce area moves to recovery from the COVID 19 pandemic, the below activities will be provided to youth.

- Youth outreach is a priority. During this pandemic, employers have seen a shrinkage in the labor force. As a result, employers are reviewing job qualifications including the qualifications needed for positions and the wages. As a result, youth have access to jobs that they would not qualified for in the past and are starting at a higher wage. This environment has created a challenge for the workforce system because those youth wanting employment are easily able to find employment and do not need the workforce system. Thus, youth outreach is extremely important as we move forward to find the youth that need our services to ensure an equitable recovery for all youth.
- Our work place excellence series workshops will continued to be provided to youth. These workshops provide youth with information and training on job readiness skills and soft skills required in today' workforce. Topics include dependability including showing up for work, communication skills, cell

phone etiquette, present ability, etc. Due to virtual learning and other COVID-19 implications, these skills are desperately needed in today's youth since job readiness or soft skills were not emphasized during the pandemic.

- Career planners will focus on the individual service strategies to ensure appropriate activities are available for youth. This includes an in depth assessment of employment goals. It's important for our local career planners to provide the in depth individual service strategy to youth to ensure youth are aware of the opportunities and the employment goals are related to the skills, interest of the youth since COVID-19 has changed individual's work perspectives, i.e., everyone wants to work from home even though local employers have returned to in person work. .
- Work based learning will continue to be a focus as we move to the recovery phase of the pandemic. As mentioned in the first bullet point, youth are able to find employment without our assistance making a higher wage. As such, the local Workforce Board has changed its youth work based learning policy to increase the wage in order to remain competitive in the marketplace. In addition, the youth that we are serving have multiple barriers which means a work based learning activity is important to activity to provide youth with job readiness skills needed in today's workforce.

As we move forward with recovery, we will continue to monitor, asses and implement any activities to ensure youth are prepared for and are part of the post pandemic recovery process.

**G. Provide a description of how the local area will provide services to individuals with barriers to employment as outlined in the Unified State Plan:**

- **Provide information on how priority will be given to recipients of public assistance, other low- income individuals and individuals who are basic skills deficient consistent with WIOA Sec. 134(c)(3)(E) (§ 679.560(b)(21)).**

Our workforce area has always made a commitment to serve low-income individuals, veterans, public assistance individuals and individuals who are basic skills deficient. This is evidenced by approximately 86% of our adult registrants being low-income or basic skills deficient over the past three years. The Board has approved the below priority of service populations and will continue to make this commitment to serve this population through the priority of services policy which is attached. The Workforce Board determined the priority populations by reviewing historical special populations' data from the Title 1 Workforce Services program including analyzing if the data represented an appropriate number based on workforce area demographics. In addition, priority populations were aligned with the State's unified plan and the priority populations identified in the WIOA law.

Priority for career and training services funded under Tile 1 adult funds shall be given to public assistance recipients, other low-income adults; individuals who are basic skills

deficient, and Veteran's covered under Veteran's Priority of Service. Thus the following sequence of priority of services will apply:

1. First priority will be provided to veterans and eligible spouses who are recipients of public assistance, low-income, or individuals who are basic skills deficient;
2. Second priority will be provided to individuals who are not veterans or eligible spouses who are recipients of public assistance, low-income, or individuals who are basic skills deficient;
3. Third priority is individuals who are employed, unemployed, or under unemployed but earning more than WIOA income guidelines but lower than Workforce Board self-sufficiency rate. Veteran's and eligible spouses receive priority over individuals who are not veterans per IL Department of Commerce WIOA Policy 15-WIOA-4.6 under this priority.

- **Describe how the local workforce areas will ensure equitable access to workforce and educational services through the following actions:**

- **Disaggregating data by race, gender and target population to reveal where disparities and inequities exist in policies and programs.**

As part of yearly equal opportunity (EO) monitoring, the local EO officer reviews demographic data by gender, race, targeted populations and priority of service. The monitoring ensures enrolled individuals in Title 1 Workforce Services are in proportion to the demographics of the county/counties to ensure the workforce services offices are serving the entire county/counties and not just a certain demographic. After analyzing the data, the Workforce Board Executive Director reviews the data with Title 1 Workforce Services program directors to ensure outreach is targeted to the correct areas the population. Below is an example of the demographic report provided to the local workforce area by the state EO monitor for program year 2018 (July 1, 2018 – June 30, 2019). This report prompted a discussion with Title 1 Workforce Services directors about low male participation rates and ways to increase it for the next program year.

In addition to the Target Population Report, local workforce area has access to additional demographic information through the IDES Unemployment to Reemployment portal. This is a newer system that local workforce areas will have access through the IDES Shared data agreement that workforce areas can use to further dive deeper into labor force data.

#### **Demographic Report Analysis**

The estimated female workforce for LWA #11 is 50.7% in Kankakee County, 50.2% in Livingston County, and 49.8% in Grundy County per Census Bureau 2019 Vintage Population Estimates. Female Adult registrants for current program year ending January 2022 account for 80.2% in Kankakee County, 80.5% in Livingston County, and 75% in Grundy County of the total Adult program. The percent of



males in the Adult program is much lower than the male labor force. Good numbers for women but low participation rate for males. Thus male participation rates are low for adult program.

However, dislocated worker male participation rate across the three counties of 47% is within the respective county demographics with for dislocated worker programs.

Male participation rates for the youth program for Kankakee and Grundy County of 47.5% is within the respective county demographics. Livingston County has an opportunity to improve youth male participate rates.

In terms of registrants by race and Hispanic you should compare these groups within the workforce availability and your intake.

Within the service area in the three counties, Blacks represent about 9.67% of the total workforce. The percent of Black registrant in the Adult program for the time period July 1, 2021 through January 31, 2022 was 40.35% and within the dislocated program Black registrants accounted for 41.17%. With the Youth program Black registrants accounted for 41.18%. Black participation in the programs is on the positive side.

Hispanics in the workforce service area accounts for about 9.21% of the total workforce. Adult registrants represented 10.14% of the total Adult registrants; Dislocated Hispanic registrants were at 10.78% (but based only 10 Hispanic registrants). Youth registrants represented 17.06% of the total youth registrants. . These figures are in line with labor force demographic data.

- **Developing equity goals in conjunction with the education system and prepare action plans to achieve them.**

With the implementation of three state strategic plans, the Workforce Education Strategic Plan, the Adult Education Strategic Plan, and the Perkins V CTE Plan, the state will identify strategies and goals that address early interventions, transition to postsecondary education and employment and college and career readiness.

Locally, we will work with all workforce partners to implement any state led equity strategies/goal. For example, the state's Perkins plan states local workforce boards and employers are required partners within local Perkins plans. Local Perkins recipients must complete the Local Comprehensive Needs Assessment every two years. This assessment informs how Perkins funding will be spent in a specific region or local area, guiding equity-driven decision-making. The, the Workforce Board is willing to partner and provide information with local Perkins to help develop the local needs assessment to help guide equity driven decision making.

- **Exposing more high school students, particularly young women and minorities, to careers in science, technology, and engineering and math fields.**

As mentioned earlier, the Workforce Board implemented a program called Graduate & get paid to expose high school seniors to local careers opportunities including careers in the science, technology, engineering & math fields. The program focuses on graduating high school seniors who are not attending a four university to provide information on local employment/education opportunities by providing employer tours to discuss career opportunities including training needed and career pathways within the employer. This program was expanded to guidance counselors and educators called Educator Graduate & Get Paid. The purpose was to inform and educate high school educators about local career opportunities since they have direct contact with students. Both programs were a collaboration of economic development, workforce services, high schools, chamber of commerce, and career centers. The response from students and educators was amazement since they were not aware of what was happening in the community and very appreciative of the program.

Working with our economic development partners, the Workforce Board created a manufacturing video which highlights careers in manufacturing including careers in the STEM. As part of the marketing outreach, the videos have been shown to area high school students, elected officials, employers, community partners and agencies. These videos help expose students and community about career opportunities.

The Greater Livingston County Economic Development Council (GLCEDC) implemented a program called Education Enhancement Program to help employers find a skilled workforce. The programs purpose is to provide area high schools with funding for the implementation of Science, Technology, Engineering, & Math (STEM) initiatives. In the past, the GLCEDC has invested nearly \$225,000 in the program. The program has helped to enhance the education of over 4,000 students throughout Livingston County. Also, the STEM program has resulted in additional opportunities for employers to share thoughts on curriculum, make classroom presentations, and offer STEM related internships.

Local area high schools have robotics teams. The robotic teams design, construct, program, and use robots. The team must use STEM to build the robots and critical thinking/problem solving to ensure the robots work. The robotics team competes in robotics competition. The competition is a head-to-head challenge in an alliance format. On February 2020, there were 20 teams in a local competition which shows the local high school support for the STEM program.

- **Exploring how effective mentor programs can be expanded to adults, particularly those who are displaced and moving to a new career.**

The local workforce board will explore effective mentoring programs that can be expanded to adults, particularly those who are displaced and moving to new careers. The local workforce board will look at existing youth mentoring programs to learn best practices including what doesn't work. For example, the Kankakee County State's Attorney has an AmeriCorps program called JUMP. This program is a juvenile mentoring program for at-risk, court-involved youth in Kankakee County with the goal of improving outcomes and reducing truancy so that the youth does not re-offend as a

minor or become an adult offender. After researching the best practices including the do and don'ts to a successful mentoring program, the best practices can be implemented into Title 1 workforce services career planners monthly meetings with adult WIOA participants. Our WIOA adult career planners are currently provide monthly mentoring to our WIOA adult registrants. These monthly meetings include discussing career goals, barriers & how to overcome them, referrals for any additional assistance, coaching, and encouragement to ensure career goals are met which are often in a new career pathway.

- **Providing training to workforce program staff on data-driven approaches to address equity gaps.**

As part of the service integration plan, front line staff training was identified as an opportunity for improvement. This front line staff training will help educate all workforce staff and workforce partners on programs and the targeted populations each programs serves. This training will help staff address equity gaps and identify any targeted populations which services are no being provided.

- **Ensuring workforce services are strategically located in relation to the populations in most need**

The Workforce Services offices make strategic decisions to serve individuals in their communities with the most need or barriers. As such, workforce services are available to individuals through technology to ensure basic career services are offered throughout the community. As mentioned previously, our social media/websites number is increasing so individuals are aware of this service. Besides technology, workforce services have provided community outposts to those areas most in need. In prior years, workforce services and adult education provided services onsite in Pembroke Township since residents had multiple barriers but needed services. In addition, workforce services had a staff person in a HUD subsidized apartment complex to provide services since it was needed at the location. Currently, workforce services and adult education services are being provided at the local county jail. These programs were mentioned in Chapter 4C: expanding education/employment access to individuals with barrier. Per our past experience, workforce services including workforce partners continue to evaluate the service delivery to ensure individuals can use our services.

**H. Provide a description of training policies and activities in the local area, including the following and any significant implications of the COVID-19 National Health Emergency, as applicable:**

- **How local areas will meet the annual Training Expenditure Requirement;**

The Board allocates 50% of the WIOA budget for training activities. Training activities are split between paid work experience, on-the-job training and individual training accounts. All subcontracts and request for proposal for adult/dislocated workers programs reflect the 50% direct training requirement. In addition, the direct training expenditure is monitored by fiscal staff including Workforce Board Executive Director

and reported as part of the fiscal report during Workforce Board meetings.

At the beginning of the COVID-19 pandemic, overall expenditures were lowered due to numerous COVID-19 factors. One major factor that affected training expenditures was the switch to remote learning for post-secondary education. The online learning environment was not the right learning style for all our clients. As a result, we had current individuals in training which did not register for the next semester due to the training still being remote learning. In addition to individuals taking a “pause” from training until training returned to in person, supportive services such as transportation was affected since individuals did not travel for school. As a result of these COVID-19 factors, the training expenditure requirement was monitored very closely and all workforce service offices were heavily outreaching/recruiting to make the up the “slippage” in expenditures caused by COVID-19. In fact, the total program enrolled for program 2020 was up 93 registrants from program 2019. Due to the additional outreach and monitoring the training expenditure requirement, our workforce area has always met the training expenditure requirement.

Training expenditures have returned to “normal” with post-secondary schools returned to in person learning and supportive services being provided.

- **How local areas will encourage the use of work-based learning strategies, including the local area goals for specific work-based learning activities and proposed outcomes related to these activities;**

In the local youth programs, 20% of youth funds are allocated to paid work experience or other work-based activities. Only client wages are allowable expenses to meet the 20% requirement, not staff time. After reviewing three years of youth provider work experience percentages using only youth wages/FICA, the Board made the decision to not allow staff time since youth providers were already exceeding or very close to meeting the 20% youth work based learning requirement. On the adult and dislocated side, the local workforce area supports apprenticeships and earn/learn models. On-the-job training contracts have been successful but are small so outcomes are under development as well.

During the COVID-19 pandemic, the workforce area has revised its procedures to allow staff time to be charged to be charged for work based learning as allowed by DCEO Policy. This change was needed since the youth placed at employers had many barriers and staff were spending additional time on work based learning activities than in previous years. This change in allowing staff time will be reviewed annually by the Workforce Board to ensure it’s still appropriate. The Grundy Livingston Kankakee Workforce Board is committed to ensuring the 20% of work based learning requirement goes directly to youth through work based learning activates such as youth wages for a paid work experience.

- **Provide a copy of the local Individual Training Account Policy and describe how training services outlined in WIOA Sec. 134 will be provided through the use of**

**individual training accounts, including, if contracts for training services will be used, how the use of such contracts will be coordinated with the use of individual training accounts under that chapter, and how the Local Board will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided (§ 679.560(b)(18)); and**

The local Individual Training Account Policy is attached. The Board does not execute contract training. DCEO has issued a new policy for demand occupations since the plan was approved which defines demand occupations. As such, DCEO Policy Letter 20-NOT-08 Demand Occupation Training list defines what demand occupations are and what occupations are allowed to be funded under an ITA. Customers are provided the Illinois workNet link that lists all approved training providers and programs to help them make an informed choice on a training provider. Career planners also work with customers using the state's eligible training provider list in the selection of a training provider to ensure customer choice when developing the individual employment plan or individual service strategy.

- **Provide a copy of the local training provider approval policy and procedures. Describe how the Local Board will ensure the continuous improvement of eligible providers of services through the system and that the providers will meet the employment needs of local employers, workers and jobseekers.**

Attached is the local training provider approval policy. Policies and guidelines reflect the State's Training Providers Procedures. To ensure training programs meet the needs of employers/jobseeker, approved training programs must lead to occupations on DCEO Policy Letter 20-NOT-08 Demand Occupation Training list. The Workforce Board reviews the approved training programs every two years as per state policy. In addition, any changes to an approved training program are reviewed and approved by the Workforce Board.

**I. Describe if the local workforce board will authorize the transfer of WIOA Title I Workforce Services funds, including the maximum dollar amount and/or percentage that is authorized to be transferred on an annual basis:**

- **To transfer funds between the adult and dislocated worker funding streams.**

The Board looks at historical demand and current demand to determine the need to transfer funds. Each year, the Board looks at current needs such as current job seeker needs or possible dislocation events, current allocations, and any locally or regionally designed initiatives when deciding to transfer funds. In addition, the Board reviews to ensure any funds transferred do not affect the ability to provide services throughout the program year. The annual budget will reflect the annual transfer rate, which will be under the 50% allowable transfer under DCEO policy. The Board recognizes that the Governor may approve up to 100% transfer. The Workforce Board will continue to review the need annually and, if economic conditions dictate increased or decreased transfer rates, we will adjust accordingly

- **To use funds for incumbent worker training as outlined in WIOA Sec. 134(d)(4)(A)(i).**

Incumbent worker training is an important business services initiative that is designed to benefit business and industry by assisting with existing employees' skill development and by increasing employee productivity and company growth.

The Workforce Board has an incumbent worker policy which enables the local workforce area to create a number of positive outcomes including:

1. Improving the alignment of existing workers' skills with job requirements;
2. Providing individuals access to new career opportunities within a business;
3. Encouraging the retention of existing personnel who otherwise may become dislocated because of skills deficiencies and increasing the wages of trained workers;
4. Creating new opportunities for entry-level workers through the promotion of existing workers; and supporting the overall enhancement of local and regional economic development efforts.

When the Workforce Board is reviewing budgets, the Board takes into consideration the below when determining the amount of funds to use for incumbent worker training. The Workforce Board may utilize up to 20% of Adult and Dislocated Worker funds streams for incumbent worker training.

1. Current employer need or projects that have been identified
  2. Current allocations
  3. Prior historical data on IWT projects, expenditures, and outcomes
  4. Reviews to ensure program funds for job seekers will have sufficient funding for the upcoming year
  5. Will follow all federal and state regulations
- **To use funds for transitional jobs as outlined in WIOA Sec. 134(d)(5).**

The Board does not currently fund transitional jobs.

- **To use funds for pay for performance contracts as outlined in WIOA Sec. 133(b)(2-3).**

The Board does not currently fund pay for performance contracts.

**J. Describe the impact of the pandemic on the operating systems and policies within the Local Workforce Area (LWA) otherwise not already described above. Include what steps, to the extent known, that will be taken over the next two years to adapt to the impact of the pandemic regarding operating systems and policies within the local workforce area.**

As previously mentioned, the workforce system was able to shift to the way we do business to virtual or remote delivery of services, in person, or a hybrid approach. It's important to note in this plan that services never stop being provided during the pandemic. All workforce partners whether its Title 1 workforce services, Title II Adult Education, Title III Wagner Peyser, Title IV

Vocational Rehabilitation, CSBG, SCSEP, Perkins, etc. were able to pivot to create the policies and/or operating systems to provide services during the pandemic. As we move to “recovery”, these procedures will be reviewed for opportunities to incorporate into post pandemic work in order to best serve our customers. For example, the ability to have virtual staff meetings and virtual One Stop Partner meetings will be incorporated into our processes since they are efficient since no travel involved, easy to use, and great communication tool.

**K. Describe how a workforce equity lens is or will be incorporated in the operating systems and policies as part of the Local Workforce Area (LWA).**

The local workforce system plays an important role in creating equitable workforce system by ensuring all jobseekers can access training and employment via an accessible, coordinated workforce system. Workforce Boards have a unique opportunity to emphasize and prioritize equity as a driving value of these systems.

The Workforce Board will promote equity using the below strategies over the upcoming years to ensure equitable access to workforce services.

1. To advance equity, workforce systems should examine institutional structures and barriers to participation that contribute to inequities across age, gender, race, ethnicity, ability, economic status, educational attainment, immigration status, industry sector, and worker classification
2. Create a definition of equity to apply to goals, programs, evaluation, and more.
3. Gather and analyze data to identify gaps in service delivery and to track outcomes
4. Develop a goal to achieve equity in service delivery and drive action toward shared metrics of success
5. Target workforce services to populations most in need
6. Examine policies and procedures that may contribute to inequity and modify them to make programs more accessible
7. Create or strengthen partnerships to reach more populations and leverage expertise and resources that can assist in reaching these groups

**CHAPTER 5: PERFORMANCE GOALS AND EVALUATION – LOCAL COMPONENT**

- A. Provide information regarding the local levels of performance negotiated with the Governor and chief elected official consistent with WIOA Sec. 116(c), to be used to measure the performance of the local area and to be used by the Local Board for measuring the performance of the local fiscal agent (where appropriate), eligible providers under WIOA Title I Subtitle B and the one-stop delivery system (core and required partners as applicable) in the local area (§ 679.560(b)(16)). LWA’s are required to provide updated information and analysis noting any significant impacts COVID-19 National Health Emergency and what steps will be taken to address the challenges and opportunities that are associated with performance goals and evaluation.**
- **WIOA Performance Measures**
  - **Additional State Performance Measures**

Below are the current WIOA performance measures for Title 1 Workforce Services. Locally,

we have met or exceeded the WIOA performance measures every year. The current lack of an available workforce has created a demand for available workers. This competition has created employers increasing their wages in order to remain competitive and attract the workers to fill open positions. This has caused “concern” for our local credential performance measures since current individuals in training are applying for and being hired for quality full time positions. Thus, individuals are returning to the workforce without obtaining a credential. Locally, we continue to monitor our credential performance rates and in depth review of each file exited to ensure credential attainment. As we move forward, career planners will ensure stackable credentials are obtained so if an individual returns to the workforce than a credential is already obtained.

There are no additional state performance measures but the local workforce area will comply with any additional state measures.

<b>LWA #11 Performance Measure</b>	<b>PY2022</b>	<b>PY2023</b>
<b>Adult</b>		
Employment Rate 2nd Quarter after Exit	74.0%	74.0%
Employment Rate 4th Quarter after Exit	74.0%	74.0%
Median Earnings 2nd Quarter after Exit	\$8,250	\$8,250
Credential Attainment within 4 Quarters after Exit	69.0%	69.0%
Measurable Skill Gains	50.0%	50.0%
<b>Dislocated Worker</b>		
Employment Rate 2nd Quarter after Exit	81.0%	81.0%
Employment Rate 4th Quarter after Exit	79.0%	79.0%
Median Earnings 2nd Quarter after Exit	\$9,000	\$9,000
Credential Attainment within 4 Quarters after Exit	71.0%	71.0%
Measurable Skill Gains	45.0%	45.0%
<b>Youth</b>		
Employment or Education Rate 2nd Quarter after Exit	69.0%	69.0%
Employment or Education Rate 4th Quarter after Exit	71.0%	71.0%
Median Earnings 2nd Quarter after Exit	\$4,600	\$4,600
Credential Attainment within 4 Quarters after Exit	64.0%	64.0%
Measurable Skill Gains	43.0%	43.0%

**B. Provide a description of the current and planned evaluation activities and how this information will be provided to the local board and program administrators as appropriate.**

- **What existing service delivery strategies will be expanded based on promising return on investment?**



- **What existing service delivery strategies will be curtailed or eliminated based on minimal return on investment?**
- **What new service strategies will be used to address regional educational and training needs based on promising return on investment?**
  - **What return on investment and qualitative outcome data for various education and training programs will be collected to identify barriers to enrollment?**
  - **What are the most cost-effective approaches to taking down those barriers or helping residents overcome them?**

The Workforce Board evaluates Title 1 Workforce Services at every workforce board meeting. The Board reviews fiscal data but also program data to ensure an effective use of funds. Program data review includes reviewing number enrolled, number of new registrants, number of ITA's, exits, placement rate and pre versus post wage information. Workforce Board members evaluate the data, ask questions, and provide feedback. This process creates a discussion on existing strategies and ways to improve to get a better return on investment.

Yearly, the Workforce Board reviews the total ITA amount by training provider which is required by the state but the Workforce Board added number of clients served and cost participant. This data review ensures educational needs are in demand industries, reasonable cost per participant, and the best return on investment.

The Workforce Board reviews the WIOA performance measures as a workforce area and by sub recipient. Sub recipient contracts are reviewed on an annual basis to ensure they are meeting performance and any fiscal requirements. The Workforce Board has placed sub recipients on "probation" for failing to meet performance or fiscal requirements. During the probation year, the Workforce Board Executive Director provides technical assistance and review strategies to improve performance. If the sub recipient doesn't improve, the Workforce Board will not renew the contract which they have done in prior years.

Thus, locally the workforce board is evaluating performance & makes recommendations for improvement on a continuous basis.

One example of this is the Graduate & Get Paid program for youth. The Graduate & Paid program is a program focuses on in school youth who are about to graduate that haven't identified as going on to post-secondary. The program provides an opportunity to expose youth to local career opportunities through employer visits. Basically, the program provides the youth the opportunity to tour different local employers and talk to the company's human resource department about how to apply for entry level positions & career pathways at the company. In the Spring 2019, we launched the program in each county with one high school. The tours toured employers in the manufacturing, healthcare, and TDL industries. The feedback from youth was amazement about what local employers did including that employers were hiring and that there were great paying jobs in the community. After the tour, we heard back from the participating high schools how the youth are talking about the program with their friends in a positive way

& a few high school youth got job offers from the program. The program was a community effort with Workforce Board staff running project including employer outreach, high school providing transportation, & employers providing lunches for the participants. Thus, no WIOA funds were used in the project.

Due to the great response, the Workforce Board decided to expand the program so we can include more youth and schools. After careful consideration on how this could be expanded, the Workforce Board decided to expand it to high school educators since they are the ones who talk to youth every day. In the Fall of 2020, the Workforce Board partnered with the local career centers, economic development, community colleges & community foundation for a Graduate & Get Paid: Educator tour in each of our three counties. This program was funded by Community Foundation for transportation, employers provided lunch, career center provided educator contacts & Workforce Board/Economic Development outreached to employers/set the schedule. Thus, it truly was a community partnership. Every high school in each of our three counties participated in the program. The program provided employer tours with each company discussing careers from entry level to professional. At the end of the day we wrapped up with a presentation from the local career center & community college discussing local training options in order to meet the skills needed by employers. The educators loved the program & didn't know about all the opportunities available. The Workforce Board realized this program is a valuable tool in educating youth about local careers and based off return of investment expanded the program from one high school in each county and will continue to support it.

As far as regional educational and training needs for a promising return on investment, the Workforce Partners of Metropolitan Chicago and NIWC are the avenues for evaluating service strategies to ensure best use of funds and service delivery. These discussions on service delivery are part of regional discussions and as part of the region we will work to implement any identified strategies

As previously stated, the post pandemic "recovery" will include a review and evaluation of policies and procedures to ensure services are available to all customers. The ability to provide virtual services and virtual meetings has provided another "tool" in providing workforce services.

The one stop operator and partner's review qualitative feedback from individuals and businesses that utilize their services. Customers who access our services at the one stop are asked to take customer service surveys. These surveys are reviewed by the operator and partners to ensure customer satisfaction and processes are not an issue. In addition, evaluations are administered at the end of workshops, Incumbent Worker Trainings, OJTs. Employers who attend job fairs are surveyed for satisfaction and looking for ways to improve. Career coaches ask individuals what WIOA services they access and what they thought of them. As a one stop system, the one stop operator and partners continue to collect data to ensure the system is working for a seamless integration of services that reduces barriers to services.

In regards to cost effective approaches to taking down barriers or helping individuals

overcome them is through the established workforce services system and particularly the One Stop system. The one stop system has established partnerships with organizations to help individuals achieve their goals. As such, referrals are made to the partner that can provide the service to help the individual but it's also the most cost effective since that partner has the program funds. For example, an individual who needs their GED/HSE is referred to our Adult Education partner because adult education is their specialty and received funds to serve GED/HSE individuals. As such, our system is not looking to duplicate program services that are funded by one of partner programs which creates a streamlined cost effective system.

**C. Provide a description of the current and planned evaluation activities and how this information will be provided to the local board and program administrators as appropriate.**

The Workforce Board Executive Director & WIOA Accountant provides regular updates to the Local Board regarding Title 1 data, usage of funds, and a variety of updates on other relevant data and program evaluations including DCEO or DOL monitoring. In addition, Partner programs such as IDES, Adult Education, etc. have an opportunity to provide partner updates to Workforce Board Program Committee & Workforce Board meetings through the Workforce Services & Partner Updates Agenda item.

**D. Describe the impact of the pandemic on the regional service strategies, including use of cooperative service delivery strategies and the connection of job seekers with employers, not covered in the above sections. Include what steps, to the extent known, that will be taken over the next two years to adapt to the impact of the pandemic in regard to the regional service strategies, including use of cooperative service delivery strategies and the connection of job seekers with employers.**

Chapters 1 – 3 have all the information related to the impacts of the pandemic and the Regional Plan. The Northeast Region through the Workforce Partners of Metropolitan Chicago are committed to providing regional workforce solutions, strategies, and services to employers and job seekers. The Workforce Partners of Metropolitan Chicago is comprised of workforce board directors & program directors of the seven local workforce areas comprised of Northeast Region. Currently, the Workforce Partners of Metropolitan Chicago meets monthly to discuss regional needs and initiatives. As such, it's through this group strategies will be addressed in the upcoming years.

**E. Describe how a workforce equity lens is or will be incorporated in analysis of performance goals and evaluation activities.**

As stated in Chapter 4, Section K, The Workforce Board will be reviewing workforce equity in the future. One of the future workforce equity lens is to develop a goal to achieve equity in service delivery and drive action toward shared metrics of success. This goal is outside of the LWA required WIOAA Performance Measures as states in Chapter 5, Section A.

## **CHAPTER 6: TECHNICAL REQUIREMENTS AND ASSURANCES – LOCAL COMPONENT**

### **A. Fiscal Management**

- **Identify the entity responsible for the disbursement of grant funds described in WIOA Sec. 107(d)(12)(B)(i)(III) as determined by the chief elected official or the Governor under WIOA Sec. 107(d)(12)(B)(i) (§ 679.560(b)(14)).**

Kankakee County is the grant recipient and fiscal agent for local workforce area #11. Local workforce area #11 operates under a Chief Elected Official (CEO) agreement which states that the CEOs agree on the designation of a grant recipient which is Kankakee County.

- **Provide a copy of the local procurement policies and procedures and describe the competitive procurement process that will be used to award the sub grants and contracts for WIOA Title I activities (§ 679.560(b)(15)).**

The Board utilizes a request for proposals process to procure contractors for WIOA adult, dislocated worker, youth services. In addition, the Workforce Board procures the One Stop Operator. A copy of the local procurement policy is attached.

#### **B. Physical and Programmatic Accessibility**

- **Describe how entities within the one-stop delivery system, including one-stop operators and the one-stop partners, will comply with WIOA Sec. 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding the physical and programmatic accessibility of facilities, programs and services, technology and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities (§ 679.560(b)(5)(iii)).**

The Board is committed to providing all services, facilities and programs accessible by complying with WIOA Section 188, applicable provisions of the American Disabilities Act of 1990 and all other applicable statutory and regulation requirements. Our Workforce Services Offices and partners are committed to making reasonable accommodations to all individuals.

Board staff ensures that all sub-recipients are trained in the provisions of WIOA Section 188 in order to have the knowledge to best serve individuals with disabilities. As part of this training, all federally-funded core staff is cross trained on each other's respective federal program in order to have a true understanding of all program services so the appropriate services will be best suited for the individual. Staff training topics include providing services to all regardless of range of abilities, age, language, learning style, intelligence or education level.

All partners will cooperate in compliance monitoring that is conducted at the local and state levels to ensure that the One Stop centers, Workforce Services Offices, programs, services technology and materials are accessible and available to all.

#### **Physical Accessibility**

The One Stop Center (Kankakee Workforce Services office) is a brand new facility which was constructed in 2012. The facility is designed to support a culture of inclusiveness and in compliance with Section 188 of WIOA, the American Disabilities Act and other applicable

statutory and regulatory requirements. The physical characteristics of the Center comply with the most recent ADA requirements and in compliance with 29 CFR part 37. The facility is located on a major road which is a high traffic area. The Center has its own parking lot with ten (10) accessible spaces at the front of the facility which are clearly designated and closest to the front door. In addition, the Center has its own designated public transportation system bus stop located in the parking lot of the Center which is within a reasonable walking distance to services at the Center.

The Workforce Services offices in Grundy & Livingston counties are co-located with a community college extension campus. As such, these offices follow all ADA accessibility requirements including the correct number of handicapped parking spaces, the correct signage, available ADA technology, etc.

### **Program Accessibility**

Individuals will have access to career services at all three workforce service office locations. All workforce service offices are accessible physically for individual with disabilities. In addition, the resource rooms have accessible computers and accessible software programs for individuals with disabilities to use. Accommodations will be made to any individual in order to provide the career services.

Each partner program agrees not to discriminate in their employment practices or services on the basis of gender, age, race, color, creed, religion, national origin, or disability. Each partner has policies and procedures in place to address any issues and employees are communicated this policies through employee handbooks, program policies/procedures or required posters by law. The partners further assure they are currently in compliance with all applicable state and federal laws regarding these issues.

Due to the COVID-19 pandemic workforce services were available virtually through social media and updates to the workforce services websites. These virtual services will continue in the future. As a result, a hybrid approach will be implemented at the workforce services offices. This hybrid approach will allow services to be available 24/7 which will expand availability of services.

- **Provide copies of executed cooperative agreements (as applicable) which define how all local service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local one-stop system, with respect to efforts that will enhance the provision of services to individuals with disabilities (§679.560(b)(13)). This may include cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers and other efforts at cooperation, collaboration and coordination.**

There are no cooperative agreements at this time. The Program Year 2022 which begins July 1, 2022 Memorandum of Understanding (MOU) is in the approval process from all one stop partners. The MOU addresses one stop partner services including our local service integration action plan. Our Program Year 2021 is the current approved MOU.

## **C. Plan Development and Public Comment**

- **Describe the process used by the Local Board, consistent with WIOA Sec. 108(d), to provide a 30-day public comment period prior to submission of the plan, including an opportunity to have input into the development of the local plan, particularly for representatives of businesses, education and labor organizations (§ 679.560(b)(19)).**

As part of the local plan development, a draft version of the local plan was sent to local Workforce Board members and one stop partners for their input in the development of the local plan. These Workforce Board members include members from the business, education, labor organizations, economic development and core/community partners.

After input has been received from the stakeholders, the Workforce Board will post the plan at [www.glkwb.com](http://www.glkwb.com) (the website of the Grundy Livingston Kankakee Workforce Board) where there will be instructions on how to comment over the 30-day public comment period.

In order to ensure public access for comment, a public notice advertising that the local plan is available for public comment will be posted in each of the workforce services offices which includes an office in Grundy, Livingston, and Kankakee Counties which is the one stop center. The Board will also post a notice in the local newspaper on the availability of the plan for review and public comment.

The above procedures were used for the plan modification 2022 public comment procedure.

There were no public comments.

- **Provide a summary of the public comments received and how this information was addressed by the CEO, partners and the Local Board in the final plan.**

This will be included after publication

- **Provide information regarding the regional and local plan modification procedures.**

Local plans will be modified as needed by LWA#11. The modification procedure will follow the operating procedure for original local plan approval. This includes input from partners/stakeholders/employers/etc., publication, the 30 day public comment period, and Workforce Board/CEO approval.

**D. Describe how a workforce equity lens is or will be incorporated in with meeting the administrative requirement of the Workforce Innovation and Opportunity Act programs**

To ensure the local workforce area is meeting the administrative requirements of WIOA through a workforce equity lens, all subcontracts have an equal opportunity clause in their contracts. These subcontracts include youth, adult, dislocated worker, and one stop operator. In addition, the local Equal Opportunity (EO) officer reviews quarterly EO standard deviation reports which all customer serving subcontractors are required to submit to Workforce Board EO staff. In addition, EO officer provides EO training to all workforce services staff to ensure staff are providing equal access to workforce services to all customers. Lastly, the individuals enrolled is reviewed to ensure individuals served match county demographics.



**Policy:** 15-WIOA-02

**Subject:** Supportive and Services

**Revised Date:** March 8, 2022

**Effective Date:** March 8, 2022  
April 1, 2018, July 1, 2018, December 15, 2020

**Rescissions:** Local Policy 00-004 Supportive and Follow Up Services

**Expiration Date:** Continuing

**Purpose:** To set forth the guidelines for supportive services that may be necessary for a WIOA (Workforce Innovation and Opportunity Act) customer to complete their training and/or obtain or retain employment.

**Policy:** Child Care  
Customers must apply for child care paid through the Child Care Resource and Referral Network (CCR&R).

Child care will only be paid upon verification of denial of benefits from CCR&R. Maximum amount allowed for childcare is \$2,000 for the duration of the individual's participation in the program.

Child care rates will be the documented rates charged by the child care center. Program will not pay beyond the advertised child cares rates for the center.

Payments for child care services will only be paid for days the individual is in training or first 30 days of unsubsidized employment.

Program will only reimburse for times documented that the individual was in training or employed. Any child care expenses incurred when not in documented training or employment will be the responsibility of the individual.

Payments for child care services will be made directly to the provider.

Transportation

Transportation assistance may be approved at the current federal mileage rate over 50 miles per week, for a maximum of \$60.00 per week.

Bus tokens/vouchers for public transportation may be approved for up to \$60.00 per month.

Costs for other transportation services such as taxis, private transportation firms, and company vehicle usage charges by the individual, will be reimbursed at a maximum amount of \$60 per week. Receipts for company vehicle usage charges must document the customer's name and the reason for the trip.

Costs will not be reimbursed for more than one mode of transportation in a one month period. For example, if an individual receives a bus pass, they may not also receive mileage payments or vehicle usage charges in the same month. Additional expenses may be approved by the program director for extenuating circumstances

#### Education Related Training Supportive Services

Items included as part of, and are necessary for participation in training including training from other WIOA partners, may be purchased with WIOA funds. Such purchases must be a requirement of training program; items that are recommended by an instructor but not required for every student are not supported.

Review courses, licensing exams, and other tests and exams that are part of a credentialing process are allowed even if it's not a requirement of the training program.

Examples of education related training supportive services include:

- Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes;
- Payments and fees for employment and training-related applications, tests, and certifications.
- Payments for GED/HSE tests in order for individual to obtain GED/HSE.
- Training related physicals, background checks, uniforms and tools.
- NCLEX review course and study exam

Maximum amount awarded is \$2,500 per program year. All customers are required to apply for Federal and State financial aid if training program accepts federal and state financial aid. Documentation of financial aid determination must be included in all customer files. Any financial aid awarded will be applied prior to any WIOA funds being expended.

#### Emergency Grants

Individuals may be eligible for up to \$200 per program year in the form of an emergency grant that will enable them to continue their training. Individuals may receive assistance in obtaining items such as corrective eyewear, housing assistance, utilities, state identification cards, drivers' license fees, , etc.. This grant may be accessed only after all other resources are exhausted.



Vehicle repair may be an allowable expense for an emergency grant under the following conditions. Vehicles must be registered to and insured by the customer applying for the grant at their current address. The customer requesting the grant must have a valid driver's license and proof of insurance showing their current address, which must be documented in the individuals file. The customer must obtain three (3) written quotes for the repair and must use the lowest quoted provider. Quotes should be documented in the individuals file.

### **Work Based Learning/Employment Grants**

Individuals may be eligible for up to \$200 per program year in the form of a work based learning and/or employment assistance grant. The purpose of the grant is to assist individuals in the purchase of needed supplies or requirements for their paid work experience, on the job training, or obtaining unsubsidized employment in order to perform the jobs responsibilities. Types of expenses allowed could be uniforms required for the job, steel shoes required for the position, tools needed to perform the job,, or other documented related employment expenditures.

All work based learning/emergency grants must be documented that the expenditure is a requirement to accurately perform the job responsibilities.

Work based learning/employment grants can be used in conjunction with emergency grants.

### **Extenuating Circumstances**

Exceptions may be made to this policy in the case of extenuating circumstances with the approval of both the Provider Supervisor and Workforce Board Executive Director.

## **Budget Expense Supportive Services Classifications**

### **Client Tuition**

- Class costs and fees for secondary and post-secondary courses
- GED Testing fees
- Summer school course fees
- Graduation fees

### **Client Supplies**

- Books
- Uniforms
- Physicals
- Background Checks
- Immunization shots
- Tools
- School Supplies (items required on course syllabus)
- Group workshop supplies (handouts, beverages, etc.)

### **Client Stipends**

- Summer School attendance incentives
- Grade Incentives
- GED class attendance/completion incentives
- Work-related incentives

### **Client Transportation**

- Bus passes/vouchers
- Mileage
- Vehicle usage charges
- Taxi service
- Private transportation firm costs

## **IWDS Data Entry Service Lines Categories**

### **Other Supportive Services**

- Books
- Background Checks
- GED/HSE testing fees
- Emergency Grant
- Employment Grant

### **Supportive Services Healthcare**

- Drug Screen
- Physicals
- Immunizations

### **Supportive Services: Tools & Equipment**

- Steel toe boots
- Stethoscope
- Computer/laptop

### **Supportive Services Uniforms**

- Scrubs/Lab coat
- Shoes



**Policy:** 15-WIOA-01

**Subject:** Training Policy for Individual Training Account (ITA)

**Effective Date:** 3/8/22

**Revised Date:** 12/15/2015, 6/16/16, 7/1/18

**Rescission:**

**Purpose:** To determine the training and award guidelines for Individual Training Accounts.

**Policy:**

1. Customers may only enroll in programs/courses on the Illinois Training Provider Certification list and approved demand occupations as defined by the State of Illinois DCEO WIOA demand occupation training list policy.
2. All customers are required to apply for Federal and State financial aid if training program accepts federal and state financial aid. Documentation of financial aid determination must be included in all customer files. Any financial aid awarded will be applied prior to any WIOA funds being expended.
3. ITAs shall be awarded for a maximum of three years or one program; whichever is shorter, during a customer's lifetime. However, a second ITA may be issued if an individual has successfully completed an ITA funded training program and is requesting a training program in the same or related subject/field which provides additional skills, i.e. along a career pathway. The Title 1B Director and the Workforce Board Director has the authority to approve any extenuating circumstances.
4. ITA's are prioritized for residents in local workforce area #11 (Grundy, Livingston, Kankakee Counties) and/or individuals dislocated from an employer within the local workforce area #11. ITA's for residents outside the local workforce area #11 is allowed but is contingent upon funding availability and the approval of the Title 1-B Director.
5. The individual training account (ITA) shall not exceed \$12,000 per customer excluding supportive services unless approval is received for extenuating circumstances from both the Title 1-B Director and the Workforce Board Director. Eligible ITA costs include tuition, and fees.
6. Customers may not change curriculum without prior approval from the Title 1-B Director. Documentation of change approval must be included in the customer file.

7. Customer must provide a copy of grades including withdrawals and drops and/or a certificate of completion to the customer's case manager after the semester/course completion.
8. ITA funds may not be used for customers to retake classes, unless approval is received for extenuating circumstances from the Title 1B Director and documented in the customer file.
9. While attending the training program, customers must maintain a "C" average. If not, they will be put on probation for one semester/term. If their GPA is not brought up during the probationary period, then the customer will be termed from classroom training and provided other services.
10. Customers who withdraw or do not enroll in classes for two (2) consecutive semesters/terms, excluding summer term, will no longer be eligible for financial assistance and will be referred to other services unless approval is received for extenuating circumstances from both the Title 1-B Director and the Workforce Board Director.
11. Customers will be required to participate in Job Search activities during their last semester/term of training and until employment is secured.
12. Customers who do not have a high school diploma or a GED must establish a plan to obtain their GED prior to an ITA being awarded.
13. Individuals that are issued ITA's for Bachelor degree training programs must research and apply for available scholarships through the training institution to help offset training costs.
14. ITAs will not be awarded to obtain a Master's or Doctorate degree.



**Policy:** 15-WIOA-10

**Subject:** Training provider and training program certification and recertification

**Effective date:** 12/12/17

**Rescissions:** Local policy 06-002 Training Provider Criteria  
Local policy 00-005 Provider Certification Appeals Process

**Expiration Date:** Continuing

**Purpose:** To provide information regarding Workforce Innovation and Opportunity Act (WIOA) requirements for the Eligible Training Provider List (ETPL) to provide WIOA funded training.

**Policy:**

**A. General Eligibility of Training Providers**

The following outlines the general criteria for a training provider to be considered for initial eligibility, as well as for its training programs. To be eligible to receive funds for the provision of training services:

1. The provider shall be:
  - a. an institution of higher education that provides a program that leads to a recognized postsecondary credential; This may include programs receiving approval or accreditation by the U.S. Department of Education, Illinois Board of Higher Education, Illinois Community College Board, or Illinois State Board of Education;
  - b. an entity that carries out programs registered under the Act of August 16, 1937 (commonly known as the “National Apprenticeship Act”; 50 Stat. 664, chapter 663; 29 U.S.C. 50 et seq.) as recognized in Illinois by the U.S. Department of Labor (USDOL), Office of Apprenticeship; or
  - c. another public or private provider of a program of training services, which may include joint labor-management organizations; eligible providers of adult education and literacy activities under Title II if such activities are provided in combination with occupational skills training; or programs that have been recognized by the industry as meeting the standards necessary for approval or accreditation, when such standards exist.
  
2. The provider must have been open for business for a minimum of one year. Open for business is defined as having documented, and provided verification of the following:
  - a. Legal and good standing state registered business
  - b. FEIN

- c. Location including allowing onsite review of facilities
- d. Proof of delivery and outcomes of training services and training related job placement services. This includes providing statistics on the two (2) most recent graduating classes for which they have data, including program completion rate, pass/fail rate on required licensure exams (if any), and job placement rate.
- e. Accrediting body
- f. Credential type
- g. Cost justification
- h. Proof of published program cost and refund policy, This includes providing a billing schedule and fee structure, i.e. monthly versus quarterly, credit hour versus clock time, and whether payments are expected monthly, by semester, annually, up-front, etc.

**B. All Registered Apprenticeship (RA) programs registered with USDOL, Office of Apprenticeship or a recognized state apprenticeship agency are automatically eligible to be included as an eligible training provider so long as they show interest in being added to the Eligible Training Provider List (ETPL) and the following process is completed:**

1. Registered Apprenticeships must indicate their interest in being included on the ETPL.
2. An RA may contact its Local Workforce investment Area (LWIA) or State of Illinois, Office of Employment and Training to indicate its interest in being included on the ETPL.
3. Local workforce area (LWA) must notify Department of Commerce, Office of Employment and Training (OET) in writing of all registered apprenticeship programs that have shown interest in being included on the ETPL.
4. The following information is required for inclusion on the ETPL and should be provided for all programs of the RA:
  - a. Occupations included within the RA program(s);
  - b. Name and address of the program(s) sponsor;
  - c. Name and address of the Related Technical Instruction Provider(s), and the location(s) of instruction, if different from the program sponsor's address;
  - d. Cost of the program(s);
  - e. Method and length of instruction; and
  - f. Number of active apprentices in each program.
5. Registered Apprenticeship program sponsors that do not provide the Related Technical Instruction portion of the apprenticeship program (as outlined above) may be required to provide additional information about their education provider.
6. A Registered Apprenticeship program expressing interest in being included on the ETPL will be added on a statewide basis; thus, if it has multiple locations, the RA would only need to show interest once, but must still provide information on every program it is providing.

**C. Initial Eligibility, except Registered Apprenticeships** (See Section B). New training providers must apply for Initial Eligibility in accordance with the following:

1. Applications for initial eligibility must be submitted according to the geographical location of the training program.
  - a. Training programs located within LWA #11 must initially apply with the Grundy Livingston Kankakee Workforce Board (Workforce Board) for eligibility.
  - b. Training programs offered in multiple LWAs and identical across each of the LWAs must initially apply to the Local Workforce Board in which the training provider has identified as its headquarters and/or primary location.
  - c. Training programs offered in multiple LWAs - but the program is not substantially the same across the various LWAs - must initially apply to each Local Workforce Board in which the training program is offered.
  - d. Training programs located out-of-state or not offered at a physical location (e.g., distance learning) must initially apply to the Local Workforce Board from which it anticipates receiving the most students. Out-of-state training providers will be considered for approval only when it has been established that no other compatible training is available in Illinois, or it has been documented by an assessment of the client needs that it would be in their best interest to attend the out-of-state provider. Additionally, the out-of-state provider MUST show proof of currently being recognized as an approved training provider by the WIOA program in its home state.
  - e. A training provider is prohibited from applying for training program eligibility in LWA#11 if the program site is not geographically located within LWA #11, unless the LWA in which the program is located denies eligibility or fails to act on the application within 30 days of the date of application.
2. The specific training provider and training program performance data as outlined in Section J must be provided to the Board, when available.
3. The training provider's program must lead to placement in a Demand Occupation as identified on the Demand Occupation Training List for the Northeast and North Central Economic Development Regions. Occupations associated with eligible training programs can only be selected from those available on the demand occupation list. In addition, all programs must lead to training related jobs and the attainment of an occupational skill certification, industry recognized credential, and/or licensure.
4. The training provider has provided the following assurances that it will comply fully with all non-discrimination and equal opportunity provisions of the laws listed below:
  - a. WIA Section 188, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I financially-assisted program or activity;
  - b. Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color and national origin;
  - c. Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
  - d. The Americans with Disabilities Act (ADA) of 1990, which prohibits discrimination against qualified people with disabilities;
  - e. The Age Discrimination Act of 1975, as amended, which prohibits

- discrimination on the basis of age;
  - f. Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs; and
  - g. 29 CFR Part 37 and all other regulations implementing the laws listed above.
5. The training provider must gather all of the mandatory information found in Attachment A - Requirements for Training Program Eligibility prior to program entry into the Illinois Workforce Development System (IWDS) for review.
  6. Once a training provider has received access to IWDS from the Board the training provider should begin adding training programs into IWDS to be determined eligible and add contacts for each training program
  7. In addition to applying for program approval, the Workforce Board reserves the right to complete an interview and/or an on-site visit to discuss the following:
    - a. Physical location and ADA compliance
    - b. Qualifications of instructors
    - c. Accessibility and Equal Opportunity compliance
    - d. Student to teacher ratio
    - e. Curriculum structure
    - f. Placement outcomes and salary expectations of graduates

**D. Continued Eligibility Process**

1. The Workforce Board must receive the training provider's intent to apply for continued eligibility of a training program or programs within 90 days of eligibility expiration.
  - a. The training provider expresses intent for continued eligibility of a training program by resubmitting the Training Program Basic Information application using the state workforce development system which is currently IWDS.
2. The Board may grant continued eligibility to a training program based on the following:
  - a. State and local eligibility criteria are still being met;
  - b. State and local performance criteria have been met;
  - c. One or more O\*Net codes associated with the training program remain on the current Demand Occupation Training List;
  - d. The training provider has maintained timely updates in the Illinois Workforce Development System of information on the training program; and
  - e. Other conditions which the Board considers necessary for continued eligibility are being met.
3. Programs that fail to apply for continued eligibility during the appropriate period may not be able to re-apply for eligibility for a period of one-year from their original anniversary date.

**E. Eligibility and Continued Eligibility Timeline**

1. The Workforce Board will determine if a program is eligible/re-eligible within 30 days of the application and entry of programs into IWDS.
2. If the Board (or Program Operations subcommittee) fails to make a determination (or denies eligibility/re-eligibility) of the program within 30 days of the application, the



following actions will occur:

- a. The program is placed in a "capture list" on IWDS unless it was denied "for cause".
  - b. Training programs that are placed on the capture list are available for 120 days to be selected by another LWIA and determined eligible by their LWIB. Once the 120-day period passes, the training program will be removed from the capture list.
  - c. Training programs that did not meet the state performance criteria (as outlined in Section J) or were denied "for cause" will not be placed on the "capture list" and cannot be determined eligible as an approved training program for a period of two (2) years.
3. The Workforce Board will notify the training provide if a program does not meet all of the mandatory criteria for initial or continued eligibility or is not accepted within 30 days for some other reason, the training provider can:
    - a. appeal its acceptance status in accordance with Section H and if accepted, the program will be registered on IWDS and given full eligibility status, as long as the application process has been completed; or
    - b. wait 30 days from denial of acceptance by the Board and reapply with another LWA.

#### **F. Training Provider or Training Program Change in Information**

1. Training programs are subject to renewal of eligibility status by the Workforce Board, or Program Operations subcommittee, whenever significant information for the training provider or training program has changed. Significant information includes all of the "mandatory" fields on the Training Program Basic Information record in IWDS.
2. Change(s) in any significant information must be entered in IWDS within ten (10) business days.
3. Submission of a change in significant information indicates a training provider's intent to renew eligibility and prompts the same requirements as under the current eligibility determination.

#### **G. Denial or Revocation of Eligibility.**

1. The Workforce Board has the authority to deny approval of initial or continued eligibility or revoke the status of eligibility, and remove it from the eligible training provider list for a training provider or for a training program under the following circumstances:
  - a. Its annual performance fails to meet the minimum standards set by the State of Illinois or the Board for the WIOA performance measures; (Note: At the time of issuance of this policy letter, the State of Illinois has not set minimum performance measures other than the requirement to provide performance data).
  - b. If it is determined at any time that the training provider intentionally supplied inaccurate information in its application for eligibility or continued eligibility;
  - c. The training provider substantially violated any requirement under WIOA or WIA; or
  - d. The training provider voluntarily chooses to cease being an eligible training provider or goes out of business.
2. Training programs that are removed from the eligible training provider list (ETPL) because of a failure in performance shall remain off the list for a period of not less than one year at which time the training provider may re-apply for continued eligibility of the program.

3. Training programs that have been removed from the list of approved training programs based on the reasons found in Section G.1.b. or Section G.1.c. above:
  - a. Shall remain off the ETPL for a period of not less than two years at which time the training provider may reapply for eligibility of the training program;
  - b. May prompt the revocation and removal of all other training programs of the training provider for a period of no less than two years as determined by the Workforce Board; and
  - c. May result in the following actions being taken against the training provider:
    - 1) The eligibility of the training provider may be revoked;
    - 2) The eligibility of the training provider to receive funds for the program in question may be terminated;
    - 3) Any disallowed costs may be recovered; and
    - 4) The State of Illinois or the Workforce Board may take any other action it deems appropriate.
  
4. LWAs shall cease to enroll customers in a training program that has had its eligibility revoked.
  - a. Customers who have already been enrolled in such training programs shall be allowed to remain through completion.
  - b. If it is deemed necessary to immediately close a training program (for such reasons as the training provider committed egregious violations or went out of business) the customers of such program(s) should be provided the opportunity to enroll in a similar program.

#### **H. Notification and Appeal Procedures for Training Providers Denied or Revocation of Eligibility**

1. If a training program is denied or revoked its initial or continued eligibility the Workforce Board will notify the provider in writing of its decision within seven (7) days of the decision via registered mail.
  
2. The training provider has twenty-one (21) days, from the date of receipt of the notice of denial or revocation of eligibility in which to file an appeal in writing via registered mail to the Workforce Board. The appeal must include the following information:
  - a. A statement that the training provider is appealing the denial or revocation of its eligibility;
  - b. The reason(s) the eligibility should be granted;
  - c. Contact information for additional information; and
  - d. The signature of the chief executive of the training provider.
  
3. The Workforce Board or the Program Operations subcommittee will review the request for appeal within twenty-one (21) days of its receipt.
  - a. If an administrative error was made or if additional information submitted by the training provider changes the basis upon which the original decision to deny or revoke eligibility was issued, the decision may be reversed and the training program(s) granted the eligibility for inclusion on the eligible training provider list (ETPL).
  - b. If the Workforce Board or Program Operations Subcommittee reverses its decision, it will notify the training provider of its action in writing within seven (7) days. The Board

will also forward a request to OET for inclusion on the ETPL.

- c. If the Workforce Board or Program Operations Subcommittee does not reverse its decision to deny or revoke eligibility and inclusion on the ETPL, it shall notify the provider in writing via registered mail within twenty-one (21) days from the receipt of the request that the program(s) was not determined eligible. The notice will include information about the opportunities for the provider to appeal its denial of eligibility with OET. A copy of the letter will be forwarded to OET.
4. A provider has twenty-one (21) days from the receipt of the final decision by the Workforce Board to appeal the denial or revocation to OET.
    - a. OET will have thirty (30) days to complete its investigation into the matter, gather additional information from the affected local workforce board(s) (LWB) file and from the provider (such as the completed local appeal), and issue a final determination of eligibility.
    - b. During this time period, OET will convene a meeting with the affected parties, if requested.
    - c. This final determination will be forwarded to the training provider and the Workforce Board in writing.
    - d. If OET overturns the decision of the Board, the program will be included on the ETPL within seven (7) days.
    - e. OET will not make a final decision to overturn the decision of the Workforce Board without convening a meeting with all of the affected parties.

#### **I. Reinstatement on the Statewide List**

1. Since it is possible for a training provider, which was not provided eligibility or continued eligibility due to failure in performance, to improve upon its overall performance and otherwise rectify any other conditions of their denial or revocation as an eligible training provider, a provider may reapply for eligibility after one year from its removal following the same process and requirements for initial eligibility and the following:
  - a. The training provider must comply with the requirements for initial eligibility;
  - b. The training provider must demonstrate it has corrected all performance and other deficiencies which resulted in their removal from the ETPL;
  - c. The training provider must demonstrate program quality with at least one year of performance information; and
  - d. The Workforce Board must determine eligibility of the program and submit it for reinstatement on the ETPL.

#### **J. Performance Measures**

All eligible training providers are required to provide basic performance data, when available, on their training programs in order to be approved for initial eligibility or continued eligibility (NOTE: *At the time of issuance of this policy letter, the State of Illinois has not set minimum performance measures other than the requirement to provide performance data. However, all training providers are encouraged to begin development of a process to comply with this policy that would include a plan for identifying all students enrolled in a program of study and capable data system to track the performance of such enrollees. Further guidance from the state will provide more detail as it becomes available.*)

1. The specific training provider and training program performance information for ALL students of the program shall be provided. The following ALL student performance data

should include both WIOA and non-WIOA students:

- a. Total number of students for this training program;
- b. Total number of exiters (defined as those students who completed, withdrew or otherwise are no longer enrolled in the program of study or equivalent and have no planned gap in service and no future services planned, excluding follow-up) in this training program;
- c. Number of exiters who are employed during the second quarter after exit quarter;
- d. Number of exiters who are employed during the fourth quarter after exit;
- e. For all exiters in a program of study where a wage match occurred, the median wage earned in the second quarter after exit;
- f. Credential Rate for exiters for this training program;
- g. Employment Rate Q2 – completers (defined as a student who successfully completed the program of study in which they were enrolled);
- h. Employment Rate Q4 – completers;
- i. Median Wage Q2 – completers; and
- j. Number of students who began the program of study compared to those who completed the program of study.

2. The performance data required shall be entered into the state workforce development database which is currently IWDS.

**4) Monitoring and Oversight.** All programs approved for either initial or continued eligibility status will be subject to routine monitoring by the Workforce Board and OET.

1. The Workforce Board, or its' designee, is required to conduct annual monitoring of all eligible training providers and their eligible training programs. The Board/designee, at a minimum, will:
  - a. Ensure all eligible training providers have maintained all criteria for which they were determined eligible;
  - b. Reaffirm that a training program is still accredited or the accreditation has been renewed;
  - c. Ensure all eligible training program basic information is current;

**5) ATTACHMENTS**

Attachment A: Requirements for Initial Eligibility and Continued Eligibility of Training Providers and Training Programs under WIOA Title I.

## Requirements for Initial Eligibility and Continued Eligibility of Training Providers and Training Programs under WIOA Title I

A Training Provider must utilize the following guidance when applying for initial eligibility or continued eligibility of a training program. Only eligible training providers may submit an application for training programs. It is the local workforce innovation area's (LWIA) responsibility to inform and assist training providers in completing these steps to ensure they properly complete the application for eligibility.

- A. Once the LWIA has provided the training provider with the web address to the Illinois Workforce Development System (IWDS) (<http://iwds.state.il.us>), a user ID for the primary contact of the training provider and a temporary password will be emailed to the contact listed on the training provider. The training provider must then log into the system to begin adding additional locations, additional contacts, and/or training programs.
- B. The LWIA must verify that the training provider has entered all of the required data elements for each training program for which they are applying. Data elements are entered on the "Training Program Basic Information" record in IWDS. The following data elements must be verified:

**(Note: Items with \* are mandatory items, items with \*\* are mandatory items that prompt an automatic eligibility determination if changed.)**

- \*\* Program Name (should match the name found in a course catalog for the training provider, if published).
  - a. \*\* Program Description (detail should be provided to assist the LWIA in determining the proper classification of Instruction Program Code (CIP));
  - b. \*\* 6-digit CIP code;
  - c. \*\*O\*Net code(s) that identifies the occupation the eligible training program leads to;  
(Generally, the LWIA must complete **b & c** as the Training Provider does not know the proper code); and
  - d. \* Website link to additional program information.
- Is this a credit hour program? If yes, how many credit hours for program completion? What is the curriculum code for this program (if one exists)?
- \* How many weeks does it typically take to complete the program?
- \* What are the total hours of instruction/classroom/lab time?
- \* Other than employment, what is the primary goal of the program? (i.e., Associates Degree, Bachelors Degree, etc.) If other than listed, specify.

If Certification, License, or Registration, what is the name of the certifying, licensing, or registering body?

- \* Identify up to three occupations for which the individual will be qualified to immediately hold after completing this program.
- What are the program offerings? (check all that apply)

Full-Time Enrollment	Part-Time Enrollment	Internships
Non-English Instruction	Classroom Instruction	Labs
Weekend Classes	Night Classes	Day Classes
Internet Instruction	Open Entry/Exit	Other (Specify)
- What are the entry level requirements of the program? (check all that apply)

Drug/Alcohol Screening	Language (Specify)
HS Diploma/GED	Writing (Specify)
Physical Exam	Prerequisites (Specify)
Math (Specify)	Other (Specify)
Other (Specify)	
- \*\* What is the total cost of this program? (round to the nearest dollar amount)

Tuition
Books
Fees
Tests
Other Expenses (Materials, Supplies, Tools, Uniforms, etc.)
TOTAL COST

Ensure the "Calculate Totals" field is selected to update the total cost of the training program.
- Types of financial aid available (check all that apply)

Pell Grants	Illinois Monetary Award Program
Federal Loans (Stafford, PLUS, etc.)	Institutional Scholarships
Other (Specify)	
- \* What year was the program established?
- \* Please put a check in the box of each location where this training program is offered.

If all locations for which the training program are not listed, use the "Add Location" field to add additional locations.

**Note: Before adding a new location, the LWIA must ensure the location does not currently exist in IWDS. The LWIA should check variations of the location name when verifying this.**

- \* Has the provider given assurance and certification that their agency fully complied with the nondiscrimination, equal opportunity, and disability provisions of the Workforce Innovation and Opportunity Act?  
(This must be answered with a Yes to be determined eligible.)
- \* Is this facility and programs accessible to all people with a disability? (29 CFR 32.3)  
(This must be answered with a Yes to be determined eligible.)
- Please describe the application procedure for this program. Include in this description any documents or materials that the customer should bring when applying for this program.

**"Submit" should then be selected to submit the application for approval. "Save, but don't submit" should be selected if additional information needs to be entered before the application is sent for approval.**

- C. The LWIA must verify that the training provider has entered all of the locally required data elements for each training program for which they are applying. Data elements are entered on the "Training Program Local Information" record in IWDS. Local workforce innovation boards (LWIB) have the discretion of requesting additional information on training programs in addition to the required information found in Section B. above.
- D. Once all information has been verified by the LWIA, they must submit it to the LWIB for review and approval.
- E. Once approval has been given by the LWIB, the LWIA must return to the Training Program Basic Information record and complete the following fields:
- *Initial Criteria Status* - Should be changed to "Accept".
  - *Program Status* - Should be changed from "Pending" to "Approved".
  - *Initial Eligibility Date* - Should be the date the LWIB approved the program.
  - *Last Eligibility Date* - This is a system generated field and will be the date the program was provided continued eligibility by the LWIB (for new programs, same as Initial Eligibility Date).
  - *Next Eligibility Date* - Should be the next date for continued eligibility in agreement with LWIB, LWIA, and training provider, but in no case more than one (1) year from the initial eligibility date or two (2) years from the continued eligibility date recorded for the training program.  
NOTE: Under the Transition Policy, the expiration date was extended until June 30, 2016 for all current training providers and training programs that were determined eligible or certified under WIA.
- F. The LWIA must produce a periodic report of eligible training programs and check their status. If any training programs' status is listed as "Pending Continued

Eligibility", the training program must be reviewed and sent for continued eligibility. This may occur because the training provider changed information within the "Training Program Basic Information" record that prompts a new eligibility determination (as outlined in Section B above) or the training program's eligibility date has passed.

- The LWIA should produce the report frequently enough to:
    - a. Ensure they identify ALL programs needing continued eligibility prior to their continued eligibility date;
    - b. Provide the training provider with a notice of any upcoming training programs requiring continued eligibility (and update of information, if necessary); and
    - c. Ensure they provide sufficient time to:
      - Review the training program information to ensure it is current;
      - Send the training program to the LWIB for review and approval; and
      - The LWIA can update the "Training Program Basic Information" record prior to the system automatically removing it from the list of approved training programs.
- G. The LWIA must send ALL training programs with a "Pending Continued Eligibility" status to the LWIB (or the committee of two (2) or more individuals as designated by the LWIB) for review and approval.





**Policy:** 15-WIOA-08

**Subject:** Procurement Policy

**Revised Date:** March 20, 2018  
**Effective date:** 12/20/2016

**Rescissions:** Policy 13-01 Procurement Policy

**Expiration Date:** Continuing

**Purpose:** To provide guidance to the Grundy Livingston Kankakee Workforce Board and Workforce Board Staff regarding the federal regulations which govern the procurement of goods and services with Workforce Innovation and Opportunity Act (WIOA) funds.

The aim of this procurement policy is to incorporate and comply with federal procurement regulations and policies, specifically Uniform Guidance 2 CFR 200.

**Procedure:**

**Micro-Purchase Procedures:**

(a) Micro-purchases are defined as the acquisition of supplies or services with the aggregate dollar amount does not exceed \$3,500. Micro-purchases may be awarded without soliciting competitive quotations if the price to be reasonable.

**Small Purchase Procurement Procedures:**

(b) Small Purchases are defined as a simple and informal procurement method for securing services, supplies, or other property that does not exceed in the aggregate twenty thousand dollars or less. (\$20,000.00).

1. All small purchases that exceed the three thousand five hundred dollars (\$3,500), but do not exceed twenty thousand dollars (\$20,000), require a minimum of three (3) written, email or telephone quotes, and shall purchase the item(s) based upon the lowest responsive bid received. The written quotes, emails or notes of the telephone quotes will be used as documentation and shall be maintained as a record of the procurement.

**Sealed Bids Procurement Procedure**

(a) Sealed Bids is defined as bids that are publicly solicited for which a firm-fixed-price contract (lump sum or unit price) or other fixed-price arrangement is awarded to the responsible bidder whose bid, conforming with all the material terms and conditions of the Invitation for Bids is the lowest price. This method is generally used for purchases

from vendors for commodity-type goods/services that are widely available in the marketplace (e.g. computer equipment, furniture, vehicles).

- (b) Sealed bids can be used for procuring goods/services that exceed twenty thousand dollars (\$20,000).
- (c) The contents of these bids, upon receipt by the solicitor, are sealed. A predetermined time and place must be indicated on the invitation and/or request for bid as to when and where the sealed bids shall be opened. In most cases, the general public shall be invited to witness the opening of the bids, and the review shall be completed by more than one individual to ensure accuracy.
- (d) A fixed-price award will be made to the lowest, responsive, and/or responsible bidder.
- (e) Documentation must include, at a minimum:
  - 1. A copy of the formally advertised bid;
  - 2. The vendors receiving Invitation for Bids by request, and through a qualified bidders list;
  - 3. The publication notice(s);
  - 4. Documentation of all the bids that were received; and
  - 5. A statement on file detailing (if applicable) the reasons for rejecting the lowest bid.

#### **Request for Proposals Procurement Process**

- (a) Request for Proposals (RFP) is defined as competitive proposals that are used when there is more than one prospective bidder submitting an offer, the lowest price is not necessarily the determining factor, and either a fixed-price or cost reimbursement type award is made. The competitive method must also meet the generally prescribed standards for “full and open competition”. The bid evaluation factors should focus primarily on, but not exclusively, the proposal’s approach, program design, innovation, coordination, and a thorough knowledge of the regulations and/or standards directly related to the goods and services proposed.
- (b) Request for proposals should be used for procuring goods/services that exceed twenty thousand dollars (\$20,000).
- (c) The CEOs for Local Workforce Area #11 may, at any time, request to the Executive Committee that an RFP be released for any goods or services.
- (d) The decision to release an RFP must be approved at a regularly scheduled meeting of the Executive Committee. If the timeline for release of the RFP warrants, a special meeting of the Executive Committee may be called in accordance with the provisions of the Illinois Open Meetings Act to make such decision.
- (e) Any RFP release must then be approved by the Workforce Board, including the timeline for release, review, and award of contracts.
- (f) The RFP must contain a clear and accurate description of the technical requirements for the material, product or service to be procured, must contain identification of all requirements which the offerors must fulfill, and must contain identification of all other factors to be used in evaluating the bids or proposals.
- (g) A review team of no less than four (4) individuals shall make a recommendation for award of a contract under each RFP.
  - 1. The individuals chosen to serve on the review team must include, at a minimum, one (1) Workforce Board staff member, one (1) Workforce Board member, and one (1) representative of Kankakee County.

- (h) At a minimum, the RFP file must contain:
1. A copy of the solicitation package;
  2. A copy of the public notification must denote the following:
    - i. The name and location of the entity requesting proposals;
    - ii. Location and procedures by which the RFP specifications can be obtained;
    - iii. The date and time not later than which responses must be received by the requesting entity; and
    - iv. The date and time that the responses will be opened.
  3. A bidders' list of which notices of the RFP were mailed.
  4. An agenda and minutes of a bidders' conference, if held;
  5. Written responses to all clarifying questions received outside of the bidders' conference.
  6. A copy of each proposal received.
  7. A Rating and scoring sheets completed in the evaluation process. Evaluation scoring sheets may include:
    - a. Experience of Organization/Technical qualifications
    - b. Effective Program Design
    - c. Ability to serve target population
    - d. Ability to meet program goals
    - e. Necessity and Reasonableness of Budget Items t
    - f. Satisfactorily financial procedures
  8. A documentation of the determination of demonstrated performance
  9. Documentation of the rationale for selection and funding of any proposal that did not receive the highest score/ranking in the evaluation process.
  10. A completed price analysis for each selected bidder, and a cost analysis when required;
  11. A copy of any submitted grievances and the resolution of each.

### **Noncompetitive (Sole Source) Procurement Procedures**

- (a) Noncompetitive proposals (sole source) are those obtained through solicitation of a proposal from only one source, the funding of an unsolicited proposal, or, after solicitation of a number of sources, competition is determined inadequate.
- (b) This method of procurement should be used as a last resort. The use of sole source procurement must be justified and documented.
- (c) Sole Source may only be used when the award of a contract is infeasible under small purchase, sealed bid, or competitive policies and one of the following circumstances applies.
  1. The item or service is available only from a single source;
  2. The public exigency or emergency need for the item or service does not permit a delay
  3. The State authorizes a noncompetitive proposal;
  4. After solicitation of a number of sources, competition is determined inadequate.

### One Stop Operator

The Workforce Board must select a One Stop Operator through a competitive process, as required by §121(d)(2)(A) of WIOA. The competitive process must be conducted no less than every four (4) years and will be procured using the request for proposals procurement process.

### Price Analysis

Price Analysis is the process of examining and evaluating a price. The sole purpose of a price analysis is to determine if the final price is fair and reasonable.

All procurement in excess of twenty thousand dollars (\$20,000) is required to perform a price analysis. Recommended processes for comparisons are:

1. Comparison of prices of competing offers and selecting best price;
2. Comparison of prior quotes and contracts for the same or similar requirements, taking into account inflation;
3. Comparison of offers to parametric estimates or benchmarks (e.g. dollars per square foot or cost per instructional hour).
4. Comparison of offers to an independent agency estimate



REQUIRED PARTNERS AS PARTIES TO MOU	ENTITY (NOT NEGOTIATOR) ADMINISTERING PROGRAM TYPED NAME <sup>1</sup>
Title I: Adult, Dislocated Worker, Youth	Kankakee Community College
Title II: Adult Education and Literacy	Kankakee Community College
Title III: Employment Programs under Wagner-Peyser	Illinois Department of Employment Security
Title IV: Rehabilitation Services	Illinois Department of Human Services - Division of Rehabilitation Services
Perkins/Post-secondary Career & Technical Education	Kankakee Community College
Unemployment Insurance	Illinois Department of Employment Security
Job Counseling, Training, Placement Services for Veterans	Illinois Department of Employment Security
Trade Readjustment Assistance (TRA)	Illinois Department of Employment Security
Trade Adjustment Assistance (TAA)	Kankakee Community College
Migrant and Seasonal Farmworkers	Illinois Department of Employment Security
Community Services Block Grant (CSBG)	Kankakee County Community Services Inc. Mid Central Community Action Kendall County Health Department
Senior Community Services Employment Program (SCSEP)	Kankakee County Community Services Inc. National Able
TANF	Illinois Department of Human Services – Temporary Assistance for Needy Families
Second Chance	N/A
OTHER REQUIRED PROGRAMS OFFERED IN THIS LOCAL AREA AS PARTIES TO MOU	IF MARKED YES, LIST THE ENTITY ADMINISTERING PROGRAM
National Farmworker Jobs Program	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Housing and Urban Development Employment and Training Activities	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Job Corps	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Youth Build	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
ADDITIONAL PARTNERS AS PARTIES TO MOU	ENTITY ADMINISTERING PROGRAM

**2. DURATION OF AGREEMENT (Sec. 121(c)(2)(v)) (Governor’s Guidelines, Section 1, Item 10) (§ 678.500(b)(5))**

- Provide the effective date of the MOU (not the MOU Amendment).
- List the agreed upon expiration date (cannot exceed three years).

<sup>1</sup> Insert only the name(s) of the program(s) in this space. The names of individual negotiators are not needed.

- *Confirm the purpose of the umbrella MOU.*

This agreement shall take effect of July 1, 2020 through June 30, 2023.

The purpose of this umbrella MOU agreement is to describe workforce development partners' commitment to providing high quality integrated workforce services including cost sharing resources for the Kankakee Workforce Services office which is the comprehensive One Stop for local workforce area #11.

### **3. VISION FOR THE SYSTEM (Governor's Guidelines, Section 1, Item 1(b))**

- *Describe the shared vision for the system and the role of the local board and required partners to a high-quality local workforce delivery system (vision must be consistent with Federal, State, regional, and local planning priorities, as well as the Governor's Guidelines).*
- *Outline the general steps to achieve the shared vision, including the aspects of the vision currently in place and a timeline of steps to implement aspects not currently in place within the current term of the MOU.*

*Note: It is acceptable to describe activities that may take multiple years within the term of this MOU to work towards the vision.*

This agreement shall take effect of July 1, 2020 through June 30, 2023.

The purpose of this umbrella MOU agreement is to describe workforce development partners' commitment to providing high quality integrated workforce services including cost sharing resources for the Kankakee Workforce Services office which is the comprehensive One Stop for local workforce area #11.

- Partner's programs currently are implementing this vision for their own respective program through the services it provides
- Partner's career services are provided on site, cross trained staff or via direct linkage. This integration of services provides a more array of services to individuals and employers through the one stop system.
- Front line staff training for partner programs has help educate front line staff regarding all the services available to individuals. This training has helped integrate services and provide individuals better resources to achieve economic independence. Staff training will be ongoing to continually educate staff about all one stop services to ensure service integration.
- As part of a regional initiative, career pathways materials have been developed and used at the Kankakee Workforce Services office. This information includes industry information and demand occupations for these industries. The career pathway materials will be shared amongst all partners in order for all front line staff across all partnering agencies to have access to the information.
- In the Spring 2017, the One Stop Center hired a consultant to process map its current work flow in order to identify duplication of services in order to reduce redundancy. Below are the projects which were implemented as a result of the process.
- Creation of dashboards and reporting metrics to report out to the Workforce Board and appropriate agencies was created.
- Creation of customer satisfaction survey for individuals who use the system

- Promoting the success stories to all stakeholders and public in order to market the system to ensure the public/stakeholders are aware of the wonderful system in place for workforce development
- Continue the discussion amongst all partners to ensure services are provided to individuals and to ensure individuals are not “waiting” for services, i.e. placed on waiting list.
- Creation of the referral tracking. Partners have created a referral system. The next step of the referral process is the tracking the referrals and the outcomes of referrals. One stop operator is discussing best way to track & referral outcomes with partners at one stop meetings.
- In addition, the partners will meet quarterly to review processes to ensure that they are working efficiently and effectively.

As part of the partners meeting, the below aspects were identified in our service integration plan and will be implemented during the term of this MOU

- Better use of technology to integrate services
- Review current information sharing form to ensure quality data driven services are offered
- Continue integration of services and staff training.
- Creation of partner programs frequently asked question handout. This handout is for all one stop system front line staff in order answer basic questions about programs and provide integrated services.
- Creation of a one stop system customer pledge in order to have a consistent understanding and implementation of our expectations, values, and commitment to our customers
- Business Services process mapping needs to be completed to address the service integration needs to our business customer.

As stated above, the One Stop needs to review the business customer processes to ensure alignment with the vision and regional/local plans. This will include reviewing what partnering agencies serve employers, how to best address these employer’s needs, reviewing sector strategies and analyzing business services strategies/teams. These discussions help the employer community because the partners are working together to rectify an employer need and not as individual parting agencies.

#### **4. SERVICE INTEGRATION ([Illinois Service Integration: Overview and Self-Assessment Guide](#))**

- *Identify steps that required partners will take within the term of this MOU to implement the strategies described in the Service Integration Action Plan.*

The key to service integration is active communication and commitment. As such, below are the steps required of the partners to implement the strategies identified in the service implementation plan.

- Commitment to participate in one stop partner meetings which is facilitated by the One Stop operator and is the group assigned to implement the service integration strategies.
- Commitment from partners to train front line staff and all one stop system representatives on the agreed upon mission of the system and customer service pledge
- Require partners to be leaders for service integration amongst their staff
- Communication is key throughout this process amongst partners, staff, Workforce Board, and others. Active communication amongst all partners is key for the service integration strategies identified to be successful. Active communication means responsive and participating in person meetings, emails, or conference calls.

#### **5. MOU DEVELOPMENT (Governor’s Guidelines, Section 1, Items 3-8)**



- *Fully describe the process and efforts of the Local Workforce Innovation Board and required partners to negotiate the MOU.*
- *Explain the process to be used if consensus on the MOU is not reached by partners*
- *To demonstrate the engagement of required partners and the Local Workforce Innovation Board, describe the process to review both draft and final commitments to:*
  - *service delivery methods,*
  - *service locations, and*
  - *shared costs.*

Each partner is negotiating in good faith to reach an agreement with the MOU. The Grundy Livingston Kankakee Workforce has hosted meetings with the partners discussing the career services matrix, cost sharing and how to best coordinate services to avoid duplication amongst partners. The Workforce Board is appointed to review the MOU and the Workforce Board Chair will mediate when consensus is not reached.

Each partner is negotiating in good faith to reach an agreement with the MOU. The Grundy Livingston Kankakee Workforce Executive Director has hosted meetings with the partners discussing the career services matrix, cost sharing and how to best coordinate services to avoid duplication amongst partners. The Workforce Board is appointed to review the MOU and the Workforce Board Chair will mediate when consensus is not reached.

The MOU process for LWA #11 involves the Grundy Livingston Kankakee Workforce Board Executive Director convening the MOU negotiation meetings as the lead negotiator. The first meeting's agenda always includes reviewing the current approved MOU, review service matrix, review FTE commitment, review prior year's budget vs actual costs, and discuss any changes. This first meeting also includes discussion service delivery location and how services will be provided by partner; i.e. onsite or by direct linkage. All partners are required to review and email the Executive Director any changes to the above mentioned items.

The second meeting of the MOU partners includes reviewing any identified changes, communicate/review FTE commitment from all partners, and present the MOU budget for the next fiscal year. The next fiscal year MOU budget includes infrastructure, shared system costs, and all partner FTE commitment. Thus, the budget presented will reflect tentative partner financial commitment for the next fiscal year. This meeting provides the opportunity for partners to raise any questions, discuss, and a consensus is reached about the overall budget.

The Executive Director calls a final meeting to present the final MOU, service matrix chart, and final MOU budget for approval. All partners agree to the final MOU at this meeting or via email if they are unable to commit at the meeting. Once all partners agree to the MOU, the signature pages are sent for partner signatures.

All partners participate in the negotiations. All MOU meetings are held in person and partners have the ability to participate via a conference call to ensure partner participation.

Since the Workforce Board meets quarterly, the MOU is developed and consensus is reached prior to a Workforce Board meeting. However, the Workforce Board Executive Director presents the agreed upon MOU to the Workforce Board

**6. NAME AND LOCATION OF ALL SERVICE LOCATIONS (Governor's Guidelines, Section 1, Item 8(d)) (§ 678.310, § 678.315 and § 678.320)**

- Provide the name and address of the comprehensive one-stop center(s) in the local service delivery system.
- Clearly identify and list any designated affiliate sites and specialized centers, clearly indicating which type of site has been designated.<sup>2</sup>

*Note: The information provided in this section must match the Illinois Workforce Development System (IWDS) and Illinois workNet listings.*

Comprehensive One-Stop Center(s)	Designated Affiliate Sites	Designated Specialized Centers
Kankakee Workforce Services 450 North Kinzie Avenue Bradley, IL 60901	Not applicable	Not applicable

**7. DESCRIPTION OF COMPREHENSIVE ONE-STOP SERVICES (Sec. 121 (c)(2)(i) (Governor’s Guidelines, Section 1, Items 8(e)-(g)) (§ 678.500(b)(1))**

- Complete a local service matrix provided as Appendix F. This appendix must be updated annually (the State-level service matrix provided in Appendix F is intended to serve as a reference for local negotiations).
- In the spaces provided below:
  - For each partner, describe how the committed number of FTEs will allow services to be made available during all business hours, including capacity or training of onsite staff, use of contractors and use of direct linkage<sup>3</sup> (as described in each partner’s corresponding Direct Linkage Checklist). If there are multiple providers of a program’s services, please describe each provider’s method of service delivery.
  - Please describe how each partner will ensure services are provided in real time in all service locations during all regular business hours given the number of FTEs committed.

The partners as delineated in this MOU are committed to providing career services to area residents in an integrated manner within the one stop system. This includes having partners on site to directly serve area residents, using direct linkage, and cross training one stop staff. During this MOU process, the partners have made and will continue to make coordination of services a seamless service within the one stop system to benefit the individuals and employers within the community. Per the One Stop Operator Roles & responsibilities, the One Stop Operator will continue the partner meetings and the seamless coordination of services after the MOU has been executed.

The partner agencies are committed to providing the best possible services to individuals and businesses. Members of this group realize that integration of services and collaboration amongst agencies is essential to success. Services will be provided in a number of ways including in person, electronically (email, Skype, or other electronic means), or via telephone. Partners will use a referral form to track integration and collaboration among the required partners. Cross training efforts have begun and will continue. Responsibility for identifying and coordinating efforts is the responsibility of all partners through continuing communication as part of the One Stop Operator quarterly partner meetings. Cross

<sup>2</sup> All designated affiliate sites and specialized centers must be included in the Infrastructure Funding Agreement.

<sup>3</sup> Be as specific as possible when describing services being provided via direct linkage. Descriptions using vague terminology, such as describing services being “provided through technology” will not be accepted as a complete and compliant description of direct linkage.

training of staff within the Center and the system as a whole will allow for better customer service and better meet the individual needs.

The partner agencies are committed to providing the best possible services to customers and businesses in real time and in a substantive and productive manner. As described below and in the service matrix for each partner, services will be provided either through in person staff onsite or through direct linkage. Each partner has spelled out the number of FTE's committed to providing the services during regular one-stop business hours (8:00-5:00, Monday through Friday) and is listed below:

Partners FTE Commitment:

- Title 1B: Adult, Dislocated Worker: 4.75 FTE commitment located onsite
- TAA: .25 FTE commitment located onsite
- Community Service Block Grant: .25 FTE commitment through direct linkage
- Title III: Wagner-Peyser: 1.75 FTE commitment located onsite
- Title III: Migrant and Seasonal Farm Worker: .25 FTE commitment located onsite
- IDES: Veteran Services: 1 FTE commitment located onsite
- Unemployment Insurance Program: .25 FTE commitment through direct linkage
- Trade Readjustment Assistance: .25 FTE commitment through direct linkage
- Title II: Adult Education: .25 FTE commitment through direct linkage
- Career & Technical Education: Perkins: .25 FTE provided onsite through cross trained staff
- Title IV: Vocational Rehabilitation: .25 FTE commitment located onsite.
- TANF: .25 FTE commitment through direct linkage
- Senior Community Services Employment Program: .25 FTE commitment through direct linkage

**Title I (Adult, Dislocated Worker and Youth)** – Career services listed on the attached career services matrix. In addition, WIOA training, employer services, resource room, employer job fairs and workshops are available onsite. There is full time staff available to provide all these services at the One stop.

**Title II (Adult Education and Literacy)** – Services listed on the attached template are available through direct linkage via telephone and onsite cross trained staff. Referrals will be made to Kankakee Community College which is the local adult education provider for the one stop.

**Title III (Employment Services under Wager-Peyser)** – IDES Employment Services and Outreach is a labor exchange program designed to sustain economic growth by expanding employment opportunities to qualified job seekers that meet the demands of the employers. The program's objectives aim to reduce the loss of productivity by filling job openings as quickly as possible and to shorten the duration of individuals' unemployment. For job seekers who are not job ready, Employment Services, in cooperation with other workforce partners, assist clients to access training, employability development services, and other supportive services needed to realize their employment goals. IDES is committed to have a seamless coordination of services for these programs onsite at the Kankakee Workforce Services which is the one stop. IDES has full time staff onsite to provide these services. In addition, IDES is a Core Partner that contributes to the support and monitoring of the referral system not on-site.

IDES and other workforce partners have formed local Business Service Teams to coordinate the agencies' employer contacts and streamline services delivered to them. The teams establish their local American Job Center as the one-stop resource for employers' employment and training needs. As part of this effort, Illinois Job Link, available to all American Job Center partners, is one of the tools that facilitate service coordination.

**Title IV (Rehabilitation Services)** – Services are available part time onsite at the Kankakee Workforce Services office which is the one stop. Career Services are also available at the IL Department of Human Services - Division of Vocational Rehabilitation office located at 285 N. Schuyler Ave, Kankakee, IL.

**Perkins/Post-Secondary Career and Technical Education** – Services listed on the attached template are provided onsite through cross trained staff and provided at Kankakee Community College, 100 College Dr, Kankakee, IL. Perkins is provided by the local Community College. The staffs cross trained are employees of Kankakee Community College and these same employees are the providers of WIOA Title 1 services in Kankakee County at the One Stop. The cross trained staff are part of the Perkins committee at the Community College. As such, the individual has an in depth knowledge of the program and how Perkins funds are used for post-secondary career and technical education.

**IDES/Unemployment Insurance (UI)** – The Unemployment Insurance program, administered by IDES, is designated to contribute to the state’s overall economic stability by partially protecting eligible workers against loss of income during periods of unemployment. Eligible workers who become unemployed and meet all requirements set forth in the UI Act may receive benefits for the maximum number of weeks payable under the law or until the worker finds employment or becomes otherwise ineligible. IDES is committed to provide meaningful assistance with UI Claims through direct linkage technology connected to the IDES Call Centers. As such, individuals needing these services are able to access these services onsite through direct linkage at the Kankakee Workforce Services, as well as basic information through the onsite Wagner-Peyser staff.

**IDES/Job Counseling, Training and Placement Services for Veterans** – IDES provides veterans priority of service over all other job applicants, actively promotes and develops employment opportunities, and provides placement and vocational guidance services. Veteran’s Representatives work in conjunction with Wagner-Peyser staff to assess the needs veterans, and assistance is then provided to ensure that the veteran is job-ready. If significant barriers to employment (SBEs) are identified, the veteran receives intensive service from a Veteran’s Representative. Those with SBEs work one-on-one with a Veteran’s Representative to overcome their barriers in order to become job-ready. Priority is given to veterans when referring candidates to open employment positions and dedicated staff continually do outreach with local employers to find current employment opportunities in the community that are suitable for job-ready veterans. Individualized labor market information is provided to veterans to help determine if additional training is needed to obtain employment that provides sufficient earnings. Referrals to supportive and/or partner services will be made as needed. Representatives are located onsite at Kankakee Workforce Services which ensures a seamless coordination of these services.

**IDES/Trade Readjustment Assistance** – IDES administers Trade Readjustment Allowances, a benefit under the TAA program, providing income support to persons who have exhausted unemployment compensation and whose jobs were affected by foreign imports. IDES is committed to provide meaningful assistance with TRA through direct linkage technology connected to the IDES Call Centers. As such, individuals needing these services are able to access these services onsite through direct linkage at the Kankakee Workforce Services, as well as basic information through the onsite Wagner-Peyser staff.

**Trade Adjustment Assistance (TAA)** – Services listed on the attached template provided onsite at the Kankakee Workforce Services office which is the one stop.

**IDES/Migrant & Seasonal Farmworkers (MSFW)** – IDES provides staff assisted services to migrant and seasonal farmworkers including job development, career guidance, and referral to training and supportive services. Wagner-Peyser staff will assist with the intake process by assessing the client’s needs, assisting with UI claims, and registering with Illinois Job Link in order for the client to

immediately begin searching for work. Staff will also provide Labor Market Information to educate clients on the current employment outlook and determine if further training will be necessary to enhance employment opportunities. Clients may be directed to work-readiness workshops or referred to partner agencies and/or supportive services, depending on the needs of the client. IDES has on-site Wagner-Peyser staff to provide these services

**National Farmworker Jobs Program (NFJP)** – Not applicable.

**Community Service Block Grant (CSBG)** – Services will be provided through referral system and direct linkage by telephone to Kankakee County Community Services, Inc. in Kankakee County, Mid Central Community Action in Livingston County, or Kendall-County Health Department in Grundy County. In addition, the workforce services offices in all three counties will be available to CSBG providers to provide direct services to their clients through office staff, workshops, etc. as long as it's coordinated through the appropriate workforce service office.

Kankakee & Livingston County CSBG provides employment and training services, employment supportive services, financial literacy program, LIHEAP, food pantry, emergency services program( shelter, rent, utility) weatherization, Meals on Wheels, Senior Isolation Prevention and affordable housing

Grundy County CSBG provider provides assistance with LIHEAP, Weatherization, eye glasses for children, post-high school academic scholarships, employment support such as assisting individuals who are already and newly employed, maintain their employment, and homeless prevention

**Senior Community Services Employment Program (SCSEP)** – Services will be provided through referral system and direct linkage by telephone to Kankakee County Community Services Inc. in Kankakee County and National Able for Grundy and Livingston Counties. In addition, the workforce services offices in all three counties will be available to SCSEP providers to provide direct services to their clients through office space, workshops, etc. as long as it's coordinated through the appropriate workforce services office.

**DHS/TANF** – Through referrals and direct linkage, the career services identified in the attached template will be provided to help individuals achieve and maintain self-sufficiency, independence, and health through provision of seamless integrated services.

**IDOC Second Chance** – Not applicable

**HUD Employment and Training Activities** – Not applicable

**Job Corps** – Not applicable

**YouthBuild** – Not applicable

## **8. PROGRAMMATIC ACCESSIBILITY (Sec. 121 (c)(2)(iv)) (§ 678.500(b)(4))**

- *Describe features or methods to ensure the comprehensive one-stop center and any designated affiliate sites or specialized centers provide access to all required career services in the most inclusive and appropriate settings for each individual participant, including assuring that individuals with barriers to employment, such as individuals with disabilities, can access available services (§678.500(b)(4)).*

*Note: Provide as much specificity as possible for each partner program.*

Individuals will have access to all 13 required career services at the one stop. The one stop is accessible physically for individual with disabilities. In addition, the resource room at the one stop has accessible computers and accessible software programs for individuals with disabilities to use. Accommodations will be made to any individual in order to provide the 13 career services.

Each partner program agrees not to discriminate in their employment practices or services on the basis of gender, age, race, color, creed, religion, national origin, or disability. Each partner has policies and procedures in place to address any issues and employees are communicated this policies through employee handbooks, program policies/procedures or required posters by law. The partners further assure they are currently in compliance with all applicable state and federal laws regarding these issues.

Board staff ensures that all sub-recipients are trained in the provisions of WIOA Section 188 in order to have the knowledge to best serve individuals with disabilities. As part of this training, all federally-funded core staff is cross trained on each other's respective federal program in order to have a true understanding of all program services so the appropriate services will be best suited for the individual. Staff training topics include providing services to all regardless of range of abilities, age, language, learning style, intelligence or education level.

All partners will cooperate in compliance monitoring that is conducted at the local and state levels to ensure that the One Stop centers, affiliate Workforce Services Offices, programs, services technology and materials are accessible and available to all.

Services will be made through multiple options. Services will be available through staff time through the partners who are located onsite at the one stop and through cross trained staff. In addition services will also be made through direct linkage. Direct linkage technology includes customer call centers, direct connection to the partner via phone, and technology. At this time direct linkage through technology is for the following partner programs: DHS - TANF, IDES - UI/TRA, CSBG, and SCSEP.

#### **9. PHYSICAL ACCESSIBILITY (Sec. 121 (c)(2)(iv)) (§678.500(b)(4))**

- *Describe how—through specific examples and commitments —required partners will assure the physical accessibility of the comprehensive one-stop center(s) and any designated affiliate sites or specialized centers, including the following:*
  - *The designated service location layout supports a culture of inclusiveness*
  - *The location is recognizable in a high-traffic area*
  - *Access to public transportation is available within reasonable walking distance*
  - *The location of a dedicated parking lot, with parking lot spaces closest to the door designated for individuals with disabilities*

- Please affirm that the local one-stop system will comply with all federal and State physical inclusiveness and accessibility requirements, including the Americans with Disabilities Act (ADA) of 1990, Section 188 of WIOA, the Illinois Accessibility Code, the most recent ADA standards for Accessible Design and the Uniform Federal Accessibility Standards, and all other applicable statutory and regulatory requirements.

The Workforce Board is committed to providing all services, facilities and programs accessible by complying with WIOA Section 188, applicable provisions of the American Disabilities Act of 1990 and all other applicable statutory and regulation requirements. The One Stop Center (Kankakee Workforce Services office) is a brand new facility which was constructed in 2012. The facility is designed to support a culture of inclusiveness and in compliance with Section 188 of WIOA, the American Disabilities Act and other applicable statutory and regulatory requirements. The physical characteristics of the Center comply with the most recent ADA requirements and in compliance with 29 CFR part 37. The facility is located on a major road which is a high traffic area. The Center has its own parking lot with ten (10) accessible spaces at the front of the facility which are clearly designated and closest to the front door. In addition, the Center has its own designated public transportation system bus stop located in the parking lot of the Center which is within a reasonable walking distance to services at the Center.

The physical layout and design of the Kankakee Workforce Services office supports a culture of inclusiveness and accessibility. The one stop center is on the first floor of a physically accessible building. The exterior doors to the building have electronic sensors to open and close. All parts of the building and Center, doors, hallways, restrooms, etc. are ADA compliant.

The resource room of the Center provides ample space for customer movement and supports a culture of inclusiveness. With specialized assistance from the Illinois Department of Human Services-Vocational Rehabilitation, assistive technology and services are available and supported in the Center.

**10. PROCUREMENT OF ONE-STOP OPERATOR (Governor’s Guidelines, Section 1, Item 8(j)) (§ 678.600-635)**

*[NOTE: Ensure that the following content agrees with and aligns to the budget spreadsheet and notes.]*

- *Name the procured one-stop operator and identify the agreed upon one-stop operator model used for each one-stop center in the local area. The operator may be a single entity (public, private, or nonprofit) or a consortium of entities (if the consortium of entities is composed of one-stop partners, it must include a minimum of three of the one-stop partners).*
- *Describe the functions and scope of work of the one-stop operator as defined in the Request for Proposal or as planned for the competitive procurement process.*  
***New for PY 2021:***
- *Describe the payment provisions, including the term, frequency and method of payment for one-stop operator services.*
- *For each shared cost center, state the total cost of the one-stop operator and the required partners which are contributing to that cost.*
- *For each shared cost center, explain the method of contribution(s) (e.g. cash, non-cash, in-kind) each required partner is contributing to the cost of the one-stop operator. Example: A consortium partner contributes a non-cash contribution in the amount of the market value for specific services under the One-Stop Operator Agreement.*

*By clicking on the boxes below, required partners in the local area affirm that the one-stop operator will not perform the following proscribed functions:*

- convene system stakeholders to assist in the development of the local plan*
- prepare and submit local plans (as required under sec. 107 of WIOA)*
- be responsible for oversight of itself*
- manage or significantly participate in the competitive selection process for one-stop operators*
- select or terminate one-stop operators, career services, and youth providers*
- negotiate local performance accountability measures*

*develop and submit budget for activities of the Local WDB in the local area.*

In LWA #11, the One Stop Operator is currently Kankakee Community College. The Workforce Board released the Request for Proposal for the One Stop Operator in Spring 2018. At the June 2018 Workforce Board meeting, Kankakee Community College was awarded the One Stop Operator Contract as a single entity contract.

Per the Request for Proposal, the One Stop Operator role which includes the functions & roles of the operator is defined below.

#### One Stop Operator Roles

Under the leadership of the Workforce Board, the selected Operator will be tasked with the coordination of service delivery of one-stop partners and related service providers at the one stop center.

Duties of the one-stop operator include the following:

- Coordination of One Stop Partners as delineated in the Memorandum of Understanding (MOU)
- Develop a seamless integration and availability of services across all required WIOA Partners in the One Stop Center. This role's purpose is to reduce the silo effect for each partner program. It is to create a more unified service integration approach for the customer.
- Convening of WIOA Partners and other interested parties quarterly to continue the coordination of services, continuous improvement, and/or identify professional development training for staff. Operator is responsible for convening meetings, creating agendas, facilitating meetings, and recording of the minutes
- Coordination of One Stop Center activities within the center.
- Develops, implements, and track partner referrals. This includes developing referral standards, referral follow up requirements, and reporting of referrals
- Promote the adoption of creative and innovative methods and best practices in the delivery of services
- Perform continuous improvement activities to achieve high levels of service quality and to enhance customer service.
- Develop and maintain a One Stop Center policies and procedures manual across all partnering agencies, i.e. broad operational guidelines for the center.
- Working with the Workforce Board, develop a reporting metrics dashboard to report on One Stop Center outcomes.
- Advises and assists the Workforce Board on all items relevant to One Stop Certification.

The One Stop Operator will not perform the following functions as these are responsibilities of staff to the Workforce Board:

- Convene stakeholders to assist in the development of the local plan;
- Prepare and submit local plans;
- Be responsible for oversight of itself;
- Manage or significantly participant in the procurement process of the One Stop Operator;
- Select or terminate One Stop Operator, career services and youth providers;
- Negotiate local performance measures
- Develop or submit local budgets.

The One Stop Operator cost is approved at the yearly June Workforce Board meeting as part of the local workforce area budget. In prior years, the One Cost Operator contract was funded at \$20,000. Thus, this MOU has a budget of \$20,000 based off the prior year's contracts. One stop operator costs are cost allocated amongst all partners as a shared system costs. All partners contribute cash contribution with the exception of the SCSEP program who contribute in kind staff towards the costs. Below is a listing of how each partner contributes towards the One Stop Operator.



- **Cash Contribution towards One Stop Operator**
- Title I: Adult, Dislocated Worker, Youth
- Title II: Adult Education and Literacy
- Title III: Employment Programs under Wagner-Peyser
- Title IV: Rehabilitation Services
- Perkins/Post-secondary Career & Technical Education
- Unemployment Insurance
- Job Counseling, Training, Placement Services for Veterans
- Trade Readjustment Assistance (TRA)
- Trade Adjustment Assistance (TAA)
- Migrant and Seasonal Farmworkers
- Community Services Block Grant (CSBG)
  
- **In kind contribution towards One Stop Operator**
- Senior Community Services Employment Program (SCSEP)

The following partner programs are invoiced monthly: Title 1 Adult, Dislocated Worker, Youth, TAA, Title III: Wager Peyser; Veterans Services; Title III: MSFW; Unemployment Insurance, Trade Readjustment Assistance. The following partners are invoiced quarterly Title II: Adult Education; Perkins; Title IV: Vocational Rehabilitation; DHS: TANF; SCSEP, and CSBG. CSBG grant cycle grant cycle requires the partner to pay all actual costs within 30 days of the partner's 12/31 invoicing deadline and within 30 days of its 6/30 invoicing deadline each program year.

**11. REFERRAL PROCESS (Sec. 121 (c)(2)(iii)) (Governor's Guidelines, Section 1, Item8(i)) (§678.500(b)(3)-(4))**

- *In the spaces provided below, address all of the following:*
  - *Identify the method of making referrals for each partner.*
  - *Identify the method of tracking referrals.*
  - *In the introductory paragraph of this section, describe the local one-stop operator's role and responsibilities for coordinating referrals among required partners (§678.500(b)(3)).*

*Please complete the Referral System matrix included on page 11 of this MOU Template.*

The One Stop operator role and responsibilities include developing, implementing, and tracking partner referrals. This includes developing referral standards, referral follow up requirements, and reporting of referrals. In the Spring 2017, the local workforce hired a consultant to help the partner process map the current system, develop an ideal system, highlight areas of duplication and help develop a more efficient referral system. The referral system will be managed by the One Stop Operator. However, all partners agree an efficient referral process needs to be established, coordinated and better tracking of referrals established. As such, partners will develop this improved referral process including the tracking of referrals with the One Stop Operator taking the lead in this initiative. Referral tracking and referral outcomes are still in the development stages with all one stop partners discussing implementation at one stop meetings.

Currently, the partners have created a partners directory which provides front line staff across all partners with a brief description of partner programs and provides contact information such as address, phone number, website and contact name to refer individuals. The current referral process is a paper referral form that is provided to the individual with the referring partnering agency making the first point of contact via in person, phone or email to notify the other partner of the referral.

As part of the referral process, partners agree to:

1. To familiarize themselves with the requirements for participation in each of the required partners programs.
2. To the extent possible, the partners agree to develop materials summarizing their program requirements and to make this accessible to all partners in the comprehensive one-stop center.
3. To the extent possible, the partners agree to develop and utilize common referral form.
4. To refer clients eligible for each other's services to one another for services.
5. To evaluate ways to improve the referral process, including the use of customer satisfaction surveys.
6. To continue ongoing communication required for an effective referral process.

Referrals will be made between all partners identified in the Local Services Matrix included in this MOU. Onsite partners will refer individuals immediately in person to the appropriate partner program in order to provide the best customer service and to meet the needs of the individual. A referral paper form is the referral tool for those partners not onsite.

As they have done faithfully in the past, partners will follow federal and state guidelines in terms of assuring that individuals with barriers to employment, including individuals with disabilities, have access to all available services.

**Title I (Adult, Dislocated Worker and Youth)** – Title I is onsite at the one stop and will use the referral process for those partners not located onsite at the one stop which includes Title II, TANF, CSBG, and SCSEP. Thus referrals will be made to these organizations. Referral method is currently a referral form. Referrals to all one site partners including Title 1, Tile II, Title III, Title IV, Perkins, Job Counseling for Veterans, Migrant & Season Farm Worker Program, and TAA will be made immediately in person since the partner is located on site.

**Title II (Adult Education and Family Literacy)** – Adult Education is available with direct linkage through direct linkage via telephone for individuals. In addition, web based technology can be used through the GED online website. Referrals will be made to all partner programs using the referral form process.

**Title III (Employment Services under Wager-Peyser)** – This program is located on site at the one stop. The program will have seamless coordination of services for those programs onsite at the One Stop. In addition, IDES is a member of the One Stop Operator which will help establish/implement the referral system for the Bradley One Stop and monitor the referral process for those partners not at the one stop. Partners' not located onsite include Title II, TANF, CSBG, and SCSEP which referrals will made to these partnering agencies Referral method is currently a referral form. Referrals to all one site partners including Title 1, Tile II, Title III, Title IV, Perkins, Job Counseling for Veterans, Migrant & Season Farm Worker Program, and TAA will be made immediately in person since the partner is located on site.

**Title IV (Rehabilitation Services)** – Title IV will be onsite part time at the one stop. As such, there is a seamless referral system. If an individual needs services when Title IV is not onsite, a referral will be made to the program. Partners not located onsite include Title II, TANF, CSBG, and SCSEP which referrals will be made to these partnering agencies. Referral method is currently a referral form. Referrals to all one site partners including Title 1, Tile II, Title III, Title IV, Perkins, Job Counseling for Veterans, Migrant & Season Farm Worker Program, and TAA will be made immediately in person since the partner is located on site

**Perkins/Post-Secondary Career and Technical Education** – The Perkins program will be part time onsite using cross trained staff. A referral will be made to the program in times when cross trained staff are unable. Partners not located onsite include Title II, TANF, CSBG, and SCSEP which referrals will

be made to these partnering agencies. Referral method is currently a referral form. Referrals to all one site partners including Title I, Title II, Title III, Title IV, Perkins, Job Counseling for Veterans, Migrant & Season Farm Worker Program, and TAA will be made immediately in person since the partner is located on site.

**IDES/Unemployment Insurance (UI)** – IDES UI is available through direct linkage technology through the use of technology and the customer call centers. As such, individuals needing these services are able to access these services onsite at the one stop. Partners not located onsite include Title II, TANF, CSBG, and SCSEP with referrals will made to these partnering agencies. Referral method is currently a referral form. Referrals to all one site partners including Title I, Title II, Title III, Title IV, Perkins, Job Counseling for Veterans, Migrant & Season Farm Worker Program, and TAA will be made immediately in person since the partner is located on site.

**IDES/Job Counseling, Training and Placement Services for Veterans** – IDES Veterans is located onsite at the one stop which ensures a seamless coordination of services. For those partners not located onsite, a referral process will be used which the One Stop Operator will design, implement and monitor which IDES is part of the One Stop Operator. Partners not located onsite include Title II, TANF, CSBG, and SCSEP with referrals will made to these partnering agencies. Referral method is currently a referral form. Referrals to all one site partners including Title I, Title II, Title III, Title IV, Perkins, Job Counseling for Veterans, Migrant & Season Farm Worker Program, and TAA will be made immediately in person since the partner is located on site.

**IDES/Trade Readjustment Assistance** – IDES TRA is available with direct linkage through technology and the customer service call centers. As such, individuals needing these services are able to access them onsite at the one stop. Partners not located onsite include Title II, TANF, CSBG, and SCSEP with referrals will made to these partnering agencies. Referral method is currently a referral form. Referrals to all one site partners including Title I, Title II, Title III, Title IV, Perkins, Job Counseling for Veterans, Migrant & Season Farm Worker Program, and TAA will be made immediately in person since the partner is located on site.

**Trade Adjustment Assistance (TAA)** – TAA is onsite at the one stop. Partners not located onsite include Title II, TANF, CSBG, and SCSEP with referrals will made to these partnering agencies. Referral method is currently a referral form. Referrals to all one site partners including Title I, Title II, Title III, Title IV, Perkins, Job Counseling for Veterans, Migrant & Season Farm Worker Program, and TAA will be made immediately in person since the partner is located on site.

**IDES/ Migrant & Seasonal Farmworkers (MSFW)** – This program is located on site at the one stop. The program will have seamless coordination of services for those programs onsite at the One Stop. In addition, IDES is a member of the One Stop Operator which will help establish/implement the referral system for the Bradley One Stop and monitor the referral process for those partners not at the one stop. Partners not located onsite include Title II, TANF, CSBG, and SCSEP which referrals will made to these partnering agencies. Referral method is currently a referral form. Referrals to all one site partners including Title I, Title II, Title III, Title IV, Perkins, Job Counseling for Veterans, Migrant & Season Farm Worker Program, and TAA will be made immediately in person since the partner is located on site.

**National Farmworker Jobs Program (NFJP)** – N/A

**Community Service Block Grant (CSBG)** – Referrals will be made to this program since they are located off site. Direct linkage is provided via telephone. Referrals will be made to all partner programs using the referral form process.

**Senior Community Services Employment Program (SCSEP)** – Referrals will be made to this program since they are located off site. Direct linkage is provided via telephone. Referrals will be made to all partner programs using the referral form process.

**DHS/TANF** – DHS-TANF is available with direct linkage through technology for individuals. Technology used will be the online application for benefits for the SNAP/Medical Card program. In addition, individuals needing one on one services will be referred to DHS TANF since they are located offsite. Referrals will be made to all partner programs using the referral form process.

## **12. SHARED DATA AND INFORMATION (Governor’s Guidelines, Section I, Item 8(k))**

- *Describe how core program partners will share data and information and will collaborate to assure that all common primary indicators of performance for the core program partners in the local area will be collectively achieved.*
- *Cite examples of how service integration is leading to greater customer access for services and appropriate customer information being shared among partners. Include specific actions, partners involved and how customer access and/or information sharing improved.*

*NOTE: Partners are encouraged to seek clarification from their respective core partner state agency and/or data staff.*

Please affirm that notwithstanding any other provisions in this MOU, only partners who have executed a separate data sharing agreement with IDES will have access to wage records and other confidential IDES data.

Please affirm that participants’ Personally Identifiable Information (PII) will be kept confidential.

The Board will work to implement any state-led initiatives to transition to a technology enabled case management system. Due to the complexity of the data systems and extensive number of them, state leadership will be necessary in order to ensure a successful information system that works for all partners.

Until such time as an integrated data system is established, the partners agree to pursue other means of sharing information relevant to the individuals and employer successful outcomes. The partner referral form has a release of information signature line in order for partner organizations to share assessment results such as reading/math test and individual employment goals in order to avoid duplication of services. In addition, partners will share the number of customers served and program performance to assure that all common primary performance indicators are achieved. One Stop System data across all partners will be shared quarterly with the Workforce Board.

LWA #11 has data sharing agreements with Illinois Department of Human Services - TANF and Illinois Department of Employment Security. Notwithstanding any other provisions in this MOU, only partners who have executed a separate data sharing agreement with IDES will have access to wage records and other confidential IDES data. These executed data sharing agreements allow partners with such agreements to perform eligibility, employment assistance using Illinois Joblink, and performance indicators. These executed data sharing agreements are integral in the day to day function of the one stop center.

Partners agree to comply with federal and state laws/policies regarding the protection of personally identifiable information (PII) including confidentiality of PII data.

Below are specific examples of data sharing that has been implemented.

- Title II Adult Education and Perkins programs are at Kankakee Community College and share a common client database so students can move from adult education to community college credit programs seamlessly. Kankakee Community College follows Family Educational Rights and Privacy Act (FERPA) federal requirements to assure student information is confidential.
- Title I Workforce Services and Title III Wagner Peyser share individual resumes to best help the individual obtain their employment goal. As part of the Workforce Services application process, an individual signs a release of information request which allows the partner to share information.
- Title II Adult Education and Title I Workforce Services share reading and math test results in order to avoid the duplication of services.
- Partners will be providing number of customers served and other primary performance information to the One Stop Operator in order to help develop a One Stop System dashboard which will be reported to the Workforce Board

**13. COSTS AND COST SHARING OF SERVICES (Sec. 121 (c)(2)(ii)) (Governor’s Guidelines, Section 1, Item 1(c); Section 2) ((§ 678.510(a), §678.755 and §678.760)**

Please complete the Infrastructure Funding Agreement (fillable spreadsheet) and submit annually with the MOU or MOU Amendment.

In the space below and following the Governor’s Guidelines – Revision 4, provide the following narrative:

1. *Affirm in the narrative that required partners negotiated infrastructure and shared local service delivery system costs specific to the applicable program year for both comprehensive one-stop centers and any affiliate or specialized centers designated by the local workforce board.*
2. *Clearly identify in the narrative the time period for which the Infrastructure Funding Agreement is effective; e.g., July 1, 2021 through June 30, 2022.*
3. *Specify in the narrative whether the budget submitted represents an interim or final budget agreement.*
4. *Describe in the narrative the agreed-upon method that each partner will contribute as a proportionate share of costs to support the services and operations of the local service delivery system.*
5. *Affirm in the narrative that each required partner meets the minimum FTE commitment of .25 FTEs in each comprehensive one-stop center and each designated affiliate site.*
  - a. *If all required partners agree for a partner to commit to less than .25 FTE, then the local board may submit a waiver using the waiver request form included in the Report of Outcomes template (Appendix G of the Governor’s Guidelines – Revision 4).*
6. *Describe in the narrative whether and which staff will be cross-trained to provide services on behalf of another required partner.*
  - b. *For each required partner providing cross-trained staff to deliver services on behalf of another partner, confirm how the contributing partner’s shared cost allocations will be reduced in correlation with the number of FTEs that will be cross-trained to provide another partner’s programs.*
7. *Please describe the invoicing process and any special deadlines for determining actual costs for each partner included in this MOU (Please note that CSBG’s grant cycle requires the partner to pay all actual costs within 30 days of the partner’s 12/31 invoicing deadline and within 30 days of its 6/30 invoicing deadline each program year).*
8. *Using the table provided below, include the following additional financial information for each required program partner:*

- i. Each required program partner's total cash contribution toward its proportionate share of infrastructure and local service delivery system costs; and
- ii. The dollar amount of a 10% variance from each partner's total cash contribution in the case that actual costs exceed budgeted costs.

		Partner's Total Cash Contribution	Dollar Amount of 10% Variance (if applicable)	Partner's Total Cash Contribution plus 10% Variance (if applicable)
<b>Commerce</b>	<b>Title IB - Adult, Youth, &amp; Dis. Workers</b>	\$65,514	\$6,551	\$72,065
	<b>TAA</b>	\$3,448	\$344	\$3,792
	<b>CSBG</b>	<p>Total Contribution: \$3,448</p> <p>This contribution is broken across three funding agencies as listed below.</p> <p>Kankakee County Community Services Inc (KCCSI): \$2,340</p> <p>Kendall-County Health Department : \$505</p> <p>Mid Central Community Action: \$603</p>	\$344	<p>Total Variance: \$3,792</p> <p>KCCSI: \$2,574</p> <p>Kendall-County Health Department : \$555</p> <p>Mid Central Community Action: \$663</p>
<b>IDES</b>	<b>Title III - Wagner-Peyser</b>	\$24,137	\$2,143	\$26,550
	<b>Title III - MSFW</b>	\$3,448	\$344	\$3,792
	<b>Veterans Services</b>	\$13,793	\$1,379	\$15,172
	<b>UI Comp Programs</b>	\$3,448	\$344	\$3,740
	<b>TRA</b>	\$3,448	\$344	\$3,792

<b>ICCB</b>	<b>Title II - Adult Education</b>	\$3,448	\$344	\$3,792
	<b>Career &amp; Tech Ed - Perkins</b>	\$3,448	\$344	\$3,792
<b>DHS</b>	<b>Title IV - Vocational Rehab</b>	\$3,448	\$344	\$3,792
	<b>TANF - DHS</b>	\$3,448	\$344	\$3,792
<b>Aging</b>		Total Cash Contribution: \$1,973		Total Cash Contribution: \$2,170
		This is split between two SCSEP providers which are listed below.  Kankakee County Community Services Inc: \$1,282 contribution for infrastructure costs  National Able: \$691 cash contribution to cover their portion of infrastructure cost		This is split between two SCSEP providers which are listed below.  Kankakee County Community Services Inc: \$1,410 cash contribution for infrastructure  National Able: \$760 cash contribution to cover their portion of infrastructure costs
	<b>SCSEP</b>		\$197	
<b>DOC</b>	<b>Second Chance</b>	N/A		
	<b>HUD</b>	N/A		
	<b>Title IC - Job Corp</b>	N/A		
	<b>Title ID - National Farmworkers</b>	N/A		
	<b>Title ID - YouthBuild</b>	N/A		
	<b>Other 1</b>	N/A		
	<b>Other 2</b>	N/A		
	<b>Other 3</b>	N/A		
	<b>Other 4</b>	N/A		

- ☒ In accordance with the State Finance Act (30 ILCS 105/30), this MOU is contingent upon and subject to the availability of funds. A State Agency Partner may terminate or suspend this MOU, in whole or in part, without penalty or further payment being required, if (i) the funds to which this MOU commits a State Agency Partner have not been appropriated or otherwise made available to the State Agency Partner by the State or the Federal funding source, (ii) the Governor or a State Agency Partner reserves funds, or (iii) the Governor or a State Agency Partner determines that funds will not or may not be available for payment. The State Agency Partner shall provide notice, in writing, to the other Partners of any such funding failure and its election to terminate or suspend this MOU as soon as practicable. Any suspension or termination pursuant to this paragraph will be effective upon the date of written notice unless otherwise indicated.
- ☒ All required partners a party to this MOU acknowledge that the ability of any partner to contribute its agreed contribution to the One-Stop costs is contingent on the availability of State and/or federal funding for its respective program(s).

The MOU budget reflects the July 1, 2021 – June 30, 2022 time period for infrastructure and shared system costs for the one stop center which is the Kankakee Workforce Services office in Bradley, IL. This budget reflects the final agreed upon budget. LWA #11 acknowledges that the budget and each partners contribution is contingent upon on the availability of federal funding from each required partner programs

LWA #11 followed the Governor's Guidelines Standard Budget format for Shared Costs. Infrastructure cost of the budget include lease cost, facility maintenance, property and casualty insurance, security services, cleaning services, utilities, technology costs and internet costs. The infrastructure total budget is based off historical cost data for the One Stop.

The Shared System costs are costs relate to costs for Board functions, One Stop Operator, and costs for One Stop Center Reception. Since the Grundy Livingston Kankakee Workforce Board is an incorporated not for profit which employs Workforce Board staff. The Shared System costs include Workforce Board costs such as Executive Director time to promotes the one stop, coordinates the MOU process, annul audit costs, and errors and omissions insurance. The MOU Budget contains costs related to the One Stop Center receptionist and resource room.

LWA #11 used Governor's Guidelines Standard Budget format for all costs associated with the MOU. Full time equivalent cost allocation was used to determine partner's costs as outlined in the Governor's Guidelines. Each partner meets the minimum FTE commitment of .25 FTE in this MOU.

During this MOU process, all partners have entered into these negotiations with good faith to come to an agreement regarding local infrastructure and system costs at the one stop. In the event of failing to reach an agreement on infrastructure and shared system costs, the matter will be forwarded to the State of Illinois for a 30 day remediation period. If there is no resolution after the 30 day remediation period, the State infrastructure cost funding mechanism will prevail. This dispute process is per the State of Illinois MOU Governor's Guidelines.

The Infrastructure Costs are based on prior year actual expenditures which creates historical baseline data for the annual budget. Workforce Board Executive Director has held partner meetings to discuss one stop system costs and services.

All partners will be contributing cash to cover their portion of the MOU budget with the exception of SCSEP program in Kankakee County. In kind staffing will be contributed by the SCSEP program administered by Kankakee County Community Services Inc for their portion of the SCSEP shared system costs which equals \$1,475.



The infrastructure & shared system costs budget reflects cross trained staff providing services for another partner program. Per the Governor's Guidelines, career services at the one stop may be provided by a staff member from a different required partner physically present at the one stop center who has been trained to provide the information services on behalf of the partner program. The budget reflects using FTE cost allocation model using the cross trained staff for a partnering program. Thus, the budget was reduced by the agreed upon partner FTE contribution and the partner program FTE contribution was charged to the corresponding FTE partner program which reflects the career services provided at the one stop. Title 1B - Workforce Services will be providing Perkins program career services at the one stop center using cross trained staff. Thus, the Title 1B Workforce Services FTE calculation was reduced by .25 from 5.0 FTE to 4.75 FTE. Perkins will be charged its appropriate FTE share of .25 FTE since the Title 1B staff will be providing Perkins career services.

The MOU budget will be reconciled semiannually with a reconciliation report provided to all partners in order for all partners to pay it's agreed upon proportionate share in accordance with Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards. The entity designated to reconcile is Kankakee Community College since they are the leaseholder and is the payee for the infrastructure costs.

Title 1: Adult, Dislocated Worker, Youth invoices all partners for all costs. The following partner programs are invoiced monthly: Title 1 Adult, Dislocated Worker, Youth, TAA, Title III: Wager Peyser; Veterans Services; Title III: MSFW; Unemployment Insurance, Trade Readjustment Assistance. The following partners are invoiced quarterly Title II: Adult Education; Perkins; Title IV: Vocational Rehabilitation; DHS: TANF; SCSEP, and CSBG. CSBG grant cycle grant cycle requires the partner to pay all actual costs within 30 days of the partner's 12/31 invoicing deadline and within 30 days of its 6/30 invoicing deadline each program year.

This MOU is contingent upon and subject to the availability of funds. A State Agency Partner may terminate or suspend this MOU, in whole or in part, without penalty or further payment being required, if (i) if the funds to which this MOU commits a State Agency Partner have not been appropriated or otherwise made available to the State Agency Partner by the State or the Federal funding source, (ii) the Governor or a State Agency Partner reserves funds, or (iii) the Governor or a State Agency Partner determines that funds will not or may not be available for payment. The State Agency Partner shall provide notice, in writing, to the other Partners of any such funding failure and its election to terminate or suspend this MOU as soon as practicable. Any suspension or termination pursuant to this paragraph will be effective upon the date of the written notice unless otherwise indicated.

**14. AMENDMENT PROCEDURES AND RENEWAL PROVISIONS (Sec. 121 (c)(2)(v)) (Governor's Guidelines, Sections 5 & 6) (§ 678.500(b)(5)(6))**

- *Describe the procedures for amending the MOU annually or any time substantial changes have occurred before the MOU's three-year expiration date.*

*NOTE: Ensure the MOU reflects the most recent date as amendments and renewals are approved.*

This MOU may be amended upon mutual agreement of the parties that is consistent with federal, state, or local laws, regulations, rules, plans or policies or for one or more of the following reasons:

1. Termination of, the addition, or removal of a partner from this MOU.
2. Removal or addition of program responsibilities for any partner that administers more than one federal program.
3. A change in the one-stop operator or a change in the physical location of the comprehensive one-stop center.

4. A change in the services, service delivery methods currently utilized referral methods, or methods to allocate costs.
5. The need to renegotiate a partner's proportionate share of costs based on changes in the method of service delivery or program or funding changes that affect a partner's continued ability to meet its shared cost obligations
6. Incorporate the final approved budget on an annual basis
7. Resolving any disputes that evolve after the agreement is reached.

The MOU agreement may be modified at any time by the mutual consent of all signatory partners. All such modifications must be made in writing, provide no less than 30 days' notice and signed by all signatory partners.

An MOU amendment must adhere to the following procedures and must be in accordance to federal regulations and state polices/procedures:

1. A written request stating the reason for the MOU amendment which should be submitted to the Executive Director of the Grundy Livingston Kankakee Workforce Board
2. The request must contain the partner requesting the amendment
3. The reason for the MOU amendment
4. The Section of the MOU that requires the revision
5. Effective date of the amendment
6. Authorized signature from the requesting partner seeking the amendment

Should any partner withdraw from the MOU, its financial obligations for shared service site and shared system costs shall remain until such time that the MOU is modified. The Board and the remaining Partners will make a good faith effort to amend the cost provisions of the MOU to mitigate the financial obligations of the withdrawing Partner.

The Grundy Livingston Kankakee Workforce Board Executive Director will notify all parties to any requested MOU amendments to review the anticipated revisions and come to an agreement within the 30 days from the date of written amendment letter. A revised MOU which has been approved by all parties will be signed by the authorized partner signatures.

Any disputes between and among partners to this MOU evolving after agreement to the MOU developed or any amendment will be resolved utilizing the following process:

1. The Party(ies) disputing any provisions or actions of implementation regarding this document or subsequent amendments will submit a written explanation of their concern, disagreement, and/or dispute to the local workforce board. The written explanation will include the following:
  - The requesting party(ies)'s name.
  - A description of the disagreement / dispute.
  - Desired remedy and amendments needed to the MOU document and desired effective date.
  - The signature of the requesting party(ies)'s authorized representative.
2. The written information will be provided to the local workforce board. The local workforce board chair will be review and negotiations for resolution will be conducted. Upon conclusion of negotiations with consensus reached, the amendment process will begin.
3. Failing resolution at a local level, any dispute will utilize the State of Illinois disputes resolution process.

**15. ADDITIONAL LOCAL PROVISIONS (OPTIONAL) (Sec. 121(c)(2)(B)) (§678.500(c))**

None

**16. ADDITIONAL PARTNERS (Sec. 121 (b)(2))**

None

**17. AUTHORITY AND SIGNATURES (Governor’s Guidelines, Section 1, Item 8(p); Section 5, Items 28-29) (§678.500(d))**

- *Include a statement that the individuals signing the MOU have authority to represent and sign on behalf of their program under WIOA.*

Individuals entering into this Memorandum of Understanding verify that they have authority to represent their agency and sign this MOU on behalf of their partner programs

**18. ATTACHMENTS**

Each Party acknowledges and agrees that the Attachments listed in this Section are attached hereto and incorporated into this MOU. Further, each Party acknowledges and agrees that by signing this MOU it agrees to be bound by the terms and conditions of the Attachments.

**LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS**

INCLUDES:

- CAREER SERVICES AVAILABLE THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)
- OTHER PROGRAMS AND ACTIVITIES AVAILABLE THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)
- SERVICE DELIVERY METHOD THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)

**IDES NON-DISCLOSURE AGREEMENT**

**ONE-STOP OPERATING BUDGET SPREADSHEET FOR PY20**

**OTHER** NONE



## TEMPLATE REFERRAL SYSTEM MATRIX

<b>REFERRAL BETWEEN PARTNERS</b>																					
Instructions: Please indicate all partners to which each partner will make referrals																					
<b>REQUIRED PARTNERS</b>	Title I: Adult Dislocated	Title II: Adult Ed.	Title III: W-P	Title IV: Rehab. Services	Post-secondary CTE under Perkins	UI	Veterans Services	TRA	TAA	MSFW	NFJP	CSBG	SCSEP	TANF	Second Chance	HUD	Job Corps	YouthBuild	Other (specify)	Other (specify)	Other (specify)
Community Services Block Grant (CSBG)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Senior Community Services Employment Program (SCSEP)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TANF	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Second Chance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing and Urban Development Employment and Training Activities (HUD)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Corps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
YouthBuild	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**TEMPLATE**  
**LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS**

**CAREER SERVICES AVAILABLE THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)**

<b>BASIC CAREER SERVICES</b>												
<b>REQUIRED PARTNERS</b>	<b>Eligibility for Title IB</b>	<b>Outreach, intake, orientation</b>	<b>Initial Skills Assessment</b>	<b>Labor exchange services, including job search and placement assistance</b>	<b>Referral and coordination with other programs</b>	<b>Workforce and labor market information and statistics</b>	<b>Performance and cost information on providers of education, training and workforce services</b>	<b>Performance info for the local area as a whole</b>	<b>Information on the availability of supportive services</b>	<b>Information and meaningful assistance with UI claims</b>	<b>Assistance establishing eligibility for financial aid for non-WIOA training and education</b>	
Title I: Adult, Dislocated Worker, Youth	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Title II: Adult Education and Literacy	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Title III: Employment Programs under Wagner-Peyser	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Title IV: Rehabilitation Services	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Post-secondary Career and Technical Education under Perkins	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Unemployment Insurance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Job Counseling, Training and Placement Services for Veterans	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Trade Readjustment Allowance (TRA)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Trade Adjustment Assistance (TAA)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Migrant and Seasonal Farmworkers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
National Farmworker Jobs Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Community Services Block Grant (CSBG)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Senior Community Services Employment Program (SCSEP)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
TANF	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Second Chance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Housing and Urban Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**TEMPLATE**  
**LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS**

<b>BASIC CAREER SERVICES</b>												
<b>REQUIRED PARTNERS</b>	Eligibility for Title IB	Outreach, intake, orientation	Initial Skills Assessment	Labor exchange services, including job search and placement assistance	Referral and coordination with other programs	Workforce and labor market information and statistics	Performance and cost information on providers of education, training and workforce services	Performance info for the local area as a whole	Information on the availability of supportive services	Information and meaningful assistance with UI claims	Assistance establishing eligibility for financial aid for non-WIOA training and education	
Employment and Training Activities												
Job Corps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
YouthBuild	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

<b>INDIVIDUALIZED AND FOLLOW-UP CAREER SERVICES</b>												
<b>REQUIRED PARTNERS</b>	Comprehensive and specialized assessments	Development of an individual employment plan	Group counseling	Individual counseling	Career planning	Short-term pre-vocational services	Internships and work experience	Workforce preparation activities	Financial literacy services	Out-of-area job search assistance	English language acquisition	Follow-up services for participants in adult and dislocated worker programs
Title I: Adult, Dislocated Worker, Youth	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Title II: Adult Education and Literacy	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title III: Employment Programs under Wagner-Peyser	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title IV: Rehabilitation Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Post-secondary Career and Technical Education under Perkins	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unemployment Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Counseling, Training and Placement Services for Veterans	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**TEMPLATE**  
**LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS**

<b>INDIVIDUALIZED AND FOLLOW-UP CAREER SERVICES</b>												
<b>REQUIRED PARTNERS</b>	<b>Comprehensive and specialized assessments</b>	<b>Development of an individual employment plan</b>	<b>Group counseling</b>	<b>Individual counseling</b>	<b>Career planning</b>	<b>Short-term pre-vocational services</b>	<b>Internships and work experience</b>	<b>Workforce preparation activities</b>	<b>Financial literacy services</b>	<b>Out-of-area job search assistance</b>	<b>English language acquisition</b>	<b>Follow-up services for participants in adult and dislocated worker programs</b>
Trade Readjustment Allowance (TRA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trade Adjustment Assistance (TAA)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Migrant and Seasonal Farmworkers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Farmworker Jobs Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Services Block Grant (CSBG)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Senior Community Services Employment Program (SCSEP)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TANF	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Second Chance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing and Urban Development Employment and Training Activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Corps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
YouthBuild	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



**TEMPLATE**  
**LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS**

**OTHER PROGRAMS AND ACTIVITIES AVAILABLE THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)**

<b>REQUIRED PARTNER</b>	<b>OTHER PROGRAMS AND ACTIVITIES PROVIDED</b>
Title I (Adult, Dislocated Worker, Youth)	Sector base job fair, Career Pathway, Workforce Excellence Series- Soft skills development, On-the-Job Training, Work-based Learning, Entrepreneurship training, employer services, monthly workshops schedule
Title II: Adult Education and Literacy	Meet with students for program overview. Classroom instruction available for students. Computer labs are available for tutorials and online learning. English Language Learning available at the one stop center.
Title III: Employment Programs under Wagner-Peyser	Hiring events, RESA workshop
Title IV: Rehabilitation Services	Vocational Rehabilitation services are available part time on site. This includes meeting with case managers for development of individualized plan for employment/vocational training, program overview, or other individualized services with the case manager such as evaluation/intake.
Post-secondary Career and Technical Education under Perkins	Staff is cross trained to provide information on Career and Technical Education programs under Perkins.
Unemployment Insurance	Claims maintenance, general questions, claims filing
Job Counseling, Training and Placement Services for Veterans	Case management, workshops
Trade Readjustment Allowance (TRA)	Claims maintenance, general questions
Trade Adjustment Assistance (TAA)	Staff is onsite to provide TAA services including intake, development of individual employment plan which is approved by State Merit staff, out of area job search or out of area relocation.
Migrant and Seasonal Farmworkers	Hiring events, workshops
National Farmworker Jobs Program	Not applicable
Community Services Block Grant (CSBG)	<p>Kankakee &amp; Livingston County CSBG provides employment and training services, employment supportive services, financial literacy program, LIHEAP, food pantry, emergency services program( shelter, rent, utility) weatherization, Meals on Wheels, Senior Isolation Prevention and affordable housing</p> <p>Grundy County CSBG provider provides assistance with LIHEAP, Weatherization, eye glasses for children, post-high school academic scholarships, employment support such as assisting individuals who are already and newly employed, maintain their employment, and homeless prevention.</p>

**TEMPLATE**  
**LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS**

<b>REQUIRED PARTNER</b>	<b>OTHER PROGRAMS AND ACTIVITIES PROVIDED</b>
Senior Community Services Employment Program (SCSEP)	Employment and training services, employment supportive services, financial literacy program, LIHEAP, food pantry, emergency services program( shelter, rent, utility) weatherization, Meals on Wheels, Senior Isolation Prevention and affordable housing
TANF	General information on initial application for services
Second Chance	Not applicable
Housing and Urban Development Employment and Training Activities	Not applicable
Job Corps	Not applicable
YouthBuild	Not applicable

**TEMPLATE**  
**LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS**

**SERVICE DELIVERY METHOD THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)**

PROGRAM	SERVICES PROVIDED THROUGH <i>OWN STAFF</i>	SERVICES PROVIDED THROUGH <i>CROSS-TRAINED PARTNER STAFF</i>	SERVICES PROVIDED THROUGH <i>CONTRACTOR PROVIDER</i>	SERVICES PROVIDED THROUGH <i>DIRECT LINKAGE</i>
Title I (Adult, Dislocated Worker, Youth)	Services provided include: Eligibility for Title IB; outreach, intake, orientation; initial skills assessment; referral and program coordination; labor market information; training provider performance and cost; area performance information; information on supportive services; individual counseling; career planning; internships and work experience; workforce preparation; and follow-up.	Services:	Services:	Services:
		Partner:	Provider:	Method:
Title II: Adult Education and Literacy		Services:	Services:	Services: Outreach, intake, orientation; initial skills assessment; referral and program coordination; workforce and labor market information, performance information for the local area, information on supportive services; individual counseling; and workforce preparation, ABE/ASE/ESL instruction, integrated education & training programs: Career Pathways
		Partner:	Provider:	Method Direct Linkage via telephone. Referral
Title III: Employment Programs under Wagner-Peyser	Outreach, intake, orientation; labor exchange, referral and program coordination; workforce and labor market information, performance information for the local area, information on supportive services; career planning.	Services:	Services:	Services:
		Partner:	Provider:	Method:
Title IV: Rehabilitation Services	Outreach, intake, orientation; initial skills assessment; referral and program	Services:	Services:	Services:
		Partner:	Provider:	Method:

**TEMPLATE**  
**LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS**

<b>PROGRAM</b>	<b>SERVICES PROVIDED THROUGH <i>OWN STAFF</i></b>	<b>SERVICES PROVIDED THROUGH <i>CROSS-TRAINED PARTNER STAFF</i></b>	<b>SERVICES PROVIDED THROUGH <i>CONTRACTOR PROVIDER</i></b>	<b>SERVICES PROVIDED THROUGH <i>DIRECT LINKAGE</i></b>
	coordination; workforce and labor market information, information on supportive services; comprehensive assessments; individual employment plan; individual counseling; career planning; internships and work experience; and workforce preparation; and out-of-area job search.			
Post-secondary Career and Technical Education under Perkins		Service: Program information on Career and Technical Education programs and events	Services:	Services:
		Partner: Title 1	Provider:	Method:
Unemployment Insurance		Services:	Services:	Services: Information and assistance with UI claims
		Partner:	Provider:	Method: Direct linkage via telephone
Job Counseling, Training and Placement Services for Veterans	Outreach, intake and orientation; labor exchange, referral and coordination with other programs, workforce and labor market information, performance information for the local area, information about the availability of supportive services, career planning, workforce preparation activities.	Services:	Services:	Services:
		Partner:	Provider:	Method:
Trade Readjustment Allowance (TRA)		Services:	Services:	Services: Assistance with UI/TRA claims
		Partner:	Provider:	Method: Direct linkage via telephone
Trade Adjustment Assistance (TAA)	Eligibility for Title 1B & TAA program, outreach, intake and orientation, skills and	Services:	Services:	Services:
		Partner:	Provider:	Method:

**TEMPLATE**  
**LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS**

PROGRAM	SERVICES PROVIDED THROUGH <i>OWN STAFF</i>	SERVICES PROVIDED THROUGH <i>CROSS-TRAINED PARTNER STAFF</i>	SERVICES PROVIDED THROUGH <i>CONTRACTOR PROVIDER</i>	SERVICES PROVIDED THROUGH <i>DIRECT LINKAGE</i>
	supportive service needs assessment, program coordination and referral, labor market information, training provider performance and cost information, performance information for the local area as a whole, information about the availability of supportive services and referral to these services, assistance establishing eligibility for financial aid, employment retention services; individual counseling, career planning, out of area job search			
Migrant and Seasonal Farmworkers	Outreach, intake, orientation; initial skills assessment; labor exchange; referral and program coordination; workforce and labor market information, information on supportive services; career planning; workforce preparation activities	Services: <input type="text"/> <input type="text"/> Partner: <input type="text"/> <input type="text"/>	Services: <input type="text"/> <input type="text"/> Provider: <input type="text"/> <input type="text"/>	Services: <input type="text"/> <input type="text"/> Method: <input type="text"/> <input type="text"/>
National Farmworker Jobs Program	Not applicable	Services: <input type="text"/> <input type="text"/> Partner: <input type="text"/> <input type="text"/>	Services: <input type="text"/> <input type="text"/> Provider: <input type="text"/> <input type="text"/>	Services: <input type="text"/> <input type="text"/> Method: <input type="text"/> <input type="text"/>
Community Services Block Grant (CSBG)		Services: <input type="text"/> <input type="text"/> Partner: <input type="text"/> <input type="text"/>	Services: <input type="text"/> <input type="text"/> Provider: <input type="text"/> <input type="text"/>	Services: Outreach, intake, orientation; referral and program coordination; information on supportive services; workforce preparation, financial literacy services Method: Direct linkage via telephone

**TEMPLATE**  
**LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS**

<b>PROGRAM</b>	<b>SERVICES PROVIDED THROUGH <i>OWN STAFF</i></b>	<b>SERVICES PROVIDED THROUGH <i>CROSS-TRAINED PARTNER STAFF</i></b>	<b>SERVICES PROVIDED THROUGH <i>CONTRACTOR PROVIDER</i></b>	<b>SERVICES PROVIDED THROUGH <i>DIRECT LINKAGE</i></b>
Senior Community Services Employment Program (SCSEP)		Services:	Services:	Services: Outreach, intake, orientation; initial skills assessment; referral and program coordination; information on supportive services; individual employment plan; individual counseling; career planning; internships and work experience; workforce preparation, and financial literacy.
		Partner:	Provider:	Method: Direct linkage via telephone
TANF		Services:	Services:	Services: Outreach, intake, orientation; initial skills assessment, referral and program coordination; information on supportive services; short term pre-vocational services, career planning; internships and work experience; workforce preparation activities.
		Partner:	Provider:	Method: Direct linkage vis telephone
Second Chance	Not applicable	Services:	Services:	Services:
		Partner:	Provider:	Method:
Housing and Urban Development Employment and Training Activities	Not applicable	Services:	Services:	Services:
		Partner:	Provider:	Method:
Job Corps	Not applicable	Services:	Services:	Services:
		Partner:	Provider:	Method:
YouthBuild	Not applicable	Services:	Services:	Services:
		Partner:	Provider:	Method:
Other (specify): 		Services:	Services:	Services:
		Partner:	Provider:	Method:
Other (specify): 		Services:	Services:	Services:
		Partner:	Provider:	Method:
Other (specify): 		Services:	Services:	Services:
		Partner:	Provider:	Method:

## IDES NON-DISCLOSURE AGREEMENT

### Attachment to LWIA #11 MOU

The **Illinois Department of Employment Security (“IDES”)** agrees to share confidential information, as defined below, with each One-Stop Partner ( “**RECIPIENT**”) pursuant to the Memorandum of Understanding, effective on July 1, 2020 and ending on June 30, 2023, for the One-Stop Center located in Illinois Local Workforce Area #11 (“MOU”), solely for the limited purpose and to the extent as set forth in this IDES Non-Disclosure Agreement (“Agreement”). IDES and the RECIPIENT are collectively referred to as the “Parties” and individually as a “Party.” This Agreement is made by and between IDES and each RECIPIENT and as such this Agreement is separately and individually enforceable against each RECIPIENT.

1. MOU. RECIPIENT acknowledges and agrees that by signing the MOU it agrees to be bound by the terms and conditions of this Agreement, which are attached to and incorporated into the MOU. RECIPIENT’s execution of the MOU is a prerequisite for receiving any confidential information under this Agreement. In the event of conflict, this Agreement shall prevail over the MOU
2. One-Stop Partner. RECIPIENT affirms and acknowledges that it is a One-Stop Partner, as defined by the Workforce Innovation and Opportunity Act of 2014, as amended, (WIOA). RECIPIENT affirms and acknowledges that, except as otherwise provided herein, it will remain a Party to this Agreement as long as it continues to administer at least one federally funded employment, training or education program at an Illinois One-Stop Center, as defined by WIOA.
3. Term and Termination. The term of this Agreement shall begin upon the date of full execution of the MOU and shall end upon the termination of the MOU. Notwithstanding any other provision to the contrary, IDES may immediately terminate or cancel this Agreement and cease providing confidential information if RECIPIENT fails to adhere to any provision set forth in this Agreement. RECIPIENT agrees that its responsibilities and duties under this Agreement, including but not limited to its obligations regarding confidentiality and data security, shall remain in effect following the termination of this Agreement.
4. Confidential Information.
  - a) For purposes of this Agreement, “confidential information” means all data and information in whatever form produced, prepared, observed, or received under this Agreement to the extent such information is confidential within the meaning of any governing law, regulation, or directive, including, without limitation, the Illinois statute codified at 820 ILCS 405/1900 (“Section 1900”).
  - b) RECIPIENT agrees to comply with applicable laws, materials, regulations and all other state and federal requirements with respect to the protection of privacy, security and dissemination of the confidential information, including Section 1900; which is incorporated by reference into this Agreement. Protection from unauthorized use and/or disclosure specifically includes storage in a place physically secure from access by unauthorized persons, maintaining information in electronic formats such as magnetic tapes, discs, or on servers in such a way that unauthorized persons cannot obtain the information by any means, destroying all confidential information in the manner directed

## IDES NON-DISCLOSURE AGREEMENT

- by IDES as soon as the information is no longer needed for RECIPIENT's purposes, and undertaking precautions to ensure that only authorized employees and agents have access to said confidential information.
- c) RECIPIENT agrees to instruct all personnel having access to the confidential information on the confidentiality requirements set forth in this Section and agrees to fully and promptly report any infraction to the IDES.
  - d) RECIPIENT agrees that the disclosure of the confidential information to the RECIPIENT does not convey any future ownership or use rights. RECIPIENT agrees that IDES shall retain sole and exclusive ownership of the confidential information.
  - e) Upon the termination of this Agreement, RECIPIENT agrees to destroy or return all confidential information in the manner directed by IDES. RECIPIENT agrees that the confidential information shall not be archived or sent to a records center and shall not be retained with personal identifiers for any period longer than the term of this Agreement.
5. Data Specifications.
- a) The Parties acknowledge and agree that under this Agreement IDES will not share or provide the RECIPIENT with any information obtained from an individual or employing unit during the administration of the Illinois unemployment insurance (UI) program including, but not limited to, social security numbers, benefit records and employer's wage records.
  - b) In accordance with 56 Ill. Admin. Code 2960.120, IDES may provide RECIPIENT with non-UI information contained in the Illinois Job Link (IJL) including: (i) a customer's name, address, phone number, and/or employment history; (ii) an employer's name, address, and phone number; (iii) job order information; and (iv) other non-UI information contained in IJL, provided that disclosure of such information is not prohibited under this Agreement.
6. Purpose and Use. RECIPIENT agrees that it will use the confidential information solely for the limited purpose of administering an employment, training or education program through an Illinois One-Stop Center in accordance with WIOA. Any dissemination or use of the confidential information other than for the purpose and use set forth in this Section without the express written authority of the Director of IDES is specifically prohibited.
7. Indemnification. To the extent authorized by law, RECIPIENT agrees to indemnify, assume all risk of loss, and hold harmless IDES from and against all liabilities, claims, suits, actions, judgments, damages and expenses related to or arising in connection with any acts or omissions of RECIPIENT in connection with this Agreement. RECIPIENT shall do nothing to prejudice the rights of IDES to recover against third parties for any loss.
8. Governing Law. This Agreement shall be governed by and construed in accordance with the laws of the State of Illinois. Any claim against IDES arising out of this Agreement must be filed exclusively with the Illinois Court of Claims, 705 ILCS 505/1 et seq., when said claim is within the jurisdiction of the Court of Claims.



## **IDES NON-DISCLOSURE AGREEMENT**

9. Severability. If any provision in this Agreement is held to be invalid, illegal, void, or unenforceable, the validity, legality, and enforceability of the remaining provisions shall not be affected.

**REQUIRED PARTNER SIGNATURES**

*Note: Please spell out the names of agencies, titles, required partner programs and organizations. Do not use abbreviations or acronyms on MOU signature pages. Also, please do not include with your submission any blank signature pages of partners not included as a party to the MOU in your local area. When submitting MOU Amendments, all signature pages should immediately follow the submitted cover page.*

**LOCAL WORKFORCE INNOVATION BOARD CHAIR**

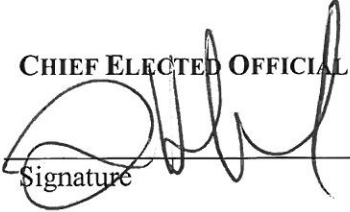
*Rick Manuel*                      Rick Manuel  
Signature                                      Printed Name

Workforce Board Chair                      6/2/21  
Title    Date

Grundy Livingston Kankakee Workforce Board  
Organization

**REQUIRED PARTNER SIGNATURES**

**CHIEF ELECTED OFFICIAL**

  
Signature

Andrew Wheeler  
Printed Name

Kankakee County Board Chairman  
Title

10/2/21  
Date

County of Kankakee  
Organization

**REQUIRED PARTNER SIGNATURES**

**TITLE IB – ADULT, DISLOCATED WORKER, YOUTH**

Signature

PRESIDENT

Title

MICHAEL G. BOYD

Printed Name

6.30.21

Date

HANSAWAKE COMMUNITY COLLEGE

Organization

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR TITLE IB  
IF DIFFERENT THAN THE SIGNATORY ABOVE**

Signature

Title

Organization

Printed Name

Date

**REQUIRED PARTNER SIGNATURES**

**TITLE II – ADULT EDUCATION AND LITERACY**

Margaret M. Wolf  
Signature

Margaret M. Wolf  
Printed Name

Director of Adult Education  
Title

May 11, 2021  
Date

Waukegan Community College  
Organization

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR TITLE II  
IF DIFFERENT THAN THE SIGNATORY ABOVE**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Organization

**TITLE III – EMPLOYMENT PROGRAMS UNDER WAGNER-PEYSER,  
ILLINOIS DEPARTMENT OF EMPLOYMENT SECURITY**

  
\_\_\_\_\_  
Signature


Kristin A. Richards  
\_\_\_\_\_  
Printed Name

Acting Director  
\_\_\_\_\_  
Title

 6/20/21  
\_\_\_\_\_  
Date

Illinois Department of Employment Security  
\_\_\_\_\_  
Organization

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR TITLE III – WAGNER-PEYSER  
IF DIFFERENT THAN THE SIGNATORY ABOVE**

  
\_\_\_\_\_  
Signature

Janice Taylor Brown  
\_\_\_\_\_  
Printed Name

Employment Services Manager  
\_\_\_\_\_  
Title

6/23/21  
\_\_\_\_\_  
Date

Illinois Department of Employment Security  
\_\_\_\_\_  
Organization

*An Additional Signature Form is available on the WIOA Implementation Portal at this link:*

<https://www.illinoisworknet.com/WIOA/Resources/Pages/Public-Documents.aspx>

**TITLE IV – REHABILITATION SERVICES,  
ILLINOIS DEPARTMENT OF HUMAN SERVICES**

Grace Hou      Wides M Aceves  
Signature      by AA II      Printed Name  
Secretary      5-21-21  
Title      Date

Illinois Department of Human Services  
Organization

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR TITLE IV – REHABILITATION SERVICES  
IF DIFFERENT THAN THE SIGNATORY ABOVE**

Tammy Nemeth      Tammy Nemeth  
Signature      Printed Name  
Public Service Administrator      05/14/2021  
Title      Date

Department of Human Services Division of Rehabilitation Services  
Organization

**REQUIRED PARTNER SIGNATURES**

**POST-SECONDARY CAREER AND TECHNICAL EDUCATION UNDER PERKINS**

  
Signature

MICHAEL G. BOYD  
Printed Name

PRESIDENT  
Title

1/6/2021  
Date

KANKAKEE COMMUNITY COLLEGE  
Organization

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR POST-SECONDARY PERKINS  
IF DIFFERENT THAN THE SIGNATORY ABOVE**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

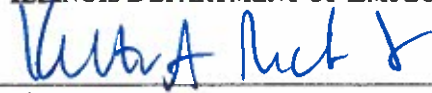
\_\_\_\_\_  
Organization



**REQUIRED PARTNER SIGNATURES**

**LWIA 11**

**UNEMPLOYMENT INSURANCE,  
ILLINOIS DEPARTMENT OF EMPLOYMENT SECURITY**



Signature

Kristin A. Richards

Printed Name

Acting Director

Title

Date

6/30/21

Illinois Department of Employment Security  
Organization

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR UNEMPLOYMENT INSURANCE  
IF DIFFERENT THAN THE SIGNATORY ABOVE**



Signature

Janice Taylor Brown

Printed Name

Employment Services Manager

Title

6/23/21


Date

Illinois Department of Employment Security  
Organization

*An Additional Signature Form is available on the WIOA Implementation Portal at this link:*

<https://www.illinoisworknet.com/WIOA/Resources/Pages/Public-Documents.aspx>

**JOB COUNSELING, TRAINING AND PLACEMENT SERVICES FOR VETERANS,  
ILLINOIS DEPARTMENT OF EMPLOYMENT SECURITY**

  
\_\_\_\_\_  
Signature


Kristin A. Richards  
\_\_\_\_\_  
Printed Name

Acting Director  
\_\_\_\_\_  
Title

6/30/21  
\_\_\_\_\_  
Date

Illinois Department of Employment Security  
\_\_\_\_\_  
Organization

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR VETERANS ACTIVITIES  
IF DIFFERENT THAN THE SIGNATORY ABOVE**

  
\_\_\_\_\_  
Signature

Janice Taylor Brown  
\_\_\_\_\_  
Printed Name

Employment Services Manager  
\_\_\_\_\_  
Title

6/23/21  
\_\_\_\_\_  
Date

Illinois Department of Employment Security  
\_\_\_\_\_  
Organization

*An Additional Signature Form is available on the WIOA Implementation Portal at this link:*

<https://www.illinoisworknet.com/WIOA/Resources/Pages/Public-Documents.aspx>

**TRADE READJUSTMENT ALLOWANCE (TRA),  
ILLINOIS DEPARTMENT OF EMPLOYMENT SECURITY**

  
\_\_\_\_\_  
Signature


Kristin A. Richards  
\_\_\_\_\_  
Printed Name

Acting Director  
\_\_\_\_\_  
Title

6/30/21  
\_\_\_\_\_  
Date

Illinois Department of Employment Security  
\_\_\_\_\_  
Organization

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR TRADE READJUSTMENT ACT  
IF DIFFERENT THAN THE SIGNATORY ABOVE**

  
\_\_\_\_\_  
Signature

Janice Taylor Brown  
\_\_\_\_\_  
Printed Name

Employment Services Manager  
\_\_\_\_\_  
Title

6/23/21  
\_\_\_\_\_  
Date

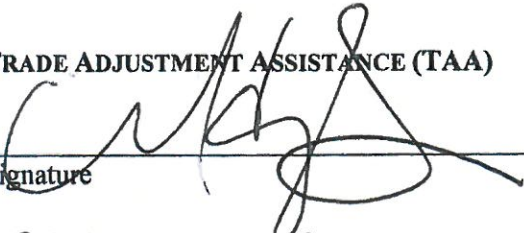
Illinois Department of Employment Security  
\_\_\_\_\_  
Organization

*An Additional Signature Form is available on the WIOA Implementation Portal at this link:*

<https://www.illinoisworknet.com/WIOA/Resources/Pages/Public-Documents.aspx>

**REQUIRED PARTNER SIGNATURES**

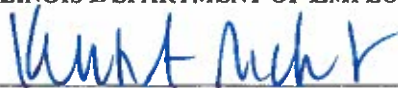
**TRADE ADJUSTMENT ASSISTANCE (TAA)**

  
Signature \_\_\_\_\_ Printed Name MICHAEL G. BOYD  
PRESIDENT  
Title \_\_\_\_\_ Date 16/3/21  
KANKAKEE COMMUNITY COLLEGE  
Organization \_\_\_\_\_

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR TRADE ADJUSTMENT ASSISTANCE  
IF DIFFERENT THAN THE SIGNATORY ABOVE**

\_\_\_\_\_  
Signature \_\_\_\_\_ Printed Name \_\_\_\_\_  
\_\_\_\_\_  
Title \_\_\_\_\_ Date \_\_\_\_\_  
\_\_\_\_\_  
Organization \_\_\_\_\_

**MIGRANT AND SEASONAL FARMWORKER PROGRAM,  
ILLINOIS DEPARTMENT OF EMPLOYMENT SECURITY**

  
\_\_\_\_\_  
Signature


Kristin A. Richards  
\_\_\_\_\_  
Printed Name

Acting Director  
\_\_\_\_\_  
Title

6/30/21  
\_\_\_\_\_  
Date

Illinois Department of Employment Security  
\_\_\_\_\_  
Organization

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR MIGRANT AND SEASONAL FARMWORKER  
PROGRAM IF DIFFERENT THAN THE SIGNATORY ABOVE**

  
\_\_\_\_\_  
Signature

Janice Taylor Brown  
\_\_\_\_\_  
Printed Name

Employment Services Manager  
\_\_\_\_\_  
Title

6/23/21  
\_\_\_\_\_  
Date

Illinois Department of Employment Security  
\_\_\_\_\_  
Organization

*An Additional Signature Form is available on the WIOA Implementation Portal at this link:*

<https://www.illinoisworknet.com/WIOA/Resources/Pages/Public-Documents.aspx>

REQUIRED PARTNER SIGNATURES

COMMUNITY SERVICES BLOCK GRANT (CSBG) PROGRAM

Lynn M Cullick                      Lynn Cullick  
Signature                                      Printed Name

Board of Health President                      5/18/2021  
Title    Date

Kendall County Health Department  
Organization

INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR CSBG PROGRAM  
IF DIFFERENT THAN THE SIGNATORY ABOVE

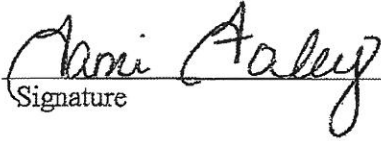
TR    RaeAnn VanGundy  
Signature    Printed Name

Executive Director                                      05-11-2021  
Title    Date

Kendall County Health Department  
Organization

REQUIRED PARTNER SIGNATURES

COMMUNITY SERVICES BLOCK GRANT (CSBG) PROGRAM

  
Signature

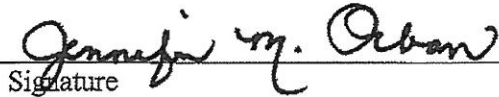
Tami Foley  
Printed Name

Acting Executive Director  
Title

5/20/2021  
Date

Mid Central Community Action, Inc.  
Organization

INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR CSBG PROGRAM  
IF DIFFERENT THAN THE SIGNATORY ABOVE

  
Signature

Jennifer M. Orban  
Printed Name

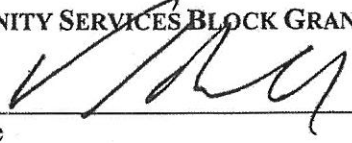
Senior Director of Strategic Initiatives  
Title

5/20/2021  
Date

Mid Central Community Action, Inc.  
Organization

**REQUIRED PARTNER SIGNATURES**

**COMMUNITY SERVICES BLOCK GRANT (CSBG) PROGRAM**

  
\_\_\_\_\_  
Signature

Vincent Edward Clark  
\_\_\_\_\_  
Printed Name

Executive Director  
\_\_\_\_\_  
Title

6/1/2020  
\_\_\_\_\_  
Date

Kankakee County Community Services, Inc.  
\_\_\_\_\_  
Organization



**REQUIRED PARTNER SIGNATURES**

**SENIOR COMMUNITY SERVICES EMPLOYMENT PROGRAM (SCSEP)**

Signature  Printed Name Vincent Edward Clark

Executive Director Title 6/1/2020 Date

Kankakee County Community Services, Inc. Organization

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR SCSEP  
IF DIFFERENT THAN THE SIGNATORY ABOVE**


Signature Printed Name

Title Date

Organization

**REQUIRED PARTNER SIGNATURES**

**SENIOR COMMUNITY SERVICES EMPLOYMENT PROGRAM (SCSEP)**

  
\_\_\_\_\_  
Signature

\_\_\_\_\_  
Bridget Altenburg  
Printed Name

\_\_\_\_\_  
President and Chief Executive Officer  
Title

\_\_\_\_\_  
5/12/2021  
Date

\_\_\_\_\_  
National Able Network  
Organization

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR SCSEP  
IF DIFFERENT THAN THE SIGNATORY ABOVE**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Stacey Parr  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
National Able  
Organization

**REQUIRED PARTNER SIGNATURES**

**TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF),  
ILLINOIS DEPARTMENT OF HUMAN SERVICES**

Grace B. Hou Grace B. Hou  
Signature Printed Name

Secretary 6/29/2021  
Title Date

Illinois Department of Human Services  
Organization

Grace B. Hou, By Tamatha Blair, Executive Assistant

**INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR TANF  
IF DIFFERENT THAN THE SIGNATORY ABOVE**

Tracy Valley Tracy Valley  
Signature Printed Name

Local Office Administrator 6/21/2021  
Title Date

Illinois Department of Human Services  
Organization