ILLINOIS LOCAL WORKFORCE AREA 10 – WILL COUNTY
WORKFORCE INNOVATION AND OPPORTUNITY ACT
LOCAL PLAN 4-YEAR PLAN

February 13, 2020
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LETTER FROM BOARD CHAIR

(to be written once public comments are received and plan is finalized)
INTRODUCTION AND OVERVIEW

Local Workforce Area 10 (LWA 10) – Will County, has built a local workforce development system that meets the specific needs of Will County employers, provides opportunities for its residents, and leverages the resources of partners to maximize services. Under the Workforce Innovation and Opportunity Act (WIOA), LWA 10 - Will County is poised to not only continue, but strengthen those guiding principles. Through this Local Plan, LWA 10 – Will County will be a partner in implementing the vision, goals, and strategies of Illinois’ WIOA Unified State Plan and the Northeast Economic Development Region’s Regional Plan and in growing Will County’s economy.

The Workforce Investment Board of Will County has developed a strong labor market analysis process to assist in the determination of local and future needs. This analysis uses data to analyze trends, make projections, identify demand occupations, and assist in the development of programming for both businesses and job seekers.

The graphic below provides a clear picture of the three strategies that drive the work of the Board. Data and analysis are critical to ensuring that the focus of all programs has a strong connection to enhancing the outcomes of these strategies.
In line with state priorities, LWA 10 is building upon current success in developing business-driven programs, services, and partnerships to meet Will County’s workforce challenges. The Local Plan was developed around three major concepts in alignment with the State and Regional Plans: ensuring that we are Data-Driven; Business-Led; and Integrated and Aligned.

**Trends**

**Demographics –**
- The 2019 population in Will County, Illinois is 694,814.
- The median household income is $86,108.
- Of individuals 25 and older in Will County, Illinois, 34% have a bachelor’s degree or higher which ranks 39th (out of 102 counties) in the State of Illinois.

<table>
<thead>
<tr>
<th>People &amp; Income Overview</th>
<th>Value</th>
<th>State Ranking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population (2019)*</td>
<td>694,814</td>
<td>4</td>
</tr>
<tr>
<td>Households (2018)</td>
<td>227,848</td>
<td></td>
</tr>
<tr>
<td>Per Capita Personal Income (2018)</td>
<td>$52,953</td>
<td>9</td>
</tr>
<tr>
<td>Median Household Income (2018)</td>
<td>$86,108</td>
<td>6</td>
</tr>
<tr>
<td>Poverty Rate (2018)</td>
<td>6.4%</td>
<td>98</td>
</tr>
</tbody>
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**Education Attainment**

<table>
<thead>
<tr>
<th>Education Attainment</th>
<th>Value</th>
<th>State Ranking</th>
</tr>
</thead>
<tbody>
<tr>
<td>H.S. Diploma or More - % of Adults 25+ (2018 ACS 5yr)</td>
<td>90.9%</td>
<td>37</td>
</tr>
<tr>
<td>Bachelor’s Deg. or More - % of Adults 25+ (2018 ACS 5yr)</td>
<td>34.0%</td>
<td>39</td>
</tr>
</tbody>
</table>

**Industry Overview (2018) - (By place of work)**

<table>
<thead>
<tr>
<th>Industry Overview</th>
<th>Value</th>
<th>State Ranking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manufacturing - % all jobs in County</td>
<td>9.3%</td>
<td>56</td>
</tr>
<tr>
<td>Transportation &amp; Warehousing - % all jobs in County</td>
<td>10.2%</td>
<td>6</td>
</tr>
<tr>
<td>Health Care, Social Assistance - % all jobs in County</td>
<td>10.8%</td>
<td>47</td>
</tr>
</tbody>
</table>

The unemployment rate (not seasonally adjusted) for Will County, Illinois was 3.0% as of December 2019 compared to 4.5% in December 2017. While unemployment rates are lower than in 2018, the current indicators reflect less people employed, less people engaged in the labor force, less people unemployed.
Employment –
Will County employers added 350 net new jobs in 2019 compared to the same timeframe in 2018 which the largest growth coming from Transportation and Warehousing. The Transportation Distribution Logistics industry experienced a 22% increase in jobs in the 2017-2018 and added an additional 2% in 2018-2019 timeframe. (Source: EMSI - QCEW Employees, Non-QCEW Employees, and Self-Employed)

An overview of the top five industries when looking at forecasted growth is below.

<table>
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<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Transportation and Warehousing</td>
<td>10,566</td>
<td>26,997</td>
<td>16,429</td>
<td>155%</td>
<td>$56,739</td>
<td>26,997</td>
<td>38,867</td>
<td>11,870</td>
<td>44%</td>
</tr>
<tr>
<td>Accommodation/Food Services</td>
<td>16,214</td>
<td>22,216</td>
<td>6,002</td>
<td>37%</td>
<td>$20,244</td>
<td>22,216</td>
<td>27,324</td>
<td>5,108</td>
<td>23%</td>
</tr>
<tr>
<td>Health Care/Social Assistance</td>
<td>21,188</td>
<td>28,041</td>
<td>6,853</td>
<td>32%</td>
<td>$51,152</td>
<td>28,041</td>
<td>32,279</td>
<td>4,238</td>
<td>15%</td>
</tr>
<tr>
<td>Administrative and Support</td>
<td>11,310</td>
<td>18,529</td>
<td>7,219</td>
<td>64%</td>
<td>$41,377</td>
<td>18,529</td>
<td>21,560</td>
<td>3,021</td>
<td>15%</td>
</tr>
<tr>
<td>Professional/Scientific/Technical Svc.</td>
<td>8,821</td>
<td>12,629</td>
<td>3,808</td>
<td>43%</td>
<td>$71,335</td>
<td>12,629</td>
<td>15,132</td>
<td>2,503</td>
<td>20%</td>
</tr>
</tbody>
</table>

(Sources: CIU, LAUS, BLS, CPS, Census, C2ER and EMSI-QCEW Employees, Non-QCEW Employees and Self-Employed)

Wages –
Sectors in Will County with the highest average wages per worker for 4Q2019 were Mining, Quarrying, Oil and Gas Extraction ($7,803), followed by Construction ($6,646) and Wholesale Trade ($6,673).

Average Monthly and New Hire Wages 2016 - 2018

<table>
<thead>
<tr>
<th>Geographic Area</th>
<th>Average Monthly Wages</th>
<th>Average Monthly Wages – New Hires</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2016</td>
<td>2017</td>
</tr>
<tr>
<td>Will County</td>
<td>$4,359</td>
<td>$4,493</td>
</tr>
<tr>
<td>Chicago Metro Region</td>
<td>$5,301</td>
<td>$5,523</td>
</tr>
<tr>
<td>State of Illinois</td>
<td>$4,955</td>
<td>$5,112</td>
</tr>
</tbody>
</table>

(Source: U.S. Census. Local Employment Dynamics)

The Workforce Investment Board will continue to produce its quarterly Workforce Update and annual Service Analysis Report, both of which provide information to further discussion between local employers, workforce development, economic development, and education and training partners. These reports, along with current jobs, wage and unemployment reports are available on our website willcountyworkforceboard.com.

The Workforce Investment Board along with our local partners are committed to follow the State and Region’s lead in developing and implementing programs and services that address trends in local workforce and population data, with particular emphasis on key growth industries, in-demand occupations, and needed skills.

Key Industry Sectors
One of the primary activities in the recent local labor market analysis was to identify the key industry sectors which will drive the programs and activities of LWIA 10. The Workforce Investment Board of Will County has long been implementing programs and initiatives based on industry sector analysis. Focusing on industry sectors has provided the Workforce Investment Board with a targeted approach to program development and a strong connection to economic development activities in the County.
Sector strategies are considered highly responsive to industry demand when compared to traditional job-matching and training services because they are:

- Problem-oriented, not program-oriented;
- Address needs interdependently, not independently; and
- Work with industries collectively, not as individual firms.

Sector initiatives meet the skill, recruitment, and retention needs of employers and the training, employment, and career advancement needs of workers. By meeting the needs of regional industry on behalf of a region’s jobseekers and workers, sector initiatives strengthen a region’s overall economic vitality. Sector initiatives:

- Address the needs of employers by focusing intensively on the workforce needs of a specific industry sector over a sustained period, often concentrating on a specific occupation or set of occupations within that industry;
- Address the needs of workers by creating formal career paths to good jobs, reducing barriers to employment, and sustaining or increasing middle-class jobs;
- Bolster regional economic competitiveness by engaging economic development experts in workforce issues and aligning education, economic, and workforce development planning;
- Engage a broader array of key stakeholders through partnerships organized by workforce intermediaries; and
- Promote systemic change that achieves ongoing benefits for the industry, workers, and community.

The Workforce Investment Board did an analysis of key industries that are workforce drivers in the County. Based on the analysis, the following will be the key industry sectors for the next two years:

- Healthcare
- Manufacturing
- Professional/Financial/Information Technology Services
- Transportation/Distribution/Logistics

The identification of these sectors was the result of labor market analysis that began with an examination of all major industry sectors and used a ranking system to narrow down the sectors based on employment, wage, growth, and skill indicators. These key sectors are in line with the sectors identified in the Northeast Economic Development Region’s most critical sectors of Healthcare, Manufacturing, TDL, and acknowledging that Information Technology is an underlying component in all three of these sectors.

These four sectors are the industry drivers in Will County. They will be used to focus service programs, including incumbent worker and on-the-job training programs, modify and update the Will County Demand Occupation list, and to identify business service priorities in the County.
CHAPTER 4: OPERATING SYSTEMS AND POLICIES

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 (10) 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 (10) 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). The Service Integration Action Plan and any subsequent modifications is incorporated by reference into this plan.

The Workforce Investment Board of Will County (WIB) works to ensure that all planning documents required are completed with all partners involved to be as comprehensive as possible. These documents, including the Memorandum of Understanding and Service Integration Plan, are incorporated by reference into Will County’s WIOA Four-Year Plan so that the planning requirements of each is coordinated.

The WIB also participates in other planning projects including the Will County Center for Economic Development’s (CED) Shaping the Economy strategic plan as well as the regional strategic planning which encompasses the 10-county Northeast Economic Development Region (NEEDR). This region covers seven local workforce areas and is an ongoing process with priorities updated annually (http://www.workforcepartnersmetrochicago.com).

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)).

Though each partner uses their own system(s) for their service delivery and tracking, the Workforce Investment Board has used G*Stars to manage, develop, and improve programs and services offered to customers of the One Stop system. Enhancements to the G*Stars system now allow partner specific data analysis as well as utilizing the system as a customer management system (CMS) with business customers.

Given the diversity of data systems between partners in the system, it will be necessary to have leadership from the state to allow for comprehensive integration.
All required career services are available in the Workforce Center of Will County, either in person by staff who are housed at the Center, or via direct linkage technology. Adults, dislocated workers and youth, and employers will be provided with services by the Workforce Services Division of Will County, Illinois Department of Employment Security, Illinois Department of Human Services – Division of Rehabilitation Services and Joliet Junior College onsite.

All partners who do not have staff working in the Center will provide their required career services via direct linkage technology. Center customers who desire career services from an off-site partner will be assisted by Resource Room staff to connect with that partner via direct linkage in order to connect in real time to partner staff who can assist them.

Currently, direct linkage connections are available for Joliet Junior College’s Division of Adult Education and Literacy, Division of Rehabilitation Services, ILDHS TANF, Joliet Junior College’s Career and Technical Education Department, Will County Center for Community Concerns, Kankakee County Community Services, Inc., National Able, and Joliet Job Corp.

As part of the Service Integration roll-out, the Will County partners met to discuss the State-required self-assessment for the Workforce Center of Will County in fall 2019. This self-assessment process involved partners discussing levels of service integration, and identifying areas of interest for shared efforts toward improved levels of service integration. One area identified is the level of communication that occurs across partners. Meeting topics include program and service information, sharing of successes and challenges as well as presentations from partners and other local organizations. Though Center meetings are held monthly and all partners are encouraged to attend, not all partners participate. Discussions to improve included sending the meeting dates and times to all members electronically and for all partners to send a representative if the primary participant is not available and reporting back to the partner. Improving on this goal will mean that partners will have a better understanding of all of the programs and services available through the partners and the community as well as any updates that involve the overall Center.

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)).

Will County has a Mobile Workforce Center (MWC) which travels to 5 different locations in the more remote areas of the county, including libraries and Village/City Halls. The MWC allows for customers, both job-seeking and employer, to access the same services available in the resource room of the Comprehensive Center. Customer tracking and usage are tracked on the MWC in the same way as the Comprehensive Center.

Various workshops held throughout the month are livestreamed on social media and archived for a user to view at their convenience.

In addition, many workforce services are available online through Illinois WorkNet and JobLink.

Workforce Services Division of Will County maintains an electronic Job Board which is linked to their website, and the Center’s website as well as Joliet Junior College and the local community Chambers.
Our Business Services Team, which includes our partner agencies, spends a great deal of time meeting with employers to better understand their needs and connect them with services. The Team developed a one-sheet, describing the business solutions and contact information for each area as well as a booklet of details listing the services available through each partner. The Business Services Team has also made presentations to various business-led organizations and held webinars describing the services available and answering questions from participating businesses.

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)):

The Workforce Investment Board of Will County will lead a system that promotes business driven talent solutions that integrate education, workforce, and economic development resources across systems to provide businesses, individuals, and communities with the opportunity to prosper and contribute to growing the economy of Will County.

The WIB and our One-Stop Operator (Workforce Services Division of Will County) are involved in:

- Demand-driven strategic planning at the regional level for many years with the six other LWAs in the North East Economic Development Region (Region 4);
- Supporting employer-driven local and regional sector initiatives such as apprenticeships, incumbent worker trainings and specific regional initiatives around manufacturing; healthcare; and transportation, distribution and logistics (TDL);
- Educating all clients on career pathways and the steps needed to advance within a given occupation or industry sector;
- Expanding service integration even further as a result of the One-Stop self-assessment and improvement planning across the One-Stop partner agencies;
- Utilizing multiple sources of data for the purpose of data-driven decision-making. These sources include Jobs-EQ, EMSI, IDES, and Illinois workNet; and
- Frequently exploring the options available for utilizing as much data as possible and appropriate to understanding what is happening, changing and trending in the local economy. WIB shares information and data with the local economic development agencies and municipal departments to support attraction and retention efforts throughout the County.

The Board has charged the One-Stop Operator with continuing to review and coordinate programming in the Center. Core partners have cataloged all services, workshops, and programs provided both in the One-Stop Center and at other locations. Through this process, the Core partners have identified services that are similar and have begun to provide those services in a joint fashion. An example of this is the job fairs that were previously hosted for individual employers by both IDES and WSD. Currently, these partners host joint events that include multiple employers in order to recruit for employees. In addition, Core partners continue to identify gaps in services at the Center and will initiate plans to eliminate those gaps.

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

Our Workforce Center of Will County has a website (will.works) which outlines programs and services available both at the Workforce Center and offsite. Additionally, the referral system among partner agencies ensures that applicants are directed to supportive service programs and are made aware of employment, training, and education offerings.

At the core of all Board programs is the identification and focus on the four key industry sectors: Healthcare, Manufacturing, Professional/Financial Services, and Transportation/Distribution/Logistics. The Board developed industry and occupational materials around each of these four sectors and the demand occupations in each sector. In addition to overview materials, an orientation Power Point and Career Advisor Guide was developed to ensure that customers of the One-Stop Center have a wide berth of information about the four sectors, including career pathways in each sector.

Coordinated by our One-Stop Operator, partners meet monthly to provide staff the opportunity to understand each partner’s programs and services so they can make appropriate connections for individuals and employers. These meetings are especially useful to expand services at the Center to people with disabilities (presence of VR representative), with limited English speaking abilities (presence of Adult Education representative), recipients of public assistance (offering TANF orientation at Center), Low Income older workers (coordination with SCSEP partner) and Veterans (specialized non-WIOA funded training and location of Will County Veterans Assistance Commission across the hall from the Center).

Workforce Services Division works closely with the Illinois Department of Employment Security (IDES) which provides the Illinois JobLink job posting service, as well as programs to assist long-term unemployed, returning citizens, veterans, migrant workers, and others. Illinois Department Human Services staff (DRS & TANF) are onsite at the Workforce Center to provide information and conduct intake. Their programs include:

- Temporary Assistance to Needy Families (TANF), which provides cash assistance to families and pregnant women to help pay for food, shelter, utilities, and expense other than medical.
- Aid to the Aged, Blind and Disabled (AABD), which helps those who qualify and need cash assistance.
- Supplemental Nutrition Assistance Program (SNAP) benefits for low-income households to buy the food they need for a nutritionally adequate diet.
- Medical Assistance Programs for aged, blind, and disabled; and for families with dependent children. There is also assistance with obtaining Affordable Care Act coverage.
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 Adult Education partner has focused bridge and ICAPs programming on two of these sectors (Healthcare and TDL) to allow customers to obtain both basic skill and occupational training in a coordinated fashion. JJC’s Adult Education and Literacy division offers programs such as bridge and Integrated Education and Training (IET) programs which are developed to create opportunities for adult education students interested in a specific career pathway/field to co-enroll in high school equivalency or credit and/or English Language Acquisition/ESL classes and college-level courses in their area of interest (i.e. health care, transportation/distribution/logistics, etc.). IET programs are closely coordinated with JJC’s CTE departments and Perkins and lead to an industry recognized and stackable certificate/credential.

Joliet Junior College Adult Education continues to expand and scale up their Integrated Education and Training (IET) models. The adult education program currently offers a hybrid (online and face to face) transportation, warehousing, and logistics IET program. Students are concurrently enrolled in ESL or GED courses while pursuing the TWL certification. Additionally, the adult education program offers process operator and certified nursing assistant IET’S. Expanding the availability of these programs has significantly increased the number of adult education students earning industry-recognized credentials and obtaining gainful employment.

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 all of the high schools and career centers. The types and extent of classes offered varies by school. The community college, 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.

In addition, Joliet Junior College and Workforce Investment Board of Will County are part of the Northern Illinois Workforce Coalition (NIWC). NIWC is made of the community college, workforce professionals to discuss best practices and create strategies to work as a region. Thus, as a participant of NIWC, the discussion and implementation of dual credit becomes a regional approach and provides more opportunities for the student and consistency among community college implementation.

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

Joliet Junior College has received a grant to build capacity for faculty to implement Prior Learning Assessments (PLA) to evaluate students entering CTE pathways who have workforce training, education, or credentials. The project will consist of training faculty and administrators on designing and implementing PLA and then institutionalizing PLA at JJC. This project will develop the assessment process for PLA in multiple CTE fields including Industrial Maintenance Technician, Electrical/Electronic Automated Systems, Management...
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;

The Center partners coordinate efforts between their agencies to target different segments of the workforce population.

IDES is able to target market to job-seekers through email blasts. The Workforce Center also uses social media, such as Facebook and LinkedIn, to promote various outreach events to targeted segments, depending on the skills required or the employer positions available. The Center also uses Contestant Contact to send out event announcements as well as a quarterly newsletter.

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

The identification of co-enrollment opportunities has significantly improved due to two specific activities. The first is the presence of multiple partners in the Center. Having a wider range of services and staff available encourages coordination and discussion. The second is ongoing meetings and planning sessions between the partners and their staff to share information, discuss opportunities, and plan strategies to ensure customers have access to all services necessary for them to obtain gainful employment.

As stated above, the Board developed industry and occupational materials around each of these four sectors and the demand occupations in each sector. In addition to overview materials, an orientation Power Point and Career Advisor Guide was developed to ensure that customers of the One-Stop Center have a wide berth of information about the four sectors, including career pathways in each sector.

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)).

A general assessment questionnaire has been developed that all customers to the Center complete. This assessment will ensure that any and all services that would be appropriate for each customer are identified. The assessment is the tool that will aid in identifying and addressing any barriers to employment the customer may have. This assessment will be the basis for each customer’s career plan.

The career plan process will strengthen the development for career pathway planning even in instances where the customer may be seeking what they believe is a terminal path to employment. The process provides an opportunity for Center staff to discuss future pathway options, identify important credentials and certifications for future occupational growth, and ensure that customers have a strong understanding of the path to their desired goals.
After enrollment in WIOA, career planners work with clients to explain stackable credentials and focus on helping customers enroll and complete at least one credential in their pathway. During this process, staff assist clients in understanding their options (e.g. educational institutions, length of program, cost, etc.) for training to receive credentials.

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 each partner.

The partners of the Workforce Center of Will County coordinate efforts in various ways, including:

- The development and use of an electronic intake information form that is shared for the purposes of general client information and referral purposes.
- Participation in the Memorandum of Understanding (MOU) between the partner agencies laying out the contributions and activities delivered in the Workforce Center.
- Participation in the self-assessment of the Service Integration process to identify opportunities for collaboration.
- Monthly meetings to share information about services and activities in the Workforce Center.
- Coordinated job fairs and outreach efforts.

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

The Workforce Investment Board has Workforce Services Division serve as both the One-Stop Operator and as Workforce Services (Title 1B) provider for Adult, Dislocated Worker, and Youth employment and training activities under Title I. This role will continue and be enhanced with the provisions outlined in the WIOA. Workforce Services (Title 1B) offered by Workforce Services Division of Will County include:

1) Adult/Dislocated Worker/Youth training services (Title 1B), such as:

- Career scholarships (ITAs) for eligible adults and dislocated workers to attend training that leads to jobs that are in-demand in Will County;
- Resume reviews by Certified Professional Resume Writers;
- Mobile Workforce Center that travels to locations throughout Will County to assist job seekers (internet access for job searches/online applications, resume development/review, printer/copier) and businesses with targeted recruiting assistance;
- Job Board for Will County businesses to list their openings, and a Resume Gallery where job seekers may post their resumes for consideration by local businesses;
- Weekly job fairs for job seekers to meet with multiple businesses and for businesses to recruit/interact with potential job applicants;
- Job search workshops (resume writing, interviewing, networking, social media, Microsoft Word/Excel;
• On-the-Job Training opportunities, where employees can earn while they are being trained on the job.
• Connect to your Future for eligible out-of-school youth ages 17-24 – services include GED preparation and work readiness classes, paid internships, tuition and supportive service assistance to attend post-secondary training that leads to jobs that are in-demand in Will County.

2) Trade Adjustment Assistance (TAA)

Coordination through the Business Services Team, which includes partner representatives, connecting employer to recruitment, retention, training, and labor data services.

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)).

Joliet Junior College Adult Education is the provider of adult education and literacy activities under WIOA Title II. In addition to providing staff at the Center, classes are also taught on-site. JJC also provides classes at its campuses as well as at other off-site locations throughout the County. A representative of the Adult Education and Literacy department serves on the local board and participates in policy and program discussions. The WIB serves on the Adult Education Area Plan committee and reviews the submissions for Title II funding.

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

Illinois Department of Employment Security (IDES) is the primary provider of Wagner-Peyser Act. A member of their staff is at the Center on a full-time basis which has significantly decreased any duplication of services. Their services include:

• Illinois JobLink job postings website, which is the Labor Exchange System;
• Re-Employment Service Program (RES), which helps unemployed clients with a high likelihood of remaining unemployed;
• Re-Entry Employment Service Program (RESP) for returning citizens;
• Veterans Employment and Training Services (VETS);
• Migrant Seasonal Farmworker Program, in partnership with the Illinois Migrant Council.

In addition, the Board is working with Wagner-Peyser staff on coordination of employer services and is including several departments within Joliet Junior College, the Will County Center for Economic Development (CED), and the provider of OJT services in the effort. Utilizing G*Stars as our client management system for business services developed by our Business Services Team.

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

An IDHS Division of Rehabilitation Services staff person is located in the One Stop Center one day per week. To ensure coordination, a representative from IDHS Division of Rehabilitation Services is on the Board and participates in policy and program discussions. Services provided by DRS include:
• one-on-one counseling and guidance, and information and referral services for each customer;
• helping high school students plan for their futures after high school through our Transition and STEP programs;
• working closely with state, regional, and local employers, to offer individualized placement services that bring employers and qualified employees together;
• assisting customers through the Work Incentive Planning and Assistance Program to ensure they understand how working will affect their SSDI/SSI benefits; and
• providing Supported Employment Program services to eligible individuals with significant disabilities who want to go to work and need ongoing support services to succeed on the job.

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

Members of both the secondary and post-secondary education systems serve on the Workforce Investment Board, providing input and assistance in coordinating services and strategies. The Board partners with Joliet Junior College as well as the three four-year colleges located in the county on various programs. In addition, the Director of the Adult Education program from Joliet Junior College serves on the Workforce Investment Board and the Youth Council of the Board.

The Workforce Investment Board has always had a strong and effective partnership with both secondary and post-secondary institutions in the County. The development of new programming and services is done through the Board Committee structure which includes several members of each of these groups.

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 21st 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 provider of Carl D. Perkins Career and Technical Education programs has been a participant in the MOU discussions in Will County. The provider provides services in the One-Stop Center via webcam technology. In addition, the CTE program services are available on a part-time basis through a staff person from Joliet Junior College’s Workforce Development Division who is housed in the One-Stop Center.

Through the 2020 Perkins V process, community colleges will prepare a Comprehensive Local Needs Assessment (CLNA) determining how well their CTE programs are aligned with workforce and economic development and if they are addressing the equity gaps in student access and success, particularly in special populations. This process will allow Joliet Junior College to assess and improve their current programing.

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 Board works with the Title 1 provider, Workforce Services Division of Will County (WSD), on coordinating appropriate supportive services. WSD provides supportive services (as determined appropriate by a career planner) to enable WIOA customers to participate in approved training activities.

A copy of the WSD’s Supportive Service Policies is attached to this plan.

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)).

In addition to the services available through our Workforce Services (Title 1) provider as stated above, a wide range of employment and training activities occur at the One-Stop Center. The resource room includes computers with resume development software, internet access for job searches and career information, books, DVDs and other materials on various job search topics, an open computer lab to gain knowledge of basic computer skills, access to job search websites, copier and fax machine for job search activities, assistance with cover letters and employment applications, keyboarding software, and staff assistance. Workshops include: Networking Tools for Today’s Market, Creating/Uploading a Resume in Illinois JobLink, Getting to Know Excel, Microsoft Word, Microsoft PowerPoint, Master Your Job Search, Stand-Out Resumes, and LinkedIn-Maximize Your Profile, to name a few.

The One Stop also provides assessment, guidance and career planning, access to labor market information, and assistance with job searches. The Center also hosts networking events and job clubs for sharing leads and ideas and learning job search techniques at the One Stop.

In Program Year 2018, over 4,765 clients used the Workforce System of Will County for job search and training-related services totaling 17,723. The Mobile Workforce Center made 907 visits to locations throughout the county, providing over 925 services and serving over 185 clients. The Resume Gallery hosted over 130 job-seeker resumes for employers to review. In addition, 9,665 businesses placed job orders on the WCWC electronic job board.

The One Stop provides Individual Training Account vouchers for those registrants in need of training in the identified demand occupations. Nearly 400 customers utilized ITAs in Program Year 2018. The Board provides funding for on-the-job training (OJT) for adults and dislocated workers and plans for more than 40 OJT participants next year. The Board is also working to expand the program to provide OJT services for out-of-school youth and persons with disabilities. The Board subcontracts this service to Employment
Employment and Employer Services, Inc. has two staff people located in the Workforce Center who conduct orientation sessions for job seekers and do outreach to employers. All clients seeking training must successfully complete a two-week Career Certified course. The course provides soft skills training as well as math, reading, locating information, computer skills, and communication skills. The Board has also partnered with an employer with a registered apprenticeship program for incumbent worker training.

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)).

WSD has assigned a single staff person to coordinate with the Illinois Department of Commerce (DOC) on all rapid response activities. WSD and IDES attend all rapid response meetings and coordinates closely on all activities. Both staff will provide individual services, as necessary, to customers and employers who are in need of more specialized services. In addition, WSD works closely with local employers and the OJT contractor to match dislocated workers with current job openings when there is transferability of skills.

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 GED preparation/attainment and occupational skill training youth programs are offered year-round on an open-entry, open-exit basis. Youth programs include a GED preparation/attainment program and an Occupational Skill Training program for out-of-school youth between the ages of 17 and 24 years old. All youth enrolled in WIOA programs in Will County are required to attend work readiness/leadership training and take the National Career Readiness Certification (NCRC) assessment, scoring a bronze certificate or higher, as part of their service strategy. The program provides the preparation necessary for participating youth to successfully attain their GED.

Joliet Junior College’s Adult Education and Literacy division is the WIOA Title II provider, and has a 60+ year history of providing education and support services to adults (16 years and older) and out of school youth, and is the primary provider of high school equivalency, basic skills, English Language Acquisition (ESL), high school diploma completion, career exploration, and bridge/Integrated Education and Training (IET) programs and services in the local area. JJC DAEL provides over 100 classes per semester at 15 locations throughout the district, and serves approximately 2,000 students annually. They also administer the STAR program (Student Achievement in Reading), which is an evidence based reading program that provides youth with reading skills to prepare them for post-secondary education and the workforce.

The Community College Initiative through IDHS-DRS also provides services for youth with disabilities. Youth with a disability who are interested in furthering their education at an Illinois Community College may participate in this program that can defray the cost of tuition.
The IDHS-DRS also implements a youth employment initiative, STEP, designed to provide pre-employment transition services to youth with disabilities. Services include job exploration counseling, work-based learning experiences, counseling on post-secondary education, and workplace readiness training. Youth programming also includes supportive employment for youth to provide work-based learning opportunities for youth with disabilities.

In addition, youth who already have their High School diploma or GED can obtain occupational training to prepare them for entry into a demand occupation. Youth participating in these programs may need additional supports to ensure that they are successful in completing the program and becoming gainfully employed. Supportive services are provided to youth as needed. The program is based on a foundation of strict guidelines that result in a highly structured program that promotes the success of the enrolled individuals. Joliet Junior College Workforce Development Division is the current contractor for this program.

The Illinois Department of Employment Security provides the Hire the Future Program for youth ages 16 to 24. The program provides assistance with employment, job readiness, and career development services. Another IDES program that has assisted with work-based learning opportunities for youth is the Fidelity Bonding program. The program designed to protect employers against employee dishonesty is being used with hard-to-serve youth populations.

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

Since 2005, it has been the policy of the Board to only fund programs for out-of-school youth. It was determined that youth who are not in school, either because they dropped out or completed and aren’t engaged in work or post-secondary education, are at the highest risk of not obtaining gainful employment in the future. This target population is where 100% of all WIOA Title 1 youth funds have been spent and will continue to be spent. All programs funded by the Board must be for out-of-school youth, they must be open-entry/open-exit, and they must provide services on a year-round basis.

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)).

Workforce Center partners are committed to giving priority for individualized career services and training services to veterans, recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient, in accordance with Illinois DCEO’s WIOA Policy 16-WIOA-4.2. As several core partners provide specific service to low-income or skills deficient individuals, they will focus their resources on those in need.

Joliet Junior College’s Adult Education and Literacy division serves all adults (16 years and older) who fall within their eligible populations, including any adult who has not obtained a high school diploma or recognized equivalent, whose reading, writing, and/or math skills are below high school
level (basic skills deficient), and those for whom English is not their native language and who require assistance in reading, writing, speaking, and/or listening in English. Although income is not a factor in determining eligibility for Adult Education services, public assistance recipients, low income and basic skills deficient adults and out of school youth are majority populations among the 2,000 students served by JJC’s Adult Education and Literacy division annually. DAEL will continue to accept all referrals and will provide appropriate services to all individuals requesting Adult Education. Basic Skills (reading, writing, math) are among the primary services offered by the JJC Adult Education program, serving hundreds of adults each year.

When customers enter the Workforce Center they complete an application form for a G*Stars customer tracking system card. This application asks the customer to indicate if they have a High School diploma or High School Equivalency certificate. Customers who indicate they do not have either of these credentials are counseled on the importance of obtaining the credential to increase their ability to obtain long-term employment. Customers who are willing to discuss this further are immediately connected with a staff person from Joliet Junior College’s Adult Education and Literacy Division for further counseling and assistance.

Under the Connect to Your Future youth program, staff work with all local high schools to identify youth at risk of or who recently have dropped out of school. These students are contacted and encouraged to enroll in the program to work on obtaining their High School Equivalency certificate. In addition, significant outreach is done in the County to identify older youth who are in need of these services. Some examples of outreach initiatives are:

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

Though the Workforce Investment Board of Will County and Workforce Services Division of Will County has not had to address equitably access to workforce and educational services in any previous planning, we do review the demographics of those who utilize programs and services. We will continue to monitor the results and, by working closely with our partners and local organizations, will develop actions where and when needed.

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

As part of our annual monitoring, the EO reviews data related to the usage of the center and advises on gaps. The Center partners use this data to develop action steps to increase awareness of the services available to the identified target populations. To the extent where it is possible for WIB to disaggregate data to review disparities and inequities exist in our policies and programming, WIB will also work with the partners to gain more knowledge and a comprehensive view of the people utilizing services.

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

Working closely with our CTE partner, we will participate in the Perkins V process which will help identify any inequities in the education system. Once identified, a plan can be developed and
implemented to decrease any such inequities.

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

**Working with our local high schools, employers and community college will help the Workforce Investment Board identify opportunities to expose more students to careers in STEM field. WIB currently participates in a group specifically charged with increasing awareness of careers available in the Petrochemical Industry. This project is being led by ExxonMobil and supported by local schools and career centers.**

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

Increasing awareness of the benefits of mentorship programs, particularly with dislocated workers looking to make a career change will help staff and Center partners better understand and develop a program for the Workforce Center of Will County. Identifying internal and community resources will be key to the success of any program developed.

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

Learning about gaps and how to utilize data to drive strategies will help staff understand how to better use to address any equity gaps. Thus, these topics will be presented to staff at various Center meetings and Workforce Services staff meetings.

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

The Workforce Center facility is located on the edge of the St. Joseph Medical Center complex and is in a high traffic area bordered by several main thoroughfares. Pace, the suburban public transportation provider, stops three blocks from the Workforce Center and will provide door-to-door service to/from numerous locations.

The physical layout and design of the Workforce Center of Will County supports a culture of inclusiveness and accessibility. The 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 the Center, doors, hallways, restrooms, etc. are ADA compliant.

The Resource Room of the Center is a large, open space that 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.

The Workforce Board and Workforce Services continuously reviews the demographic information and adjusts the route and stops of the Mobil Workforce Center when necessary.

*Description of how the Local Board will determine priority populations and how to best serve them, along with any other state requirements*
The Workforce Investment Board determines priority populations based on their concentration in Will County and counsel from social support agencies. Partner agencies in the Workforce Center have identified services specific to those populations.

**H. Provide a description of training policies and activities in the local area, including:**

*How local areas will meet the annual Training Expenditure Requirement (WIOA Policy Chapter 8, Section 4)*;

Our local area has historically met the annual Training Expenditure Requirement and will continue to do so. The Board has allocated more than the required percentage of the WIOA budget for training activities. Training activities are split between on-the-job training and individual training accounts. Expenditures are monitored on a monthly basis and adjustments made accordingly. In the past several years, there has been an increase of Adult customers and a decrease in Dislocated Worker customers seeking direct training. As a result of this trend, the Workforce Investment Board has moved funds to the Adult program to ensure that all customers seeking direct training are able to access it in a timely fashion.

*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;*

The Board prioritizes on-the-job training for adults. All youth contracts have a work experience component that is either funded in a subsidized manner or through direct employment opportunities. In addition, the Board has approved the use of OJT for older youth and persons with disabilities to expand work-based learning activities for these populations. The Board is also funding Department of Labor-approved apprenticeships via incumbent worker training through an employer partnership.

A reporting process is currently in place to review and manage outcomes of work-based learning activities related to OJTs, youth work experience, and incumbent worker training.

The Illinois Department of Human Services – DRS offers a program that provides supportive employment for youth which develops employment skills on-the-job for youth with disabilities. This program is complimentary to the DRS Youth Employment Initiative program detailed earlier in this plan.

Through an IDHS TANF grant the Adult Education partner provides pre-employment training and assistance in obtaining work experience to TANF participants with limited work experience.

The local SCSEP partner engages older workers in their program to allow them to obtain work experience and necessary skills to move into unsubsidized employment.

*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 (aka Career Scholarship Policy) is included as Appendix II. The Board does not currently utilize contract training. The Board has developed a sector-based approach in assisting customers with choice of training. Information sessions are held for each sector to assist customers in making an informed choice on industry, occupation, and career path activities. The industry sector training approach is outlined below.

The Workforce Investment Board of Will County has long been implementing programs and initiatives based on industry sector analysis. Focusing on industry sectors has provided the Board with a targeted approach to program development and a strong connection to economic development activities in the County.

Sector initiatives meet the skill, recruitment, and retention needs of employers and the training, employment, and career advancement needs of workers. By meeting the needs of regional industry on behalf of a region’s jobseekers and workers, sector initiatives strengthen a region’s overall economic vitality.

The Workforce Investment Board did an analysis of key industries that are workforce drivers in the County. Based on the analysis, the following will be the key industry sectors for the next two years:

- Healthcare
- Manufacturing
- Professional/Financial/Information Technology Services
- Transportation/Distribution/Logistics

H. 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.

Appendix III the local training provider approval policy. Annually, the Board produces a “Career Scholarship” report that provides information on the performance of training providers who received local WIOA Title 1 training dollars. In addition to this review, annual monitoring of both program and fiscal systems is conducted. Programs on the Illinois Training Provider List (ITPL) are reviewed every two years, per DCEO policy. Any changes to programs are identified and program outcomes are reviewed.

Describe if the local workforce board will authorize the transfer of WIOA Title IB workforce 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 reviews and approves transfers on a programmatic need basis. Currently, there has been an increasing need for adult funding and a decreasing need for dislocated worker funding. In PY19,
the Board approved the transfer of funds to address this need.

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

The Board reviews and approves allocations for incumbent worker training. The maximum allocation is 20% of WIOA Adult and Dislocated Worker funds.

To use funds for transitional jobs as outlined in WIOA Sec. 134(d)(5).

Based on local workforce needs, LWA 10 has determined not to spend funds on transitional jobs as the greatest need is in Adult and Dislocated Worker programs.

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

LWA 10 does not currently fund pay for performance contracts.
CHAPTER 5: PERFORMANCE GOALS AND EVALUATION

The plan must include information on the actions the Local Board will take toward becoming or remaining a high performing board, consistent with the factors developed by the State Board (WIOA Sec. 101(d)(6)) and (§ 679.560(b)(17)).

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)).

WIOA Performance Measures

The negotiated performance goals for PY18/19 are:

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>PY18/19 Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult</td>
<td></td>
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<tr>
<td>Adult Employment Rate 2nd Quarter after Exit</td>
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<tr>
<td>Adult Employment Rate 4th Quarter after Exit</td>
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<tr>
<td>Adult Median Earnings</td>
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<td>Adult Credential Attainment</td>
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<td>DW Credential Attainment</td>
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<tr>
<td>Youth</td>
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<tr>
<td>Youth Employment/Placement in Education Rate 2nd Quarter after Exit</td>
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<td>Youth Employment/Placement in Education Rate 4th Quarter after Exit</td>
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<tr>
<td>Youth Credential Attainment</td>
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Additional State Performance Measures

There are no additional State Performance Measures.

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?

Working with our partners through the Business Services Team, the Workforce Investment Board is interested in expanding our outreach, both in the number of
businesses contacted throughout the year, as well as the number of businesses that become engaged with partners at the Center. We would also like to expand the Team to include other community partners such as economic development organizations and PACE.

What existing service delivery strategies will be curtailed or eliminated based on minimal return on investment?

Identifying any strategies that may be curtailed and/or eliminated will likely come from our service integration process. Once all partners have a sense of the programs and services that each offer, duplicated strategies may surface, at such time, the Center partners will determine the fate of said strategies.

Keeping in mind that based on a partner’s particular charge, not all strategies determined to be duplicate can be eliminated, the Center partners will view efficiency of services or cost of services rendered to be a way to determine ROI.

What new service strategies will be used to address regional educational and training needs based on promising return on investment?

New industry sector training strategies are planned for the region based on the ATIM model used in a prior grant demonstration. The workforce areas within the region believe the ATIM model was a regional best practice. They are planning new regional activities based on expanding this model. The region is also modifying their Apprenticeship Navigator activities if grant funds are continued to focus on a sector strategy where it is believed greater industry inroads and partnerships on apprenticeship programs are possible.

What return on investment and qualitative outcome data for various education and training programs will be collected to identify barriers to enrollment?

The Workforce Investment Board and Workforce Services Division gather feedback from the individuals and businesses who utilize our services through customer satisfaction surveys, follow-up services and evaluations. Additional information will be added as the Workforce Center partners develop action plans as part of our service integration process. As a result the partners will review the information to identify and better understand any barriers to enrollment.

What are the most cost-effective approaches to taking down those barriers or helping residents overcome them?

Once the barriers to enrollment are better identified/defined, the Workforce Board along with Workforce Center partners can develop action steps to eliminate barriers to enrollment.
CHAPTER 6: TECHNICAL REQUIREMENTS AND ASSURANCES

This chapter includes the technical requirements and assurances that are required by the Workforce Innovation and Opportunity Act (WIOA Sec. 121 (c)(2)(iv)).

A. Fiscal Management

Identify the entity responsible for the disbursal 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)).

The Workforce Services Division of Will County is responsible for the disbursal of grant funds under the direction of the Workforce Investment Board. The County of Will is the fiscal agent for the WIOA Title I funds.

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

The Board utilizes a request-for-proposals process to procure contractors for WIOA Title I services. See attached Procurement and Purchasing Policy.

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 physical layout and design of the Workforce Center of Will County supports a culture of inclusiveness and accessibility. Located on the edge of the Presence St. Joseph Medical Center complex, the Workforce Center is in a high traffic area bordered by several main thoroughfares. PACE, the suburban public transportation provider, stops three blocks from the Workforce Center and will provide door-to-door service to/from numerous locations. The Workforce Center also provides ample parking for customers and staff, with a total of 292 dedicated parking spaces adjacent to the building, 19 of which are marked for individuals with disabilities.

All required career services are made available in the One Stop Center, either in person by staff who work in the One Stop or via technology. Adults, dislocated workers and youth are provided with services by WSD, IDHS, IDHS Division of Rehabilitation Services and Joliet Junior College onsite. All partners who do not have staff working in the One Stop provide their required career services via technology. All customers accessing services will be provided with the following accommodations as needed/requested:
The One Stop Resource Room is connected to all partners that do not have onsite staff via a webcam. One Stop customers who desire career services from an off-site partner are assisted by Resource Room staff to connect with that partner via the webcams in order to connect in real time to partner staff who can assist them.

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.

All partners are trained on using the adaptive equipment as well as how to address the needs of of individuals with disabilities. Information is also provided and additional training is done at monthly Center meetings throughout the year.

The CEO of a local social service agency, Cornerstone Services, sits on the Workforce Investment Board and on our Youth Council. He provides information on resources available to job-seekers with disabilities as well as insights into employer expectations and accommodations.

There are no executed cooperative agreements – just the required Memorandum of Understanding (MOU) with the partner agencies.

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)).

The Board will post the plan at www.willcountyworkforceboard.com (the website of the Workforce Investment Board of Will County) where there will be instructions on how to comment over the 30-day public comment period. The Board will publish a notice in the Joliet Herald-News newspaper for three days indicating the plan is on the website.

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.

To be included after publication.

Provide information regarding the regional and local plan modification procedures.

The plan will be sent to all Board members, partners, and the CEO for comment. Comments received via the website will be shared with the Board via email. The replies to comments and questions will be posted on the web site. The Workforce Investment Board will adjust the plan accordingly and approve the final plan prior to submission.
Attachment No. 1 to Amendment No. 2 to LWIA #10 MOU

LOCAL MOU TEMPLATE

MEMORANDUM OF UNDERSTANDING
BETWEEN
Workforce Investment Board of Will County
AND
Workforce System Partners of Will County

<table>
<thead>
<tr>
<th>Nancy Baldwin</th>
<th><a href="mailto:nbaldwin@nanophase.com">nbaldwin@nanophase.com</a></th>
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<tbody>
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<th><a href="mailto:nbaldwin@nanophase.com">nbaldwin@nanophase.com</a></th>
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<tbody>
<tr>
<td>Impartial individual designated by the Local Board Chair to lead annual budget negotiations</td>
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1. PARTIES TO MOU (SEC. 121 (C)(1)) (Governor’s Guidelines, Section 1, Item (b))

- List the required partner providing services in the local area
- List the partner agency providing services of each required partner

<table>
<thead>
<tr>
<th>PARTIES TO MOU</th>
<th>TYPED NAME</th>
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</thead>
<tbody>
<tr>
<td>Local Workforce Innovation Board Chair</td>
<td>Nancy Baldwin, Nanophase Technologies</td>
</tr>
<tr>
<td>Chief Elected Official</td>
<td>Lawrence M. Walsh, County Executive</td>
</tr>
<tr>
<td>REQUIRED PARTNERS AS PARTIES TO MOU</td>
<td>ENTITY ADMINISTERING PROGRAM TYPED NAME 1</td>
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<tr>
<td>Title I: Adult, Dislocated Worker, Youth</td>
<td>Workforce Services Division of Will County - Susan Flessner</td>
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<tr>
<td>Title II: Adult Education and Literacy</td>
<td>Joliet Junior College Workforce Education - Michele Smith</td>
</tr>
<tr>
<td>Title IV: Rehabilitation Services</td>
<td>Department of Human Services – Vocational Rehabilitation – Damien McDonald</td>
</tr>
<tr>
<td>Perkins/Post-secondary Career &amp; Technical Education</td>
<td>Joliet Junior College CTE - Patricia Zuccarello</td>
</tr>
</tbody>
</table>

1 Insert only the name(s) of the program(s) in this space. The names of individual negotiators are not needed.
2. **PURPOSE AND SCOPE OF MOU**

- *Describe the general purpose and scope of the umbrella MOU*

The purpose and scope of this umbrella MOU is to outline the vision, services, resource contributions, and other commitments to support the Workforce System of Will County.

In accordance with the Workforce Innovation and Opportunity Act, programs covered by this agreement include:

**PARTNER AND PROGRAM AREA:**

IDES-Joliet: Wagner Peyser, Veterans Employment, Disabled Veterans Employment, State Unemployment Compensation, TRA, Migrant and Season Farmworker

IDHS-TANF

IDHS-DRS-Vocational Rehabilitation

Joliet Job Corp-Youth

JJC-Adult Education: WIOA-Adult Education and Literacy

JJC-Perkins: WIOA- Post-Secondary Vocational Education

Kankakee County Community Services, Inc.: Senior Community Service Employment

National Able-Senior Community Services Employment

Will County Center for Community Concerns: CSBG

Workforce Services Division: WIOA – Adult, WIOA – Dislocated Worker, WIOA – Youth, TAA/TGAA
3. VISION FOR THE SYSTEM (Governor's Guidelines, Section 1, Item 1(b))

- Describe the shared vision and commitment 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)
- Describe which aspects of the vision are currently in place
- Outline the steps to be taken and the general timeline for how required partners will implement any aspects of the vision that are not yet in place

[The Vision for the Workforce System of Will County is to promote business driven talent solutions that integrate education, workforce and economic development resources across systems to provide businesses, individuals, and communities with the opportunity to prosper and contribute to growing the state’s economy.”

The Workforce Board of Will County and the required partners have identified the following as the guiding principles for this system:

- Demand driven orientation,
- Strong partnerships with business at all levels,
- Career pathways to today’s and tomorrow’s jobs,
- Cross-agency collaboration and alignment,
- Integrated service delivery,
- Access and opportunity for all populations,
- Clear metrics for progress and success,
- Focus on continuous improvement and innovation.

The Board has focused on a demand driven system through the identification of 4 key demand industry sectors and the development of specific occupations within those sectors to be targeted for both business services and job seeker training.

Through on-going meetings of the core partners, these guiding principles have been the basis of all planning and activities in the Workforce Center of Will County. The partners have developed a strong integrated service delivery strategy through the use of a single “career plan” model that was implemented in April of 2017. Each job seeking customer of the Center has a career plan developed that is unique to their needs and incorporates all services provided by partners of the Center that meets their needs.

With special assistance by the Illinois Department of Human Service – Vocational Rehabilitation, access and opportunities for all populations, including those with disabilities is provided. All job seekers, regardless of their barriers to employment, are provided with services or an appropriate referral.]

4. 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
- Confirm whether all required partners participated in negotiations
- Explain the process to be used if consensus on the MOU is not reached by partners
At the direction of the Workforce Investment Board of Will County, the One-Stop Operator (Workforce Services Division of Will County) convenes the four core partners on a regular basis to discuss the system and to identify areas for collaboration and coordination.

The Chair and Director of the Workforce Investment Board convened an initial meeting of the required partners to review the MOU, to review changes to the template, to discuss the interagency team review comments, and discuss the development and/or modification of each section in the MOU. Each partner and the WIB Director identified the sections of the MOU that they would draft and share with the group.

A second meeting of all partners was convened to review the draft MOU budgets for both infrastructure and system costs. Each partner agreed to an initial FTE amount to be preliminarily used in the budget development process. Each partner also agreed to complete the service matrix for the programs they provided.

A final meeting was held to discuss the narrative portion of the MOU document and to finalize the infrastructure and system budget allocations. All partners were encouraged to identify areas of the MOU that they were not in agreement. Issues were discussed among the group and negotiations to reach consensus were conducted.

All required partners participated in the negotiations.

All partners agreed that if consensus cannot be reached specific to any portion of the MOU after negotiations, the partner(s) objecting may submit in writing a formal justification for their objection(s). This justification should be submitted to the Chairman of the Workforce Investment Board for review by the Executive Committee of the Board. The Executive Committee will review the objection(s) and provide recommendations on how to reach consensus on the outstanding issue(s). The recommendations will be forwarded to the MOU negotiation team for review and approval.

Once consensus is reached and the MOU is executed, a partner may only object during the MOU duration period if there has been a significant change in funding or administrative services. These objections will follow the same procedure as defined above.

5. NAME AND LOCATION OF COMPREHENSIVE ONE-STOP CENTER(S) (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
- Where applicable list the designated affiliated sites and/or specialized centers
- Define any other operating titles that the local area assigns to each center

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

Workforce Center of Will County, 2400 Glenwood Avenue, Joliet, IL  60435
6. 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 (the State-level service matrix provided in Appendix F is intended to serve as a reference for local negotiations) illustrating local methods of service delivery, which includes:
  - Career services to be provided by each required partner in each comprehensive one-stop center
  - Other programs and activities to be provided by each required partner
  - Method of delivery for each service provided by each required partner (e.g., staff physically present, cross-trained staff, direct linkage technology)

- In the spaces provided below:
  - In the introductory paragraph of this section, describe the required partners’ combined commitment to integration and “manner in which the services will be coordinated and delivered through the system” (§ 678.500(b)(1))
  - In the spaces below designated for each required partner, describe each partner’s commitment to coordinated service delivery and explain how the services provided and the method of service delivery (as documented in the local service matrices) illustrate that commitment
  - For each required partner below, describe the location(s) at which services of each required partner will be accessible

The partners in the Workforce System of Will County have a long history of working cooperatively together. Since the Center opened in November 2015, the core partners have had ongoing meetings to develop integrated service delivery systems to ensure that the Center provides seamless service to all customers.

The partners have developed a common initial career plan that will be used to ensure that job seeking customers receive the widest range of services possible to afford them the best opportunities to obtain gainful employment. In addition, the partners have worked jointly on the development of staff training and development to improve the professional skills of the front-line staff in the Center.

As opportunities to collaborate are identified, partners have stepped up to the plate to make that happen. This is especially true in the case of joint weekly job fairs and the provision of services to business customers.

Title I (Adult, Dislocated Worker and Youth) – The Workforce Service Division of Will County (WSD) provides services to job seeking and business customers in Will County under Title IB of the Workforce Innovation and Opportunity Act. Services include:
- Career scholarships (ITAs) for eligible adults and dislocated workers to attend training that leads to jobs that are in-demand in Will County;
- Resume reviews by Certified Professional Resume Writers;
- Mobile Workforce Center that travels to locations throughout Will County to assist job seekers (internet access for job searches/online applications, resume development/review, printer/copier) and business with targeted recruiting assistance;
- Job board for Will County businesses to list their openings, and a Resume Gallery where job seekers may post their resumes for consideration by local businesses;
- Weekly job fairs for job seekers to meet with multiple businesses and for businesses to recruit/interact with potential job applicants;
• Job search workshops (resume writing, interviewing, networking, social media, Microsoft Word/Excel;
• On-the-Job Training opportunities, where employees can earn while they are being trained on the job.
• Connect to your Future for eligible out-of-school youth ages 17-24 – services include GED preparation and work readiness classes, paid internships, tuition and supportive service assistance to attend post-secondary training that leads to jobs that are in-demand in Will County.

All WSD services are offered on-site at the Workforce Center of Will County.

Title II (Adult Education and Literacy) – Joliet Junior College’s Department of Adult Education and Literacy (DAEL) operates the Title II (AEFL) programs and services in LWIA 10. DAEL has always been a proponent of coordination of services and of reduction of duplications of services. Adult Education will provide necessary Basic, Individualized, and Follow-up Career Services within the One-Stop Center. Services that are provided at the Workforce Center of Will County are High School Equivalency (GED, HiSET, TASC) preparation classes, literacy volunteer tutors, tutor training and Job Skills/Employment Readiness Workshops. These services are provided on-site.

All adult education instruction, support, and transition services are provided at 15 locations throughout the JJC Community College District 525 during morning, evening, and Saturday hours to meet the needs of the widely diverse populations served through adult education and literacy. DAEL will also accept referrals from and will provide referrals to One-Stop system partners in order to access and/or provide the full range of career, education, and training services available. Services provided at locations other than the Workforce Center are Adult Basic Education/literacy, Adult Secondary Education/High School Equivalency Preparation (GED, HiSET, TASC), Early School Leaver Transition Program, High School Diploma Completion, English Language Acquisition/English as a Second Language, Citizenship Preparation, Career Awareness/Career Exploration, Bridge/Integrated Education and Training (IET) and Integrated Career and Academic Preparation System (ICAPS) programs.

Adult Education Class Sites/Locations: Joliet Junior College Campuses (Main, City Center, Romeoville, and Morris), Bolingbrook High School, Stepping Stones Recovery Center, St. Mary Immaculate Church, Spanish Community Center, St. Patrick’s School, Sator Sanchez School, Reed Custer High School, Joliet Public Library, Heritage Trail Elementary School, Southwest Suburban Immigrant Project, Plainfield School District 202.

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 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 service needs to realize their employment goals.
All Employment Services under Wagner-Peyser are offered on-site at the Workforce Center of Will County.

**Title IV (Rehabilitation Services)** – The Division of Rehabilitation Services will provide basic career services for individuals with disabilities on-site and at VRS office.

**Perkins/Post-Secondary Career and Technical Education** – JJC is committed to working collaboratively with the One-Stop and its partners to provide integrated services. Joliet Junior College will provide a CTE program specialist available via existing JJC staff at the Center during regular business hours. This staff person will field questions from participants at the Center, projected at 25% of her weekly work time. The specialist will provide information about the College’s career pathways, costs, and information on gainful employment among other related appropriate information on the College’s certificate and degree career programs.

Perkins/Post-Secondary Career and Technical information are offered on-site at the Workforce Center of Will County and at Joliet Junior College campuses.

**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 under the law, until the worker finds employment, or becomes otherwise ineligible.

IDES Unemployment Insurance services are offered at the Joliet IDES Office, and via direct linkage.

**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 to veterans.

IDES/Veterans’ services are offered on-site at the Workforce Center of Will County and at the Joliet IDES Office.

**IDES/Trade Readjustment Assistance** – IDES administers Trade Readjustment Allowances, a benefit under the TAA program, providing income support to persons who have exhausted their unemployment compensation and whose jobs were affected by foreign trade.

IDES/Trade Readjustment Assistance services are offered on-site at the Workforce Center of Will County at the Joliet IDES Office.

**Trade Adjustment Assistance (TAA)** – The Workforce Services Division of Will County provides services to job seeking customers who have been impacted by a layoff or closure due to foreign trade.

All WSD services are offered on-site at the Workforce Center of Will County.
**IDES/ Migrant & Seasonal Farmworkers (MSFW)** – IDES provides staff assisted services including job development, career guidance, and referral to training and supportive services for migrant and seasonal farmworkers.

IDES/Migrant & Seasonal Farmworkers services are offered via direct linkage.

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

**Community Service Block Grant (CSBG)** – The Will County Center for Community Concerns (WCCCC) and the Workforce Services Division of Will County work closely together to ensure a coordinated delivery of employment services to Will County individuals.

WCCCC provides the space for and administers the Clothes4Work Closet, which allows persons who have scheduled job interviews or who have successfully gained employment to choose work appropriate clothing from donated items. Customers who are at the Workforce Center can work with WCCCC staff via technology through a skype connection.

The Will County Center for Community Concerns is located at 2455 Glenwood Avenue in Joliet. Agency services are provided on the first floor. In addition, the Clothes4Work closet is housed at WCCCC on the second floor for individuals who need clothing for job interviews or for the first two weeks of work until they can acquire their own wardrobe.

CSBG Services will be provided via technology through direct linkage.

**Senior Community Services Employment Program (SCSEP)** – The Senior Community Services Employment Program (SCSEP) will work with the WIOA to pre-screen older adults as they inquire about obtaining SCSEP services or answer questions if they need general program information. Each person inquiring about enrolling into SCSEP must be pre-screened and placed on a waiting list. SCSEP administration is divided between two organizations – Kankakee County Community Services, Inc. and National Able.

Though both providers are located offsite, it is the intent of the program to work closely with WIOA to ensure that a direct linkage is maintained via a skype connection to assure that all inquiries are responded to per program regulations.

SCSEP staff with make the necessary arrangements to meet with the pre-screened candidates at a satellite location in Will County, preferably at the Will County Center for Community Concerns building. The SCSEP Director will make the necessary provisions to meet individuals in Will County to avoid creating a hardship by having them travel out of Will County.

**DHS/TANF** – Illinois Department of Human Services provides intensive services and assessments to TANF customers. TANF customers are assessed with a needs assessment and monthly update on needs while receiving these benefits. TANF customers engaged in activities are provided supportive services for transportation. If TANF customers become employed they are eligible to request additional supportive services for needs to ensure
employment. IDHS also provides TANF customer Medicaid benefits and SNAP benefits if they are eligible.

The services are available at the Center on-site as well as the IDHS-TANF office.

**IDOC Second Chance – N/A**

**HUD Employment and Training Activities – N/A**

**Job Corps** – Joliet Job Corps helps young people ages 16 to 24 improve the quality of their lives through career technical and academic training. Eligibility is determined by Job Corp staff. Joliet Job Corp is a residential program located at 1101 Mills Road in Joliet. Services are administered at Joliet Job Corp and via direct linkage at the Workforce Center of Will County.

**YouthBuild – N/A**

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

- **Name the procured one-stop operator**
- **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**
- **Assure that the one-stop operator will not perform any of the proscribed functions (§ 678.620(b)) to avoid a conflict of interest**

*Note: One-stop operator designation takes effect July 1, 2017 (§ 678.635)*

**Name of the procured one-stop operator:** Workforce Services Division of Will County

**Functions and Scope of Work:**

**System Development and Leadership**
- Develop the annual plan for the Workforce Center of Will County
- Provide leadership in Workforce Center of Will County operations;
- Lead the integration of services between the four core WIOA Partners (WIA Title I, Adult Education, Vocational Rehabilitation, and Wagner Peyser Employment Services) in the Will County One-Stop Center;

**Process and Service Provision**
- Ensure all customers receive appropriate, timely, and effective WIOA services;
- Ensure that a broad range of employment and training services that meet the needs of residents and employers are provided in the Workforce Center of Will County;
- Implement formal referral process for services outside of the Center and service coordination for services within the Center; define minimum standards for referral, referral follow-up requirements, and documentation of referral outcomes;
- Conduct monthly meetings with members of the Core Partner management team;
- Conduct monthly meetings with Center staff;
- Procure and implement training/staff development (customer service, cross training on partner/other services, etc.)
- Conduct outreach/recruitment function/activities for the Center;
- Develop and implement business services delivery model

**Accountability and Reporting**
- Implement the system to gather, analyze, and report performance of core partners, center processes, and system services;
- Perform continuous improvement activities to achieve high level of service quality and to enhance customer service;
- Accountable for data entry into State/Center MIS for all operations of the center;
- Prepare and submit monthly and quarterly reports for the Workforce Investment Board

**Physical location**
- Responsible for physical space planning, maintenance, and upkeep at the Workforce Center of Will County;
- Enforces Center facility standards with respect to attendance, dress, customer service;

**Deliverables**
- Annual Budget
- Implementation Plan
- Continuous Improvement Plan
- Staff/Center Training Plan
- Monthly Reports
- Quarterly Reports
- Annual Reports

The One-Stop Operator will not perform any of the proscribed functions identified in § 678.620(b)) to avoid a conflict of interest.

### 8. 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:**
  - In the introductory paragraph of this section, describe local one-stop operator’s role and responsibilities for coordinating referrals among required partners (§678.500(b)(3))
  - In the spaces below designated for each required partner, each partner must list the other programs to which it will make referrals and the method(s) of referral to each partner; for example, in the Title I box, Title I will list all other programs to which it will refer clients and the method(s) of referral for each
  - Identify the method of tracking referrals

*Note: Local areas must be as specific as possible when describing the differences in referral methods between partner programs. DOL has expressed concern about this area in the past.*
In accordance with the requirements of the Workforce Innovation Opportunity Act (WIOA) all core and required partners recognize the importance of ensuring that job seeking customers obtain services in a convenient and seamless manner.

The goal of the system is to provide integrated and seamless delivery of services to job seeking customers. To that end, core and required partners (partners) of the Workforce Center of Will County (WCWC) agree to do the following:

1. Develop materials summarizing their services and eligibility requirements and to make these summaries available to all partners of the Center and to provide regular training and updates on services;
2. Require staffs to familiarize themselves with the requirements for participation in each of the required partners’ services;
3. Ensure that customers eligible for each other’s services are handed off in an efficient manner to one another;
4. Evaluate the effectiveness of the current system prior to the end of this MOU and improve (or modify) the process as needed.

All four core partners currently have a physical presence at the Workforce Center of Will County. Given that, when customers access services within the Center, they are tracked by partner and program using the G*Stars system. This allows customers to access multiple partner services in one visit and for all to be tracked and tabulated. Customers who present at the WCWC for services provided by partners with staff who are housed at the Center will be assisted in navigating the services provided onsite, therefore eliminating the need to “refer” customers within the Center. The Center views internal handoffs of customers from one partner to another at the physical Center as “service to service” contact.

When the need arises to refer customers who come to the Center to partner services that are not offered onsite, partners agree to “accept” that referral via webcam or direct phone line, in order for customers to receive offsite partner services in real time, and “face-to-face” via Skype/telephone. The One-Stop Operator is responsible for making arrangements for webcams/Skype/telephone access at all partner locations.

Partners agree to have staff available to accept a referral via webcam/Skype/telephone during all regular business hours.

The One-Stop Operator is responsible for ensuring that tracking is occurring and that it is an accurate reflection of the actual services being provided. One example of this responsibility is in the case when the services being provided by Joliet Junior College seemed undercounted, the OS Operator investigated the situation and changes were made to the customer flow and tracking to ensure that all services were being captured in a seamless way.

It is only when no staff is present at the Center or the service is outside of those offered in the system that a formal referral is made. Referrals to additional service providers beyond the required partners may be needed to meet customer needs. In such cases, every attempt will be made to connect the customer to a specific contact person at the referral location. A general referral form (see below) will be provided to the referral agency/service provider in order to complete follow up on the results of the referral.

Customers will also be provided (in writing) the referral agency/service contact name, address, phone number, email address, hours of operation etc. (see below)
Workforce Center of Will County
Customer Referral Form
Referral Date __________________
Customer Information:
Name: ___________________________________________
Phone: _________________________   Alternate Phone: ______________________
Email: _______________________________

Referred for (list/explain service needs):
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________

Follow Up:
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________

Referral Source: Please retain copy for your records and for Follow Up information Receiving Agency/Service: Please provide referring source with information related to customer contact, services provided, additional services/referral needed, etc.

Workforce Center of Will County
Customer Referral

To our customer:
It is our goal to meet your needs with an in-person referral through our partnership with local service providers. Please contact the following agency/individual/service provider at your earliest convenience for assistance.

Agency/Service Provider: __________________________________________
Address: ________________________________________________________
_________________________________________________________________
Contact Name: ____________________________________________________
Phone: ______________________________________
Email Address: _______________________________
Hours of Operation: ________________________________________________
Service(s) provided: ________________________________________________

Title I (Adult, Dislocated Worker and Youth) – on-site - see above
Title II (Adult Education and Family Literacy) – on-site - see above
Title III (Employment Services under Wager-Peyser) – on-site - see above
Title IV (Rehabilitation Services) – on-site and via technology - see above
Perkins/Post-Secondary Career and Technical Education – on-site - see above
IDES/Unemployment Insurance (UI) – via technology - see above

IDES/Job Counseling, Training and Placement Services for Veterans – on-site - see above

IDES/Trade Readjustment Assistance – on-site - see above

Trade Adjustment Assistance (TAA) – on-site - see above

IDES/ Migrant & Seasonal Farmworkers (MSFW) – on-site - see above

National Farmworker Jobs Program (NFJP) – n/a

Community Service Block Grant (CSBG) – via technology - see above

Senior Community Services Employment Program (SCSEP) – via technology - see above

DHS/TANF – via technology - see above

IDOC Second Chance – n/a

HUD Employment and Training Activities – n/a

YouthBuild – n/a

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), including the following:

- The comprehensive one-stop center’s layout supports a culture of inclusiveness
- The location of the comprehensive one-stop center 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

The physical layout and design of the Workforce Center of Will County supports a culture of inclusiveness and accessibility. The 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 the Center, doors, hallways, restrooms, etc. are ADA compliant.

The resource room of the Center is a large, open space that 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.

The facility is located on the edge of the Presence St. Joseph Medical Center complex and is in a high traffic area bordered by several main thoroughfares. Pace, the suburban public transportation provider, stops three blocks from the Workforce Center and will provide door-to-door service to/from numerous locations.
The Workforce Center also provides ample parking for customers and staff, with a total of 292 dedicated parking spaces adjacent to the building, 19 of which are marked for individuals with disabilities.

An EO compliance assessment is conducted annually for Workforce Center. The Workforce Center maintain a culture of inclusiveness in compliance with Section 188 of WIOA, the Americans with Disabilities Act (ADA) of 1990 and all other applicable statutory and regulatory requirements. Additionally, the physical characteristics of the facilities, both indoor and outdoor, meet compliance with 29 CFR Part 37, the 2010 or most recent ADA standards for Accessible Design and the Uniform Federal Accessibility Standards.

10. PROGRAMMATIC ACCESSIBILITY (Sec. 121 (c)(2)(iv)) (§ 678.500(b)(4))

- Describe how the comprehensive one-stop center provides access to all required career services in the most inclusive and appropriate settings for each individual participant
- Describe specific arrangements and resources available to assure that individuals with barriers to employment, including individuals with disabilities, can access available services (§678.500(b)(4))
- Explain how services will be provided using technology that is actually available and in accordance with the “direct linkage” requirement under WIOA

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

All required career services are available in the Workforce Center of Will County, either in person by staff who work in the Center, or via technology. Adults, dislocated workers and youth will be provided with services by the Workforce Services Division of Will County, Illinois Department of Employment Security, Illinois Department of Human Services – Division of Rehabilitation Services and Joliet Junior College onsite.

All partners who do not have staff working in the Center will provide their required career services via technology (see discussion of Skype/telephone access above). The Workforce Center Resource Room will be connected to all partners that do not have onsite staff via a webcam/telephone. Center customers who desire career services from an off-site partner will be assisted by Resource Room staff to connect with that partner via the webcams (or direct telephone linkage) in order to connect in real time to partner staff who can assist them.

Currently, skype connections are available for Joliet Junior College’s Division of Adult Education and Literacy, Joliet Junior College’s Career and Technical Education Department, Will County Center for Community Concerns, Kankakee County Community Services, Inc., National Able, and Joliet Job Corp.

All customers accessing services will be provided with the following accommodations as needed/requested:
- Language Line
- Illinois Relay
- Sign language interpreter
- Braille keyboard/trackball mouse
- Intellikeys keyboard
- Dragon Speech Recognition software
- Braille printer
- Headphones
- Computer screen magnifiers
- 29 inch computer monitor
11. DATA SHARING (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.
- Provide assurances that participants’ Personally Identifiable Information (PII) will be kept confidential.
- In each description, cite specific examples of required partners demonstrating a commitment to integration in the local area.

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

Customer tracking in the Workforce Center of Will County will be done through the G*Stars system. Partners present at the Workforce Center will have the ability to modify the data collection points and can request specific data reports from the system. The Workforce Board receives and reviews the service utilization reports from the G*Stars system by both partner and specific program.

A presentation was made to the Workforce Board during PY16 to provide them with a general overview of the performance measurement systems of each core partner, ensure that they had a clear understanding of the components of each system, and information on how and when performance data would be collected. The Board directed the core partners to develop mechanisms to begin to collect common data that can be used to measure both required performance as well as to identify unique local indicators of performance that can be measured.

All staff have been trained in the collection of personal identifiable information and are aware that it is not to be collected verbally at any time. Any confidential information that is collected or printed will be shredded or put into confidential customer files.

Data contained in partner specific program systems will be shared on an as available basis until such time as the State of Illinois implements data sharing agreements between all partners.

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.

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

Using the Infrastructure Funding Agreement (fillable spreadsheet)

1. Complete the FTE Calculations tab of the Infrastructure Funding Agreement for each comprehensive one-stop center, as well as for each affiliate or specialized center designated by the local workforce board and at which required partners agree to provide services.

   a. For partners whose staff will be cross-trained to provide services of another partner’s program:

      i. Identify the FTE commitments being made to provide services on behalf of another required partner at the comprehensive one-stop center or affiliate or specialized center.
ii. Enter that FTE commitment into the “FTE Calculations” tab specific to that service location.

b. For partners whose services are being provided by another partner’s cross-trained staff:
   i. Identify an FTE commitment that corresponds with the required partner providing the services on your behalf.
   ii. Enter that FTE commitment into the “FTE Calculations” tab specific to that service location.

2. Complete a “Cost Allocation” tab for each service location. Note that infrastructure costs will be completed for each service location, including comprehensive one-stop centers and any affiliated or specialized center designated by the local workforce board.
   a. For each service location, identify the agreed-upon amount that each required partner will contribute toward infrastructure costs to operate that service location. (Infrastructure costs must be negotiated on an annual basis.)
   b. For the entire local service delivery system, specify the agreed-upon amount of the shared local system costs that each required partner will contribute. (Shared local system costs must be negotiated on an annual basis.)
   c. In the Shared Delivery System Costs section of each “Center” tab, identify the cost of the one-stop operator in the designated line item.
      i. If required partners have selected either a single entity or a consortium to perform one-stop operator functions, then enter the cost of the competitively procured one-stop operator in the designated cell of Column B and each partner’s share of the total cost in that row.
      ii. If required partners have opted not to share the cost of the one-stop operator and instead will provide in-kind personnel to perform the one-stop-operator functions, then enter the total agreed-upon value of the in-kind personnel in the designated line item of Column B, and each partner’s share of the total cost in the row for “less in-kind staffing.”
      iii. Explain the in-kind staffing contribution in the “Notes” section of the spreadsheet (which must align with Section 12 of the MOU narrative).
      iv. Name the one-stop operator model (consortium, single entity or other). If the operator model is a consortium, provide the names of the entities that comprise the consortium.

3. Approve the agreed-upon, annual Infrastructure Funding Agreement through the MOU amendment procedures described in this MOU, Section 13, including signatures.

In the space below and following the Governor’s Guidelines – Revision 3, 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, 2019 through June 30, 2020.

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 a required partner commits to less than .25 FTEs in any service location, then a waiver must be submitted using the waiver request form included in the Report of Outcomes template (Appendix G of the Governor’s Guidelines – Revision 3).

6. Describe in the narrative whether and which staff will be cross-trained to provide services on behalf of another required partner.
   a. 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. Complete an “Outcome Report for Annual Budget Negotiations for PY19 (Appendix Item G of the Governor’s Guidelines – Revision 3)” and submit the completed form with a draft one-stop operating budget to the individual designated by the Governor by April 15, 2019.

8. Submit the following to the individual designated by the Governor by June 30, 2019:
   a. Amended Section 6
   b. Amended Section 12
   c. Any other sections of the MOU that are amended
   d. One-stop operating budget
   e. All required partner signatures
   f. Cover Page for Submittal of MOU Amendments and Annual One-Stop Operating Budgets (Appendix Item H of the Governor’s Guidelines – Revision 3)

9. 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 for PY 2019; 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.
<table>
<thead>
<tr>
<th>Program</th>
<th>Partner's Total Cash Contribution toward it’s proportionate share of Infrastructure and Local Service Delivery System Costs for PY 19</th>
<th>Dollar Amount of 10% Variance from Total Cash Contribution displayed as Partner’s Total Cash Contribution plus 10% Variance (if applicable) in case the actual costs exceed budget costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commerce</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Title IB - Adult, Youth, &amp; Dis. Workers</td>
<td>279,234</td>
<td>27,923</td>
</tr>
<tr>
<td>TAA</td>
<td>3,723</td>
<td>372</td>
</tr>
<tr>
<td>CSBG</td>
<td>3,723</td>
<td>372</td>
</tr>
<tr>
<td>IDES</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Title III - Wagner-Peyser</td>
<td>26,062</td>
<td>2,606</td>
</tr>
<tr>
<td>TAA</td>
<td>26,062</td>
<td>372</td>
</tr>
<tr>
<td>CSBG</td>
<td>3,723</td>
<td>372</td>
</tr>
<tr>
<td>Veterans Services</td>
<td>14,892</td>
<td>1,489</td>
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<tr>
<td>UI Comp Programs</td>
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<tr>
<td>TRA</td>
<td>3,723</td>
<td>372</td>
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<tr>
<td>ICCB</td>
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<tr>
<td>Title II - Adult Education</td>
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<td>596</td>
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<tr>
<td>Career &amp; Tech Ed - Perkins</td>
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<td>372</td>
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<tr>
<td>DHS</td>
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<tr>
<td>Title IV - Vocational Rehab</td>
<td>7,446</td>
<td>745</td>
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<td>TANF - DHS</td>
<td>7,446</td>
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<tr>
<td>Aging</td>
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<td>SCSEP</td>
<td>3,723</td>
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<tr>
<td>DOC</td>
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<td></td>
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<tr>
<td>Second Chance</td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>HUD</td>
<td>n/a</td>
<td></td>
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<tr>
<td>Title IC - Job Corp</td>
<td>3,723</td>
<td>372</td>
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<tr>
<td>Title ID - National Farmworkers</td>
<td>n/a</td>
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<tr>
<td>Title ID - YouthBuild</td>
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<td></td>
</tr>
<tr>
<td>Other 1</td>
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<tr>
<td>Other 2</td>
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<tr>
<td>Other 3</td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>Other 4</td>
<td>n/a</td>
<td></td>
</tr>
</tbody>
</table>

All required program partners annually negotiate infrastructure costs of the comprehensive one-stop as well as other shared costs.

The cost sharing agreement is effective from July 1, 2019 through June 30, 2020.

The budget presented as part of this MOU is a final budget agreement.

The Workforce Board of Will County designated the One-Stop Operator as the entity responsible for conducting budget reconciliation.
Per the State recommendation, an FTE method was used for each partners’ proportional share of costs to support the services and operations of the system.

Because all core partners have a physical presence in the Center and all other partners are available via Skype, no staff will be cross-trained to provide services on behalf of other required partners.

Three all partner meetings were held with the WIB Chair and Vice Chair presiding to reach a consensus on shared costs. A draft budget was presented to the group, discussed, modified, and agreed upon.

All partners agreed that if consensus cannot be reached specific to any portion of the MOU after negotiations, the partner(s) objecting may submit in writing a formal justification for their objection(s). This justification should be submitted to the Chairman of the Workforce Investment Board for review by the Executive Committee of the Board. The Executive Committee will review the objection(s) and provide recommendations on how to reach consensus on the outstanding issue(s). The recommendations will be forwarded to the MOU negotiation team for review and approval.

Once consensus is reached and the MOU is executed, a partner may only object during the MOU duration period if there has been a significant change in funding or administrative services. These objections will follow the same procedure as defined above.

Each partner will be billed for agreed upon costs on a quarterly basis. The billing will reflect actual costs during the quarter.

All partners have agreed that this MOU is contingent on the availability of Federal funding for their program. 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 the written notice unless otherwise indicated.
13. **AMENDMENT PROCEDURES** (Sec. 121 (c)(2)(v)) (Governor’s Guidelines, Section 5) (§ 678.500(b)(5))

Describe amendment procedures, including annual negotiation of infrastructure and shared system costs to address the following:

- The amount of notice a partner agency must provide the other partners to make amendments
- The procedures for informing other partners of the pending amendment
- The circumstances under which the local partners agree the MOU must be amended
- The procedures for amending the MOU to incorporate the final approved budget on an annual basis
- The procedures for terminating the MOU or a specific partner’s participation in the MOU
- The process for resolving any disputes that evolve after the agreement is reached

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

The Workforce Board will convene all partners annually to review and approve the infrastructure and shared system costs. If during the year a partner wants to amend the document in any way (including budget and cost sharing), they must give written notice of the amendment to the Chairman of the Workforce Board 30 days prior to holding a meeting on the proposed amendment. The Director of the Workforce Board will notify all partners of the proposed amendment via email and schedule a meeting no sooner than 30 days after receipt of the proposed amendment. All Workforce System partners that are signatory parties to this Agreement will be allowed to participate in amending the Agreement.

There must be consensus on the proposed amendment by all partners to be included in a revised MOU. A review and modification of the budget and shared cost portion of this MOU will be done annually to ensure actual costs are reflected and that all partners review and approve of the infrastructure and system cost budgets.

Termination of this MOU or any partner’s participation in this MOU must be done through a meeting of all partners. This agreement may be amended in writing and with a majority vote of the signatory parties. It is understood that circumstances outside the control of the Workforce System of Will County partners, such as a change in legislation or funding levels, may require an amendment of this agreement.

14. **RENEWAL PROVISIONS** (Sec. 121(c)(2)(v)) (Governor’s Guidelines, Section 1, Item 10) (§ 678.500(b)(6))

Provide the process and timeline in which MOU will be reviewed, including:

- Explain the renewal process, which must occur at a minimum of every three years
- Describe the required renewal process if substantial changes occur before the MOU’s three-year expiration date

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

Prior to the expiration of this document, the Workforce Investment Board of Will County will convene all partners that are a party to this MOU to discuss necessary changes to the narrative portion of the document.

A review and modification of the budget and shared cost portion of this MOU will be done annually to ensure actual costs are reflected and that all partners review and approve of the infrastructure and system cost budgets.
<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>15.</td>
<td>ADDITIONAL LOCAL PROVISIONS (OPTIONAL) (Sec. 121(c)(2)(B)) (§678.500(c))</td>
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<tr>
<td></td>
<td>n/a</td>
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<tr>
<td>16.</td>
<td>ADDITIONAL PARTNERS (Sec. 121(b)(2))</td>
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<tr>
<td></td>
<td>n/a</td>
</tr>
<tr>
<td>17.</td>
<td>DURATION OF AGREEMENT (Sec. 121(c)(2)(v)) (Governor’s Guidelines, Section 1, Item 10) (§ 678.500(b)(5))</td>
</tr>
<tr>
<td></td>
<td>• Provide the effective date of the MOU</td>
</tr>
<tr>
<td></td>
<td>• List the agreed upon expiration date (cannot exceed three years)</td>
</tr>
<tr>
<td></td>
<td>July 1, 2019 through June 30, 2020</td>
</tr>
<tr>
<td>18.</td>
<td>AUTHORITY AND SIGNATURES (Governor’s Guidelines, Section 1, Item 8(p); Section 5, Items 28-29) (§678.500(d))</td>
</tr>
<tr>
<td></td>
<td>• Include a statement that the individuals signing the MOU have authority to represent and sign on behalf of their program under WIOA</td>
</tr>
<tr>
<td></td>
<td>The undersigned parties acknowledge that they possess the authority to enter into this Agreement on behalf of their organization and that they shall exercise due diligence and good faith in carrying out the principles and obligations of the Agreement.</td>
</tr>
<tr>
<td></td>
<td>By signing this document the parties acknowledge their understanding of, and agreement with, the principles and service commitments outlined in the Agreement.</td>
</tr>
<tr>
<td>19.</td>
<td>ATTACHMENTS</td>
</tr>
<tr>
<td></td>
<td>LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS X</td>
</tr>
<tr>
<td></td>
<td>INCLUDES:</td>
</tr>
<tr>
<td></td>
<td>• CAREER SERVICES AVAILABLE THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)</td>
</tr>
<tr>
<td></td>
<td>• OTHER PROGRAMS AND ACTIVITIES AVAILABLE THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)</td>
</tr>
<tr>
<td></td>
<td>• SERVICE DELIVERY METHOD THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)</td>
</tr>
<tr>
<td></td>
<td>IDES NON-DISCLOSURE AGREEMENT X</td>
</tr>
<tr>
<td></td>
<td>ONE-STOP OPERATING BUDGET SPREADSHEET FOR PY19 X</td>
</tr>
<tr>
<td></td>
<td>OTHER N/A</td>
</tr>
</tbody>
</table>
# Local Service Matrix for Comprehensive One-Stop Centers

## Career Services Available through the Local Comprehensive One-Stop Center(s)

### Basic Career Services

<table>
<thead>
<tr>
<th>Required Partners</th>
<th>Eligibility for Title I-B</th>
<th>Outreach, intake, orientation</th>
<th>Initial Skills Assessment</th>
<th>Labor exchange services, including job search and placement assistance</th>
<th>Referral and coordination with other programs</th>
<th>Workforce and labor market information and statistics</th>
<th>Performance and cost information on providers of education, training and workforce services</th>
<th>Performance info for the local area as a whole</th>
<th>Information on the availability of supportive services</th>
<th>Information and meaningful assistance with UI claims</th>
<th>Assistance establishing eligibility for financial aid for non-WIOA training and education</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title I: Adult, Dislocated Worker, Youth</td>
<td>☒</td>
<td>☒</td>
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<tr>
<td>Title II: Adult Education and Literacy</td>
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<tr>
<td>Title III: Employment Programs under Wagner-Peyser</td>
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<td>Title IV: Rehabilitation Services</td>
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<tr>
<td>Post-secondary Career and Technical Education under Perkins</td>
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<tr>
<td>Unemployment Insurance</td>
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<tr>
<td>Job Counseling, Training and Placement Services for Veterans</td>
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<tr>
<td>Trade Readjustment Allowance (TRA)</td>
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<tr>
<td>Trade Adjustment Assistance (TAA)</td>
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<tr>
<td>Migrant and Seasonal Farmworkers</td>
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<td>National Farmworker Jobs Program</td>
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<tr>
<td>Community Services Block Grant (CSBG)</td>
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<td>Senior Community Services Employment Program (SCSEP)</td>
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<tr>
<td>Second Chance</td>
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</tbody>
</table>
## Local Service Matrix for Comprehensive One-Stop Centers

### Basic Career Services

<table>
<thead>
<tr>
<th>Required Partners</th>
<th>Eligibility for Title IB</th>
<th>Outreach, intake, orientation</th>
<th>Initial Skills Assessment</th>
<th>Labor exchange services, including job search and placement assistance</th>
<th>Referral and coordination with other programs</th>
<th>Workforce and labor market information and statistics</th>
<th>Performance and cost information on providers of education, training and workforce services</th>
<th>Performance info for the local area as a whole</th>
<th>Information on the availability of supportive services</th>
<th>Information and meaningful assistance with UI claims</th>
<th>Assistance establishing eligibility for financial aid for non-WIOA training and education</th>
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<tbody>
<tr>
<td>Housing and Urban Development Employment and Training Activities</td>
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<tr>
<td>Job Corps</td>
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<tr>
<td>YouthBuild</td>
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<tr>
<td>Other (specify):</td>
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<td>Other (specify):</td>
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<tr>
<td>Other (specify):</td>
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</table>

### Individualized and Follow-up Career Services

<table>
<thead>
<tr>
<th>Required Partners</th>
<th>Comprehensive and specialized assessments</th>
<th>Development of an individual employment plan</th>
<th>Group counseling</th>
<th>Individual counseling</th>
<th>Career planning</th>
<th>Short-term pre-vocational services</th>
<th>Internships and work experience</th>
<th>Workforce preparation activities</th>
<th>Financial literacy services</th>
<th>Out-of-area job search assistance</th>
<th>English language acquisition</th>
<th>Follow-up services for participants in adult and dislocated worker programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title I: Adult, Dislocated Worker, Youth</td>
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<tr>
<td>Title II: Adult Education and Literacy</td>
<td>☐</td>
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<td>Title III: Employment Programs under Wagner-Peyser</td>
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<td>Post-secondary Career and Technical Education under Perkins</td>
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</tbody>
</table>
# Local Service Matrix for Comprehensive One-Stop Centers

## Individualized and Follow-up Career Services

<table>
<thead>
<tr>
<th>Required Partners</th>
<th>Comprehensive and specialized assessments</th>
<th>Development of an individual employment plan</th>
<th>Group counseling</th>
<th>Individual counseling</th>
<th>Career planning</th>
<th>Short-term pre-vocational services</th>
<th>Internships and work experience</th>
<th>Workforce preparation activities</th>
<th>Financial literacy services</th>
<th>Out-of-area job search assistance</th>
<th>English language acquisition</th>
<th>Follow-up services for participants in adult and dislocated worker programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Counseling, Training and Placement Services for Veterans</td>
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<td>Trade Readjustment Allowance (TRA)</td>
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<td>Trade Adjustment Assistance (TAA)</td>
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<tr>
<td>Migrant and Seasonal Farmworkers</td>
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<td>National Farmworker Jobs Program</td>
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<td>Senior Community Services Employment Program (SCSEP)</td>
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<td>Housing and Urban Development Employment and Training Activities</td>
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</table>
## Local Service Matrix for Comprehensive One-Stop Centers

### Other Programs and Activities Available through the Local Comprehensive One-Stop Center(s)

<table>
<thead>
<tr>
<th>Required Partner</th>
<th>Other Programs and Activities Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title I (Adult, Dislocated Worker, Youth)</td>
<td>Training funds for Veterans</td>
</tr>
<tr>
<td>Title II: Adult Education and Literacy</td>
<td>Early School Leavers Transition Program, High School Diploma Completion, Citizenship Preparation, Career Awareness and Exploration, Bridge/IET/ICAPS Programs, Literacy volunteer tutors and volunteer training, job skills workshops, and English as a Second Language</td>
</tr>
<tr>
<td>Title III: Employment Programs under Wagner-Peyser</td>
<td>Hiring events and workshops</td>
</tr>
<tr>
<td>Title IV: Rehabilitation Services</td>
<td>Post-employment services, supportive services, disability specific counseling, assistive devices, and employer education on ADA</td>
</tr>
<tr>
<td>Post-secondary Career and Technical Education under Perkins</td>
<td>n/a</td>
</tr>
<tr>
<td>Unemployment Insurance</td>
<td>Claims maintenance, general questions, and claims filing</td>
</tr>
<tr>
<td>Job Counseling, Training and Placement Services for Veterans</td>
<td>Claims maintenance and general questions</td>
</tr>
<tr>
<td>Trade Readjustment Allowance (TRA)</td>
<td></td>
</tr>
<tr>
<td>Trade Adjustment Assistance (TAA)</td>
<td></td>
</tr>
<tr>
<td>Migrant and Seasonal Farmworkers</td>
<td>Hiring events and workshops</td>
</tr>
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<td></td>
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<td>Second Chance</td>
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<tr>
<td>Job Corps</td>
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<td>YouthBuild</td>
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</tbody>
</table>
# Template

## Local Service Matrix for Comprehensive One-Stop Centers

### Service Delivery Method through the Local Comprehensive One-Stop Center(s)

<table>
<thead>
<tr>
<th>PROGRAM</th>
<th>Services Provided through <strong>Own Staff</strong></th>
<th>Services Provided through <strong>Cross-Trained Partner Staff</strong></th>
<th>Services Provided through <strong>Contractor Provider</strong></th>
<th>Services Provided through <strong>Direct Linkage</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Title I (Adult, Dislocated Worker, Youth)</td>
<td>Eligibility for Title IB; outreach, intake, orientation; initial skills assessment; labor exchange; 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.</td>
<td>Services:</td>
<td>Services:</td>
<td>Services:</td>
</tr>
<tr>
<td>Title II: Adult Education and Literacy</td>
<td>Outreach, intake, orientation; initial skills assessment; referral and program coordination; information on supportive services; individual counseling; and workforce preparation.</td>
<td>Services:</td>
<td>Services:</td>
<td>Services - Outreach, intake, orientation; referral and program coordination; information on supportive services; and individual counseling;</td>
</tr>
<tr>
<td>Title III: Employment Programs under Wagner-Peyser</td>
<td>Outreach, intake, orientation; labor exchange; referral and program coordination; labor market information; information and assistance with UI claims; individual counseling; career planning; and workforce preparation.</td>
<td>Services:</td>
<td>Services:</td>
<td>Services:</td>
</tr>
<tr>
<td>Title IV: Rehabilitation Services</td>
<td>Outreach, intake, orientation; initial skills assessment; labor exchange; referral and program coordination; training provider performance and cost;</td>
<td>Services:</td>
<td>Services:</td>
<td>Services: Outreach, intake, orientation; initial skills assessment; labor exchange; referral and program coordination; training provider</td>
</tr>
</tbody>
</table>
## Local Service Matrix for Comprehensive One-Stop Centers

<table>
<thead>
<tr>
<th>Program</th>
<th>Services Provided Through Own Staff</th>
<th>Services Provided Through Cross-Trained Partner Staff</th>
<th>Services Provided Through Contractor Provider</th>
<th>Services Provided through Direct Linkage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post-secondary Career and Technical Education under Perkins</td>
<td>Information on supportive services; assistance with financial aid; comprehensive assessments; individual employment plan; individual counseling; career planning; internships and work experience; and workforce preparation; and out-of-area job search.</td>
<td>Partner:</td>
<td>Provider:</td>
<td>Method:</td>
</tr>
<tr>
<td>Unemployment Insurance</td>
<td>Outreach, intake, orientation; training provider performance and cost; area performance information; information on supportive services; and internships and work experience.</td>
<td>Services:</td>
<td>Services:</td>
<td>Services:</td>
</tr>
<tr>
<td>Job Counseling, Training and Placement Services for Veterans</td>
<td>Outreach, intake, orientation; labor exchange; referral and program coordination; labor market information; and information and assistance with UI claims</td>
<td>Partner:</td>
<td>Provider:</td>
<td>Method:</td>
</tr>
<tr>
<td>Trade Readjustment Allowance (TRA)</td>
<td>Labor exchange; referral and program coordination; labor market information; information on supportive services; information and assistance with UI claims; individual employment</td>
<td>Services:</td>
<td>Services:</td>
<td>Services:</td>
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</tbody>
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<table>
<thead>
<tr>
<th>PROGRAM</th>
<th>SERVICES PROVIDED THROUGH OWN STAFF</th>
<th>SERVICES PROVIDED THROUGH CROSS-TRAINED PARTNER STAFF</th>
<th>SERVICES PROVIDED THROUGH CONTRACTOR PROVIDER</th>
<th>SERVICES PROVIDED THROUGH DIRECT LINKAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trade Adjustment Assistance (TAA)</td>
<td>Eligibility for Title IB; outreach, intake, orientation; initial skills assessment; referral and program coordination; individual employment plan; individual counseling; career planning; short-term pre-vocational services; internships and work experience; workforce preparation; and follow-up</td>
<td>Services:</td>
<td>Services:</td>
<td>Services:</td>
</tr>
<tr>
<td>Migrant and Seasonal Farmworkers</td>
<td>Outreach, intake, orientation; initial skills assessment; labor exchange; referral and program coordination; information on supportive services; information and assistance with UI claims; individual counseling; and career planning.</td>
<td>Services:</td>
<td>Services:</td>
<td>Services:</td>
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<tr>
<td>National Farmworker Jobs Program</td>
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<tr>
<td>Community Services Block Grant (CSBG)</td>
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<td>Services:</td>
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<tr>
<td>Senior Community Services Employment Program (SCSEP)</td>
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## LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS

<table>
<thead>
<tr>
<th>PROGRAM</th>
<th>SERVICES PROVIDED THROUGH OWN STAFF</th>
<th>SERVICES PROVIDED THROUGH CROSS-TRAINED PARTNER STAFF</th>
<th>SERVICES PROVIDED THROUGH CONTRACTOR PROVIDER</th>
<th>SERVICES PROVIDED THROUGH DIRECT LINKAGE</th>
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</thead>
<tbody>
<tr>
<td>TANF</td>
<td>Outreach, intake, orientation; labor exchange; referral and program coordination; information on supportive services; individual employment plan; group counseling; individual counseling; career planning; internships and work experience; workforce preparation.</td>
<td>Services</td>
<td>Services Outreach, intake, orientation; referral and program coordination; information on supportive services; individual employment plan; group counseling; individual counseling; career planning; internships and work experience; workforce preparation.</td>
<td>Services</td>
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<tr>
<td>Second Chance</td>
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<tr>
<td>Housing and Urban Development Employment and Training Activities</td>
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</table>
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 for the One-Stop Center located in Illinois Local Workforce Area #10 ("MOU"), solely for the limited purpose and to the extent as set forth in this 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. **Executed Amendment.** RECIPIENT acknowledges and agrees that by signing Amendment No. 2 to the MOU ("Amendment") it agrees to be bound by the terms and conditions of this Agreement, which are incorporated into the MOU by the Amendment. RECIPIENT’s execution of the Amendment is a prerequisite for receiving any confidential information under this Agreement.

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 Amendment 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
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.

9. Entire Agreement. This Agreement contains the entire agreement between the Parties and supersedes all previous agreements and proposals, oral or written, regarding the matters...
This Agreement may be amended upon the mutual written agreement of the Parties. In the event of conflict, this Agreement shall prevail over the MOU.

10. **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.
SMARTGOAL 1  

Policy Goal Being Addressed: **Customer Input used to design and deliver services.**

<table>
<thead>
<tr>
<th>Strategies</th>
<th>Key Players</th>
<th>Expected Outcomes</th>
<th>Timeline</th>
<th>Questions and Assistance Needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continue to collect and analyze WCWC customer satisfaction data</td>
<td>One Stop Operator and Core Partner Management Staff</td>
<td>Continue to use customer feedback to offer new/different services and to stop offering services that are no longer useful to customers.</td>
<td>Ongoing</td>
<td>Review survey questions to be sure they are capturing desired feedback.</td>
</tr>
<tr>
<td>Continue to share feedback from customer surveys. Share G*Stars report on services customers utilize and request</td>
<td>-Provided by One-Stop-Operator to all partners. -Partner Management to share info collected by them</td>
<td>Better understanding of what customers need and/or want</td>
<td>Quarterly</td>
<td>N/A Already being done – just needs to be more consistent</td>
</tr>
<tr>
<td>Continue to use ½ sheet survey reminders strategically placed to encourage feedback and ideas from customers</td>
<td>WCWC Staff One Stop Operator</td>
<td>Services are adjusted and/or created to best meet customer needs and increase utilization of services.</td>
<td>Ongoing</td>
<td></td>
</tr>
<tr>
<td>Establish Job Seeker Services Team comprised of WCWC Front-line Staff</td>
<td>Job Seeker’s Services Team Members One Stop Operator</td>
<td>Another vehicle to gather feedback and adjust services as needed to better serve customers</td>
<td>Team created by 1/1/2020</td>
<td>Identify Team members and develop their purpose/charge</td>
</tr>
</tbody>
</table>

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1 SMART goals are Specific, Measureable, Attainable, Realistic, and Timely.
Appendix J
Next Steps Action Planning Tool

SMARTGOAL 2 ¹ Policy Goal Being Addressed: **Job Expectations Communicated to Staff**

<table>
<thead>
<tr>
<th>Strategies</th>
<th>Key Players</th>
<th>Expected Outcomes</th>
<th>Timeline</th>
<th>Questions and Assistance Needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continue quarterly core partner manager meetings – include managers from all partners twice/year</td>
<td>One Stop Operator Core Partner Managers; Required Partner Managers</td>
<td>All partner managers will communicate to staff who work at WCWC what their job responsibilities are with regard to service integration</td>
<td>Begin October 1, 2019 and ongoing.</td>
<td>N/A</td>
</tr>
<tr>
<td>Each Partner to conduct training sessions for their front-line staff</td>
<td>Partner Management and Partner Staff</td>
<td>Increased awareness of programs available and better understanding of services</td>
<td>Start sessions by 1/30/2020 – then ongoing</td>
<td></td>
</tr>
<tr>
<td>Continue to include (and update as needed) Center expectations in WCWC staff Procedures Manual</td>
<td>One-Stop Operator</td>
<td>The manual creates a central resource for all staff and ensures consistent communication of key information to all partners.</td>
<td>Distribute to all new staff within 2 weeks of being scheduled at the Center Update as needed</td>
<td></td>
</tr>
<tr>
<td>Continue to highlight Center expectations at monthly WCWC meetings</td>
<td>One-Stop Operator</td>
<td>Reinforces desired behaviors for all partners working at the Center</td>
<td>Ongoing</td>
<td></td>
</tr>
</tbody>
</table>

¹ SMART goals are Specific, Measureable, Attainable, Realistic, and Timely.
SMARTGOAL 3  Policy Goal Being Addressed: **Cross Training Provided to Staff**

<table>
<thead>
<tr>
<th>Strategies</th>
<th>Key Players</th>
<th>Expected Outcomes</th>
<th>Timeline</th>
<th>Questions and Assistance Needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continue to cross-train all WCWC staff (on each others’ services as well as services external to the WCWC) through monthly WCWC staff meetings.</td>
<td>One Stop Operator Partner Managers</td>
<td>All WCWC staff are fully cross trained in programs and services</td>
<td>Monthly - ongoing</td>
<td>Coordination from all partners, we need to ensure they have qualified staff training on services they offer</td>
</tr>
<tr>
<td>Center employees would job shadow other partner agency employees at the Center</td>
<td>One Stop Operator All Managers, Supervisors and Front-Line Staff</td>
<td>All WCWC staff have a better understanding of the services available as well as the customer flow through the Center.</td>
<td>Develop Job Shadow program by 3/1/2020 and implement with partners thereafter</td>
<td>Create a formalized job shadow program including timeline, duties and measurable outcomes to ensure comprehension</td>
</tr>
<tr>
<td>Creation of an online training tool with multiple choice questions at the end of each section. This would be required training for all staff and admin. Incorrect answers would simply prompt the staff person to ‘try again’</td>
<td>Partner Staff</td>
<td>Creates a central resource for all staff and ensures consistent communication of key information to all partners.</td>
<td>The process can begin now and have a target completion date of Fall 2020.</td>
<td>Technical and financial assistance will be needed-specifically, to create a web-based training.*</td>
</tr>
</tbody>
</table>

*Implementation would be contingent on funding

1 SMART goals are Specific, Measureable, Attainable, Realistic, and Timely.
Appendix J
Next Steps Action Planning Tool

**SMARTGOAL 4** Policy Goal Being Addressed: **Communication Occurs Across One-Stop Partners**

<table>
<thead>
<tr>
<th>Strategies</th>
<th>Key Players</th>
<th>Expected Outcomes</th>
<th>Timeline</th>
<th>Questions and Assistance Needed</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Continue to inform all WCWC staff of new programs/services, information, and sharing of victories/learning/challenges (including WCWC trainings and the sharing of information from training WCWC staff attend) at WCWC monthly staff meetings</strong></td>
<td>One Stop Operator Partner Managers</td>
<td>All WCWC staff are fully cross trained in programs and services</td>
<td>Monthly - ongoing</td>
<td>WCWC Monthly meetings are set out one year in advance. Partners to communicate schedule to their staff assigned to the Center and send representative if unable to make the meeting to ensure ongoing improved communications.</td>
</tr>
<tr>
<td><strong>Continue Core Partner Manager meetings to discuss the Center operations, as well as any changes going on with each partner</strong></td>
<td>Core Partner Managers</td>
<td>Improved Communication</td>
<td>Ongoing - Quarterly</td>
<td>Set meeting times in advance for scheduling purposes</td>
</tr>
<tr>
<td><strong>Continue to produce Center Newsletter geared to partner staff to announce/remind of program changes, share learnings, success stories, etc</strong></td>
<td>One-Stop-Operator Partner managers</td>
<td>Better grasp of current and/or upcoming service changes and opportunities</td>
<td>Ongoing - quarterly</td>
<td>Ensure all partners are contributing and receiving newsletter which is also sent to stakeholders</td>
</tr>
</tbody>
</table>

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1 SMART goals are Specific, Measureable, Attainable, Realistic, and Timely.
POLICIES
POLICY
CAREER SCHOLARSHIP (ITA)

1) Background
In accordance with Title I Training Provider Certification Policy Guide, the Workforce Innovation and Opportunity Act (WIOA) established an approach to funding occupational training for adults and dislocated workers. The WIOA strategy is intended to enhance customer choice through a system of Individual Training Account (ITA) vouchers, which the Workforce Board of Will County will refer to as Career Scholarships, while assuring program quality through a provider certification system.

The Workforce Innovation and Opportunity Act regulations state “WIOA provides States and local areas with significant flexibility to deliver services in ways that best serve the particular needs of each State and local communities. These regulations support that principle; wherever possible, program design options and categories of service are defined broadly. Section 663.420(b) of the Workforce Innovation and Opportunity Act permits state and local boards to establish ITA limitations in various ways that still maximize customer choice while looking at the needs of the individual, and the availability of funds. The final rule (20 CFR Part 652 et al.) notes that access to training is not an entitlement”.

2) Objectives
This policy will ensure that Workforce Innovation and Opportunity Act training funds are used in the most efficient and effective manner to link residents of Will County with the employment opportunities most likely to lead to long term economic self-sufficiency.

This policy will also enable the Workforce Investment Board to create a stronger link between the workforce preparation activities in the County and economic development activities.

3) Recommendations
The “Career Scholarship” policy shall not conflict with any requirements of the Workforce Innovation and Opportunity Act, WIOA Regulations, or the Governor’s Training Provider Certification Standards.

A. Demand Occupations/Targeted Industries - Career Scholarships shall only be awarded in occupations that are deemed in demand by the Workforce Investment Board of Will County through the use of the Illinois Department of Employment Security’s Labor Market Information System or local labor market information. In addition, key industry sectors identified by the Will County State of the Workforce Report, the Will County Targeted Industry and Occupational Analysis, and the Critical Skill Shortages Analysis will be examined for potential demand occupations. Targeting demand occupations ensures a closer link to the local economy and future economic development and provides better opportunities for sustained employment.
For occupations in demand where the occupational wage is at or near the federal minimum wage, a defined career path must be identified prior to awarding of a Career Scholarship.

The System and Trends Committee will develop a list of demand occupations annually for review and approval by the Workforce Investment Board of Will County.

This policy will “grandfather” any customer currently in a training program not identified on the list of demand occupations.

B. Career Scholarship Duration - Career Scholarships shall be awarded for a maximum of three years or one program; whichever is shorter, during a customer’s lifetime. A Career Scholarship (ITA) awarded through another workforce area applies toward the one program/three year lifetime maximum. Customers must be making significant progress towards successful completion of their program as determined by their Career Advisor at the Workforce Services Division of Will County. Customers who have not exceeded the training maximum, were previously enrolled in WIA/WIOA training and exited the program without a credential or employment will not be reconsidered for training unless they were exited with a documented medical reason that has since been resolved or were exited because of military duty.

C. Career Scholarship Value - The dollar value of Career Scholarships will be reviewed and approved by the Workforce Investment Board of Will County on an annual basis.

D. Allowable Career Scholarships Costs - Career Scholarships may be applied to the cost tuition and fees. In addition to a Career Scholarship, participants may receive supportive service funds to cover the cost of books, required supplies, and other program requirements such as background checks, physicals, immunizations, etc.

E. Customer Requirements - Customers seeking a Career Scholarship must be eligible for training services under the Workforce Innovation and Opportunity Act and under the policies of the Workforce Investment Board of Will County. Customers seeking eligibility for services as a dislocated worker shall be determined using a "look back period" of two years. The "look back period" shall be defined as the time period from a person’s dislocation event to the present.

Priority for Career Scholarships will be given to customers residing or working in Will County. Workers who have been dislocated from a Will County employer but who reside outside of Will County be considered for a Career Scholarship if funds are available. They may also be referred to the workforce area where they reside for services.

In order to be eligible for a Career Scholarship, customers must show proof of eligibility for occupational licensure or employment. For example, customers interested in obtaining a career scholarship for a health care program must show proof of criminal background check as required by the Illinois Department of Professional Regulation for licensure and/or employment.
Customers already possessing a Bachelor’s degree or higher may be considered for a Career Scholarship if the degree was earned more than five years ago. Any program over the certificate level must be approved by the Director. Career Scholarships may be awarded to complete the final two years of coursework for a Bachelor’s Degree in an occupational or technical program. Career Scholarships will be awarded to obtain post Baccalaureate Degrees/Certifications on a case by case basis as funds are available. Customers must be able to obtain the post Baccalaureate Degree/Certification in one year or less. Career Scholarships will not be awarded to obtain Doctorate degrees.

Customers must complete assessments as outlined by DCEO.

Customers who do not have a high school diploma or a HSE/GED must work with a Career Planner to develop a plan to obtain a HSE/GED prior to receipt of a Career Scholarship.

Customers must follow all procedures for obtaining Career Scholarships as defined by the Workforce Services Division of Will County.

All customers receiving a Career Scholarship must successfully complete the required Work Readiness Training program prior to the beginning of training.

F. Other Financial Aid - Customers seeking a Career Scholarship must complete a FAFSA (Free Application for Federal Student Aid) to determine eligibility for financial aid such as MAP, Pell, Student Loan, etc. Any MAP and Pell grants will be applied towards tuition first and then WIOA funds will be used cover the remainder of the customer’s total training expenses. If a customer is ineligible for federal financial aid because of failing grades in previous school attendance they are ineligible for a Career Scholarship for 5 years from the date of ineligibility. If a customer is ineligible for federal financial aid because of a drug offense covered in the FAFSA regulations they must follow the FAFSA procedures related to drug convictions to become eligible for a Career Scholarship. If a customer has previously defaulted on a Student Loan, a Career Scholarship will not be awarded until a repayment plan has been accepted by the guaranty agency and default status has been removed.

G. Training Providers - All Career Scholarships will be issued only for training opportunities from providers on the approved Illinois Training Provider Certification List which meet the local occupational demand requirements of the Workforce Investment Board of Will County.

Career scholarships may be awarded for programs that are provided exclusively in an on-line method when the customer has received prior approval by the career planners of the Workforce Services Division of Will County. In addition, the training provider must have at least one physical location in the US.

H. The Workforce Investment Board and the Workforce Services Division of Will County reserve the right to make exceptions to this policy on a case-by-case basis. Customers seeking an exception to the policy must provide written
documentation to the Workforce Services Division Director explaining the reason for the exception request. The Director will make the final decision regarding any exceptions.

4) **Assessment**
On an annual basis the following information will be provided to the System and Trends Committee:

a. Number of customers seeking Career Scholarships
b. Number of customers receiving Career Scholarships
c. Number of customers by training program/provider
d. Analysis of customers completing/not completing training
e. Analysis of customers obtaining employment after training
f. Analysis of customers in training related/non-training related occupations
Supportive Services Policy

Supportive services are available to WIOA customers as funds permit. Supportive services may include transportation, emergency grants and other items necessary for participation in training or to look for/obtain/maintain employment. Supportive services are disbursed as reimbursement payments after receipts/timesheets and/or signed requests are submitted. All supportive services must be pre-approved by WSD staff before the cost is incurred and will be considered on a case-by-case basis as a customer’s needs indicate. Supportive services are subject to change at any time without notice.

Transportation

Students enrolled in the Career Certified program can receive a maximum of $100 gas card to defray the expense of travel to Career Certified classes and the expense of travel to begin training. A signature log will be maintained when gas cards are received.

Items Necessary for Training or Employment

Individuals may receive assistance in obtaining items such as supplies, physicals, background checks, uniforms, licenses, software and tools that are necessary/required for training or employment. WSD will reimburse for actual costs incurred as approved in advance by a Career Planner, with the exception of software that is required for training, which is a $500 lifetime maximum.

Emergency Grants

Individuals may be eligible to receive a one-time emergency grant for up to $350 that will enable them to continue with training or employment. Approval must be granted from a career advisor and the administrative manager for such costs. For car insurance and car repair, proof of ownership is required.

Exceptions to the provisions of this policy can be made if approved in advance, in writing, by the Director or Assistant Director.

Revised: 7/18
POLICY
TRAINING PROVIDER CERTIFICATION
AND RECERTIFICATION

1) Background
The Workforce Innovation and Opportunity Act (WIOA) strategy is intended to enhance customer choice through a system of Individual Training Account (ITA) vouchers while assuring program quality through a provider certification system.

The State of Illinois is required by WIOA to set minimum performance standards for local workforce investment boards to use in certifying training programs. Only eligible training providers and their eligible training programs will be included in the state’s Eligible Training Provider List (ETPL). Although local workforce investment boards may raise their performance standards for subsequent eligibility determinations, WIOA explicitly prohibits boards from setting local standards below state minimums.

2) Objectives
To develop a process for evaluating, certifying and recertifying programs for financial support under the Workforce Innovation and Opportunity Act (WIOA).

3) Recommendation

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

Training Provider -1
c. Location
d. Proof of delivery and outcomes of training services and training related job placement services
e. Accrediting body
f. Credential type
g. Cost justification
h. Proof of published program cost and refund policy

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. LWIAs 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. Notification to OET should be made to:
   Illinois Department of Commerce and Economic Opportunity
   Office of Employment and Training
   Neely Schlosser
   500 East Monroe Street, 9th Floor
   Springfield, IL 62701-1643
   ATTN: Ms. Paula Barry or Submitted electronically to paula.barry@illinois.gov with a copy to neely.schlosser@illinois.gov.

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 in Will County must initially apply with the Workforce Investment Board of Will County (Board) for eligibility.
   b. Training programs offered in multiple LWIAs and identical across each of the LWIAs must initially apply to the Local Workforce Investment Board in which the training provider has identified as its headquarters and/or primary location.
   c. Training programs offered in multiple LWIAs - but the program is not substantially the same across the various LWIAs - must initially apply to each Local Workforce Investment 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 Investment 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 Will County if the program site is not geographically located in the County, unless the LWIA in which the program is located denies eligibility or fails to act on the application within 30 days of the date of application.

2. All training providers seeking approval must have at least one physical location in the US. Classroom training with a live instructor is the preferred method of instruction. An on-line training delivery method will be considered on a case-by-case basis using the following considerations:
   a. Evidence from job placement or other data that employers recognize the training as sufficient to make the trainee job ready.
   b. All requirements of the Career Scholarship Policy with respect to on-line training are taken into consideration.

3. The specific training provider and training program performance data as outlined in Section J must be provided to the Board, when available.

4. The training provider’s program must lead to placement in a Demand Occupation as identified on the Demand Occupation Training List for the Northeast Economic Development Region. 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.

5. 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:

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Training Provider -3
a. WIOA 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 WIOA 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.

6. 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.

7. 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.

8. In addition to applying for program approval, the 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 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 in IWDS.
      1) If a training program has had only changes in information that are not significant information (as outlined in Section F.1.), the training provider must make such changes in IWDS and SAVE the Training Program Basic Information record.
      2) If a training program has had no changes in information, the training provider must still SAVE the Training Program Basic Information record to indicate it is being submitted for recertification.
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 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 committee designated by it) 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 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 LWIA.

F. Training Provider or Training Program Change in Information
   1. Training programs are subject to renewal of eligibility status by the Board, or a committee designated by it, 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 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 WIOA; 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 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 Board may take any other action it deems appropriate.

4. LWIAs 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.

Training Provider -6
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 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 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 Board 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 Board 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 Board 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 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 LWIB(s) 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 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 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 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. Training providers should plan for the ability to provide this data no later than July 1, 2018).

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 by I.1. above should be entered into the IWDS for the most current program year, as well as the previous three program years.

a. An example of this would be, during PY16, a CDL training program concluded in January 2016, the outcomes of those students should be reported for PY16, if they are available. Also, this CDL training program has been an ongoing training program since 2000. Data for those programs concluded during PY13, PY14, and PY15 should also be entered, if available.
4) **Monitoring and Oversight.** All programs approved for either initial or continued eligibility status will be subject to routine monitoring by the Board and OET.

1. The 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;
   d. Conduct routine visits at each location for which eligible training programs are conducted to ensure all assurances outlined in Section C.5.a. of this policy letter continue to be met
   e. Ensure that all eligible training programs meet the required performance measures as outlined in Section J. of this policy letter.
POLICY
PROCUREMENT AND PURCHASING

1) BACKGROUND

As a Department under the Will County Executive’s Office, the Workforce Investment Board must adhere to the Purchasing Procedures adopted by the Will County Board.

These purchasing procedures ensure that:
- All Workforce Investment Board of Will County reimbursements comply with applicable federal, state, and local laws, regulations, and policies;
- Provide safeguards for the maintenance of a reimbursement system of quality and integrity; and
- Provide guidelines for purchases of equipment, materials, supplies, and services for the operational requirements of the Workforce Investment Board, and the reimbursement of those purchases.

2) OBJECTIVES

The underlying purposes and policies of this ordinance are:

A. to invite competition, to guard against favoritism, improvidence, extravagance, fraud, and corruption, and to secure the best work or supplies at the lowest possible price;
B. to provide for fair and equitable treatment of all persons involved in purchasing by the Workforce Investment Board of Will County;
C. to provide to increased public confidence in the procedures followed in public procurement;
D. to simplify, clarify, and modernize the policies governing procurement by the Workforce Investment Board of Will County;
E. to maximize to the fullest extent practicable, the purchasing value of public funds in procurement;
F. to foster broad-based competition within the free enterprise system;
G. to provide safeguards for the maintenance of a procurement system of quality and integrity; and
H. to provide guidelines for purchases of equipment, materials, supplies, and services for the operational requirements of the Workforce Investment Board of Will County, insuring competitive and unbiased selection of vendors.
3) RECOMMENDATIONS

As a department under Will County, the Workforce Investment Board shall follow the purchasing and procurement policies of the County of Will as provided in the Will County Purchasing Ordinance.

This Ordinance and amendments can be accessed at:

http://www.willcountyillinois.com/Portals/0/Purchasing_Ordinance_11-20-08.pdf

4) COMPARATIVE COST ANALYSIS

The Workforce Investment Board shall ensure that documentation of a comparative cost analysis when there are not multiple bidders responding to an RFP to confirm the reasonableness of the proposed contract and for procurement actions in excess of the simplified acquisition threshold as required in Uniform Guidance 2 CFR 200.323(a). This documentation (Attachment 1) will include:

- Cost information regarding the service or product that is being procured;
- The source and date that the information was compiled;
- The conclusion / recommendation of the comparative cost analysis and rationale;
- Information regarding who completed the analysis;
- Signature of individual that completed the analysis.

5) ONE-STOP-OPERATOR PROCUREMENT

Consistent with the Uniform Guidance and as required under WIOA Regulations (20CFR 678.605(d)), Attachment 2 provides written documentation explaining the determination and nature of the competitive process to be followed in selecting a One-Stop Operator. This Attachment also includes the 4 year timetable for the procurement and the process for settling all contractual and administrative issues arising out of procurements.
Workforce Investment Board of Will County
Cost and Price Analysis Worksheet
Revised 12/15

Part I Contract Information:
Name of Contractor: ____________________________________________________________

Type of Contract (professional service, material, construction, etc.): ____________

☐ Comparison to in-house estimate (for all procurements, attach estimate). A cost analysis as is done before the RFP is issued. The purpose is to establish reasonableness of cost for negotiation purposes. This is required for any professional services contract for which a standard scale does not exist.

Part II Price Analysis:
The price analysis was conducted based on one or more of the following (check those that apply and attach documentation).
☐ Sealed bid with 2 or more responsible bidders and the low bidder was selected (documentation of compliance ordinances and laws regarding advertisements and other compliance requirements regarding direct solicitations, bid opening minutes, original bid envelopes, and bid tabulation).
☐ Small purchase with documented phone or fax quotations from an adequate number of offerors and the lowest price was selected (documentation indicating the name of the contact person, phone number, date and time of call, and a description of what the quote was based on).
☐ Small purchase with documented published price lists from 2 or more vendors and the lowest price was selected (documents of published prices from catalogues, web pages, or faxed price lists).
☐ Competitive proposals (RFPs) where price was part of the proposal and there were 2 or more offerors.

Part III Cost Analysis:
If one or more of the boxes above is not checked, an additional cost analysis is necessary. Please check each of the boxes below which apply and provide narrative and/or documentation as necessary.

A: Has the grantee determined that each of the cost items listed by the contractor is:
☐ The cost is allowable (see 24 CFR Part 85, 85.22)
  Explanation of determination: _____________________________________________________
  ____________________________________________________________________________
  ____________________________________________________________________________
  ____________________________________________________________________________
  ____________________________________________

☐ The cost is allocable (logically related to the performance of the contract)
  Explanation of determination: ___________________________________________________
The cost is reasonable (what a prudent business would pay in a competitive marketplace). This portion of the cost analysis must be done independently and should compare costs for comparable projects or activities.

Explanation of determination: 

The cost is necessary

Explanation of determination: 

B: Costs items submitted by the contractor (attach copies of the rates along with verifiable citations).

- Hourly/Daily rate with estimate of hours/days
- Published rates schedules for the same activity from a state or federal program
- Other historical cost data that has already been established as reasonable
- Actual Costs and proposed profit (provide support documentation such as payrolls, etc., explanation of cost item, and justification for each cost item checked below).

- Personnel Costs: $_____ Details: ______________
- Travel Costs: $_____ Details: ______________
- Equipment Costs: $_____ Details: ______________
Part V Cost/Price Reasonableness Certification:
I have reviewed and compared the price and cost data provided by the contractor and have determined that the costs proposed are necessary and reasonable for the work to be performed by the contractor.

Signature of Reviewer ___________________________ Date ____________

Printed Name ___________________________ Date ____________
Workforce Investment Board of Will County
One-Stop Operator Procurement Policies

The Workforce Investment Board of Will County must select their One-Stop Operator through a competitive process at least once every four years (WIOA sec. 121(d)(2)(A)). The competitive process must comply with 2 CFR § 200, including the Department of Labor specific requirements at 2 CFR part 2900. As part of that competitive process, the Workforce Investment Board of Will County will clearly articulate the expected role(s) and responsibilities of the One-Stop Operator (20 CFR § 678.620(a)) and include the role(s) and responsibilities in the resulting contract/MOU.

All procurements will be conducted using competitive request for proposals as required under 2 CFR 200.320(d) and allow for full and open competition. The procurement shall ensure that the proposed costs of the one-stop operator are reasonable, necessary, and allocable, as required in the Uniform Guidance at 2 CFR part 200.

The Workforce Investment Board of Will County will adhere to strict standards of conduct ensuring fairness and objectivity during all phases of the procurement process. These standards include the following:

- All persons involved in the competitive process to select a one-stop operator must be free of apparent or real conflicts of interest as required by the Workforce Investment Board of Will County’s By-Laws, Article VI, Section 5.
- All real or apparent conflicts of interest, whether individual or organizational, must be disclosed and individuals must recuse themselves from discussion and voting on the procurement.
- All information contained in the proposals submitted is maintained in a confidential manner to avoid the use of the information to another bidder’s advantage and prevent collusive bidding.
- No entity that develops or drafts the procurement specifications, requirements, statements of work, RFP, or evaluations may compete under the procurement.
- The entire procurement process will be performed under a process that promotes transparency including the selection and certification of a one-stop operator. This information will be made available to the public through electronic means and open meetings and allow for public comment and participation.
- The procurement process will be detailed in a written document (see attached for PY15 One-Stop Operator procurement).

All contractual and administrative issues arising out of procurements will be handled in the manner outlined in the One-Stop Operator Procurement RFP which states: In the event a proposer wishes to file a grievance in connection with the process, a grievance procedure is available and may be obtained from the Workforce Investment Board Office (also included as Attachment 3). Grievances related to this proposal must be filed in writing within 10 days of the public Workforce Investment Board meeting at which proposals are selected for award and must comply in all other respects to the information requested and service requirements as stated in the Workforce Investment Board grievance and complaint policy.
Who Can File
All persons who are program applicants, participants, or staff under the Workforce Innovation and Opportunity Act (WIOA), all contractors and grantees, and sub recipients thereof, WIOA funds, and all interested persons shall be afforded the opportunity to resolve, by means of administrative process, any alleged violation of the Act, federal regulations promulgated pursuant thereto, any grant, contract or other agreement entered into pursuant to the Act.

Time Limits
A time limit begins upon receipt of a written complaint whether or not the complaint received has insufficient information. Time limits have been established to ensure both expeditious resolution of complaints, and provide necessary time for adequate review of all appropriated material. Should an aggrieved person(s) or entity neglect to adhere to the time requirements set throughout this procedure, the aggrieved party(ies) are considered to have abandoned his/her complaint and the matter shall be considered resolved. In turn, failure by management to render a decision within an allotted time at any step constitutes denial and the complaint may proceed to the next step.

Policy/Confidentiality
It is the policy of Department of Commerce and Economic Opportunity (DCEO) and the U.S. Department of Labor that no one be punished for filing a complaint under WIOA. It is also the policy not to discuss the identity of any person who has furnished information or assistance in the investigation of a WIOA violation unless absolutely necessary, nor may any person, organization, or agency discharge or in any way discriminate or retaliate against a person for the filing of a complaint or the rendering of testimony in any proceeding or investigation.

Various Types Of Complaints May Be Filed:

Fraud/Abuse Complaints
Complaints concerning fraud, abuse or criminal activity shall be reported immediately to the Department of Labor.

Labor Standards Complaints
Complaints concerning labor standards violations will follow the procedures outlined under local level.

State Level Complaints
Complaints arising from actions taken by DCEO i.e., monitoring, sanctions, investigations are filed directly at the State level and the hearing would then be made through an Independent State Review. Complaints should be mailed to:
State Equal Opportunity Compliance Officer and Investigator
Director’s Office - Office of Equal Opportunity Monitoring and Compliance
Illinois Department of Commerce and Economic
500 E. Monroe Street, Springfield, IL 62701

Discrimination Complaints
If a complaint concerns discrimination on the basis of race, color, national origin, age, sex, religion, disability, political affiliation or belief, and for beneficiaries only citizenship or participation in programs funded under WIOA, The complaint shall be filed with the local level recipient or the US Department of Labor, Directorate of Civil rights (DOL/DCR). Complaints must be filed not later than 180 days of alleged discrimination. An extension of the 180-day filing period may be granted for good cause shown by the complainant. Only the Director of the Civil Rights Center of the U.S. Department of Labor can
grant this extension. Discrimination complaints will follow the procedures as outlined under “Equal Opportunity is the Law”

**Local Level Complaints**
Complaints concerning program discrimination, i.e. hiring, promotions, working conditions, disciplinary actions, pay disputes, shall be filed at the local level within 180 days from the date of alleged incident. The complaint procedures involve several steps, some of which are combined responsibilities of the complaint and the WIOA. A complaint may be filed by submitting to:

Kim McCarthy, EO Officer - Workforce Services Division
2400 Glenwood Avenue, Joliet, IL 60435
kmccarthy@willcountyillinois.com    Phone: 815-723-3867

Complaints concerning WIOA contracting and procurement shall be filed at the local level within 10 days from the date of alleged incident. The complaint procedures involve several steps, some of which are combined responsibilities of the complaint and the WIOA. A complaint may be filed by submitting to:

Workforce Investment Board Director
203 N. Ottawa Street, Suite 101
Joliet, IL 60432
Phone: 815-727-5670

**Filing Complaints**
Applicants, participants, subgrantees, subcontractors, staff and other interested persons, hereto referred to as the complainant, shall notify the Grant Recipient’s or the Administrative Entity’s Equal Opportunity Officer when filing a complaint. Complainants shall be advised of their rights to have the complaint resolved either informally or by submitting a written complaint. A written complaint shall be filed by either completing the State of Illinois Workforce Innovation and Opportunity Act Complaint Form or the written complaint shall contain the following information: must be signed by the complainant or his/her authorized representative, contain the complainants name and address (or specify other means of contacting him/her); identify the respondent; and describe the complainant’s allegations in sufficient detail to allow the Directorate of Civil Rights or the recipient, as applicable, to determine whether, the Directorate or recipient, as applicable, has jurisdiction over the complaint; the complaint was timely filed; and has apparent merit. The EO Officer must assist the complainant when a written complaint is filed.

**Informal Resolution**
Nothing in the state or federal statute or regulations precludes the use of informal mechanisms for the resolution of all complaints and prospective complaints under WIOA. Complainants shall be encouraged, but not required to, informally resolve complaints. The complainant should first notify the proper authority at the local level of the alleged violation. Prior to the commencement of the investigation, pre-hearing conference, or hearing activities conducted by the WIOA, attempts shall be made to resolve a complaint with the involved supervisor. Upon receipt of a written complaint, the EO will log, investigate and review the allegations prior to a pre-hearing conference so that an appropriate resolution can take place at the meeting.

Within 10 days of receipt of the written complaint by the WIOA, they will forward to the complainant and other involved parties, a report outlining the judgment on the issues: and the complainant shall request a formal hearing.

**Formal Request For A Hearing**
A formal complaint shall be filed by either submitting the State of Illinois Workforce Innovation and Opportunity Act Complaint Form or the required information requested under Filing Complaint.

Upon request for a formal hearing, the WIOA shall appoint an impartial Hearing Officer to hear the complaint. The Hearing Officer shall schedule a hearing to convene within 30 days of receipt of written complaint. Written notification shall be sent by the Hearing Officer to interested parties stating the date, time and place of the formal hearing and the issues to be heard.
Conduct Of Hearing
Complainants and respondents shall make every effort possible to be present at the hearing. However, if they are unable to present, a 48 hour prior written notice must be given to the Hearing Officer. In the event circumstances arise prior to the hearing which, in the opinion of the Hearing Officer, is such as to be beyond the reasonable control of the complainant or respondent to prevent their attendance at the hearing, the Hearing Officer shall reschedule the proceedings. If the Hearing Officer determines that the complainant's or respondent's failure to attend the hearing is not beyond their reasonable control, the hearing shall be held in his/her absence.

All parties involved shall have the right to be accompanied by an attorney or other duly authorized representative; and the right of presenting any witness(es) or to introduce any evidence desires, subject to the approval of the Hearing Officer. The complainant shall be permitted access to WIOA files which would be germane to the complainant's allegations. Complainant's may be questioned and may also question any of the parties or witnesses at the hearing.

Hearing Officer’s Decision
A written decision shall be prepared and distributed by the Hearing Officer to the complainant and all parties who attended the hearing within 90 days of the filing of the complaint. The conclusions or opinions of the decision shall be based upon facts and evidence presented during the hearing and shall address each issue raised in the complaint either a statement of the recipients’ decision, or a description of the way the parties resolved the issue. The decision shall be based upon facts and evidence presented during the hearing. The decision of the Hearing Officer shall contain a statement of the issues; synopsis of facts, a statement of reasons for the decision, remedies: and, the complainant has the right to file a complaint with CRC within 30 days of the date on which the Notice of Final Action is issued if her or she is dissatisfied with the recipient’s final action on the complaint.

WIOA Public Law 113-128 Non-Discrimination Section 188 States In Part
For the purpose of applying the prohibitions against discrimination on the basis of age under the Age Discrimination Act of 1975 (42) U.S.C.6101 et seq., on the basis of disability under section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794), on the basis of sex under title IX of the Education Amendments of 1972 (20 U.S.C. 1681 et seq.), or on the basis of race, color, or national origin under title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et seq.), programs and activities funded or otherwise financially assisted in whole or in part under this Act are considered to be programs and activities receiving Federal financial assistance.

No individual shall be excluded from the participation in, denied the benefits of, subject to discrimination under, or denied employment in the administration of or in connection with, and such a program or activity because of race, color, religion, sex (except as otherwise permitted under title IX of the Education Amendments of 1972), national origin, age, disability, or political affiliation or belief.

Participants shall not be employed under this title to carry out the construction, operation, or maintenance of any part of any facility that is used or to be used for sectarian instruction or as a place for religious worship (except with the respect to maintenance of a facility that is not primarily or inherently devoted to sectarian instruction or religious worship, in a case in which the organization operating the facility is part of a program or activity providing services to participants).

No person may discriminate against an individual who is a participant in a program or activity that receives funds under this title, with respect to the terms and conditions affecting, or rights to provide to, the individual, solely because of the status of the individual as a participant.

Participation in programs and activities or receiving funds under this title shall be available to citizens and nationals of the United States, lawfully admitted permanent resident aliens, refugees, asylees, and parolees, and other immigrants authorized by the Attorney General to work in the United States.
**Equal Opportunity is the Law**

It is against the law in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and against any beneficiaries of programs financially assisted under the Title I of the Workforce Innovation and Opportunity Act (WIOA), on the basis of the beneficiary’s citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in a WIOA Title I financially assisted program or activity. The recipient must not discriminate in any of the following areas: Deciding who will be admitted, or have access, to any WIOA Title I financially assisted program or activity; Providing opportunities in, or treating any person with regard to, such a program or activity; or Making employment decisions in the administration of, or in connection with such a program or activity.

What to do if you believe you have experienced discrimination. If you think that you have been subjected to discrimination under a WIOA Title I financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with the recipient’s Equal Opportunity Officer, or you may file a complaint directly with the Director of the Civil Rights Center (CRC), US Department of Labor (USDOL), 200 Constitution Avenue, NW Room N-4123, Washington, D.C. 20210. If you file your complaint with the recipient, you must wait either until the recipient issues a written notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above). If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for the recipient to issue that Notice before filing a complaint with CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient). If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with the CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.