

**LWIA #25 MOU**

**LOCAL MOU TEMPLATE**

**MEMORANDUM OF UNDERSTANDING**

**BETWEEN**

**THE SOUTHERN ILLINOIS WORKFORCE DEVELOPMENT BOARD**

**AND**

**WIOA REQUIRED ONE STOP PARTNERS**

Kathy Lively

**Individual designated by the Local Board  
Chair to lead MOU negotiations**

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Kathy Lively

**Impartial individual designated by the Local  
Board Chair to lead annual budget  
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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.*

*Note: Please ensure abbreviations and acronyms are accurate and up to date for each required partner and partner agency.*

<b>PARTIES TO MOU</b>	<b>TYPED NAME</b>
Local Workforce Innovation Board Chair	TERANCE HENRY
Chief Elected Official	TIM ATKISSON, CHAIR, WILLIAMSON COUNTY
Chief Elected Official	LARRY MILLER, FRANKLIN COUNTY; KEVIN WESTON, ALTERNATE DESIGNEE
Chief Elected Official	CLIFF LINDEMANN, JEFFERSON COUNTY
Chief Elected Official	KEITH LARKIN, JACKSON COUNTY; TAMIKO MUELLER, ALTERNATE DESIGNEE AND VICE CHAIR
Chief Elected Official	BRUCE MORGANSTERN, PERRY COUNTY
Chief Elected Official	
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<b>REQUIRED PARTNERS AS PARTIES TO MOU</b>	<b>ENTITY (NOT NEGOTIATOR) ADMINISTERING PROGRAM TYPED NAME<sup>1</sup></b>	
Title I: Adult, Dislocated Worker, Youth	MAN-TRA-CON CORP	
Title II: Adult Education and Literacy	ICCB-RLC	
Title III: Employment Programs under Wagner-Peyser	IDES	
Title IV: Rehabilitation Services	DHS-VOCATIONAL REHAB	
Perkins/Post-secondary Career & Technical Education	ICCB-RLC	
Unemployment Insurance	IDES	
Job Counseling, Training, Placement Services for Veterans	IDES	
Trade Readjustment Assistance (TRA)	IDES	
Trade Adjustment Assistance (TAA)	MAN-TRA-CON CORP	
Migrant and Seasonal Farmworkers	IDES	
Community Services Block Grant (CSBG)	CROSSWALK CCA & WESTERN EGYPTIAN EOC	
Senior Community Services Employment Program (SCSEP)	MERS GOODWILL (FR, JX, WM, PR COUNTIES) & EVANSVILLE GOODWILL (JF COUNTY)	
TANF	DHS	
Second Chance		
<b>OTHER REQUIRED PROGRAMS OFFERED IN THIS LOCAL AREA AS PARTIES TO MOU</b>	<b>IF MARKED YES, LIST THE ENTITY ADMINISTERING PROGRAM</b>	
National Farmworker Jobs Program	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	UNITED MIGRANT OPPORTUNITY SERVICES (UMOS, INC.)
Housing and Urban Development Employment and Training Activities	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Job Corps	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Youth Build	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	SPERO FAMILY SERVICES
<b>ADDITIONAL PARTNERS AS PARTIES TO MOU</b>	<b>ENTITY ADMINISTERING PROGRAM</b>	
<b>2. DURATION OF AGREEMENT (Sec. 121(c)(2)(v)) (Governor's Guidelines, Section 1, Item 10) (§ 678.500(b)(5))</b>		
<ul style="list-style-type: none"> <li>• Provide the effective date of the MOU (not the MOU Amendment).</li> <li>• List the agreed upon expiration date (cannot exceed three years).</li> <li>• Confirm the purpose of the umbrella MOU.</li> </ul>		

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

The effective date of the original MOU: PY23 MOU EFFECTIVE 7/1/2023  
 The effective date of the MOU Amendment: July 1, 2024  
 Termination date of the MOU: 6/30/26

**Purpose of the umbrella MOU:**

This Memorandum of Understanding (MOU) will serve as a contract between required partners to establish an integrated, accessible, workforce delivery system. The MOU describes the commitment of the partners to provide integrated delivery of federally funded workforce services in Local Workforce Innovation Area (LWIA) #25, including services at the comprehensive one-stop centers identified in Section 7 of this MOU.

The purpose of this MOU is to define the workforce services WIOA required partners will provide in LWIA #25, the methods partners will use to provide these services and the roles and responsibilities of all partners related to service delivery. LWIA 25 will closely monitor and adhere to current guidelines/policies related to OneStop delivery and re-opening including but not limited to Covid-related concerns. The Southern Illinois Workforce Development Board (SIWDB) and partners enter into this agreement with the following general objectives:

1. Implement the vision for the regional one-stop delivery system;
2. Determine the amount of contribution by each partner for infrastructure and shared system costs to support the regional one-stop delivery system;
3. Establish procedures and tracking methods for referrals between partners;
4. Provide assurance of physical and programmatic accessibility, specifically addressing adults, individuals with disabilities, dislocated workers, youth and individuals with barriers to employment;
5. Explain data sharing methods between partners at the local level to measure achievement of performance goals;
6. Describe the process by which disputes will be resolved; and identify the manner in which this agreement may be amended, modified and renewed.

An additional explanation of the MOU:

**3. VISION FOR THE SYSTEM (GOVERNOR'S GUIDELINES, SECTION 1, ITEM 1(B))**

- *Describe the shared vision for the system and the role of the local board and required partners to a high-quality local workforce delivery system (vision must be consistent with Federal, State, regional, and local planning priorities, as well as the Governor's Guidelines).*

The Southern Illinois Workforce Development Board (SIWDB) and partners of the Illinois Worknet Center, an American Job Center in Local Workforce Area (LWA) #25, have adopted the State of Illinois' Vision Statement and recent Governor's Commission on Workforce Equity and Access recommendations. The SIWDB, as part of the Southern Economic Development Region has created a regional vision statement, as well.

The state vision statement from the 2020-2024 State of Illinois WIOA Unified State Plan, "Foster a statewide workforce development system that supports the needs of individuals and businesses

to ensure Illinois has a skilled workforce to effectively compete in the global economy" provides a foundation for our regional and local work. The Southern Economic Development Regional Vision builds on the state vision. "Collaborate with education, workforce, economic development, and partner agencies serving the unique and diverse nature of southern Illinois to: provide program participants the ability to pursue a career pathway leading to long-term employment with family-sustaining wage; and assist area businesses to be competitive in a global economy." The willingness to collaborate remains a strength of our southern Illinois region and one which makes our work less difficult.

The one-stop delivery system in LWA#25 includes six core programs: Title I Adult, Dislocated Worker and Youth programs; Title II Adult Education and Literacy programs; Title III Wagner-Peyser program; and Title IV Vocational Rehabilitation program as well as other required and optional partners identified in the Local Services Matrix attachment.

The SIWDB and American Job Center Southern Illinois partners are committed to providing a quality-focused workforce system that is employer-driven, customer-centered and tailored to meet the needs of the local and regional economies. The partners of the American Job Center Southern Illinois will strive to implement the one stop delivery system vision.

LWIA 25 will strive to support the three State goals:

1. Unite workforce development partners around regional strategies – including the public and private sectors
2. Prepare Illinois' workers for a career, not just their next job.
3. Connect job seekers with employers.
4. In addition, LWIA 25 commits to expanding access to our rural workers and employers.

Goal 1: Unite workforce development partners, including the public and private sectors, around regional strategies

Aspects of Vision Currently in Place:

- A regional plan was developed for EDR 8 which identifies high growth industries and in-demand occupations and strategies to meet the needs of employers and job seekers
- A local plan was developed for LWA#25 which identifies high growth industries and in-demand occupations and strategies to meet the needs of employers and job seekers
- PY 23-Discussions continue to determine ways to reach underserved populations in the region. Grants have been received to focus on the following underserved populations: returning citizens, the homeless, and women of color.
- The Board has purchased Chmura JobsEQ Software which gives 24-hour online access to labor market data. Designed and developed with data governance as the priority, economists and data scientists ensure the tools provide credible data. JobsEQ helps workforce development professionals identify unique workforce characteristics within their communities and provide quality data
- The SIWDB has created a local Employer and Economic Development Committee comprised of economic development leaders, private and public sector leaders and education providers. This committee meets monthly to discuss current and future trends in the labor force and training needs.
- The SIWDB has an active data team which continues to monitor:

- IDES data,
  - the Comprehensive Economic Development Strategy for the regional planning commission, and
  - Jobs EQ data analytics data. JobsEQ can deliver data-driven empirical evidence that a region's workforce has the skills they need, and uses charts, tables, and maps to help your audience visualize the talent pipeline.
- The former SiWorks and Bridge to the Future have become SiNow, a regional collaborative. The Education and Workforce Committee is chaired by former staff to the board, a regional K-12 superintendent, and Chancellor of Southern Illinois University at Carbondale. The work of the Committee centers on the development of a world-class workforce for Southern Illinois. SiNOW is a led by private investment from key employers in the southernmost 17 Illinois counties. Private donations are funding research and marketing important to the workforce success of southern Illinois. The process for becoming a Learning Community within the Illinois Education and Career Success Network is in the final stages and will incorporate the need for stronger linkages within our P-20 education system and workforce system in the region. Current staff to the board and economic development leaders serve on the committee.
- The SIWDB participates on Workforce Committee of the Jefferson County Development Corp. which coordinates the Jefferson County Manufacturing Day with 12 employers in the Jefferson County area.
- The SIWDB co-sponsors the Manufacturing Day event.
- The SIWDB received a third round Apprenticeship Expansion grant for a Regional Navigator and Intermediary to assist regional employers with the creation of apprenticeships to grow the number of intermediaries in the 19-county region, and provide ongoing education of the benefits of the apprenticeship model.
- Adult Education and Perkins partners continue ongoing outreach to public/private sector employers and education.
- A Delta Regional Authority Apprenticeship grant was awarded to assist with an expansion of Career Development in the region through the purchase of Virtual Reality headsets currently part of a loan system to high schools and community colleges in the region.
- The USDOL/DRA Aviation grant in partnership with Southern Illinois University at Carbondale is in effect serving both the students at the SIU-C Tech Center in Aviation Technology and the new employers at the Southern Illinois Airport campus.

GOAL 2: Prepare Illinois' workers for a career, not just their next job.

#### Aspects of Vision Currently in Place

- Each training customer is assessed for educational, occupational, and employability skills through the administration of pre-employment assessments such as the NOCTI 21st Century Workplace Skills assessment and assessing basic skills deficiency utilizing the TABE test.
- Chmura JobsEQ can deliver data-driven empirical evidence that a region's workforce has the skills necessary, and uses charts, tables, and maps to help visualize the talent pipeline.
- Adult Education Bridge programs provide opportunities for career preparation for occupations using a career pathway approach within specific industries (e.g. health care,

manufacturing; transportation, distribution and logistics; and information technology) along with remedial education. This format keeps adults engaged and gets them prepared for jobs while building academic skills in reading, writing and mathematics. Job technical skills, for example, blue print reading, and in a manufacturing program, provide skills employers want from job-ready candidates. Inclusion of nationally recognized credentials with these programs can improve placement outcomes and retention.

- The mandated partner programs in LWA#25 meet on a monthly basis to discuss opportunities for front line staff to keep abreast of current services and share information.
- Partner orientations are delivered onsite at the Center and via technology. In each delivery method, partners provide a brief overview of their services.
- Workshops that motivate, support and empower customers, including individuals with disabilities, to make informed decisions based on local and regional economic demand and effectively attain their personal career and education goals. Topics include: Understanding Careers in Your Region, Financial Literacy, Resume Writing, Basic Computer Skills and Enrolling in Illinois Job Link.
- Partner participation in the planning, coordination, and marketing of Hiring Events and Career Fairs.
- Customized or class-sized training opportunities are important for programs that cannot be successful if constrained by traditional semester schedules. Low income and sometimes low-literacy individuals who need support, training, and foundational academic skills delivered in settings that accelerate time to employment onboarding.
- A newly launched Adult Education program in Environmental and Guest Services is a combined effort between 5 adult education programs in the southernmost 19 counties and will result in multiple certifications – funded in part by a JTED grant awarded 5/22.
- Outreach and coordination occurs with partner programs in the region to target individuals with barriers to employment. Currently, partners participate in quarterly interagency team meetings led by the One Stop Operator and comprised of social service agencies in the local workforce area. These meetings provide insight on opportunities available to job seekers and allow the American Job Center staff to create Basic Career Services to meet the needs of the hard to serve population.
- IDES Business Services continues to provide virtual job fairs for incarcerated individuals nearing release. The virtual events connect multiple facilities with local/regional employers and other WIOA partners. Presentations are made and then vibrant Q & A sessions follow.
- SiNOW is featuring a series of Employer Success stories for the southernmost 17 counties. This series educates job seekers, workers, and high school students to available careers within the 17 southern-most counties of Illinois.
- AARPA funds from the City of Marion were used to increase access to services. A Learning Lab was created with donated and upgraded desk tops, a white board, and scheduled staff hours in a large housing development on Sherman Drive in Marion. GED materials are also available and the GED practice tests are bookmarked on desk tops.
- AARPA funds from the City of Marion also allowed the SIWDB to purchase an interactive White Board for the Boyton Community Center. Donated desktops are bookmarked with career exploration inventories, videos of employer messages and tours of worksites and GED practice tests. GED text books are part of the library created for the space.

- In a coordination opportunity in the City of Carbondale, Title IB staff join the NAACP, Carbondale United, and the Survivor Empowerment Center to increase referrals and knowledge of available services.

Aspects of the Vision in Planning:

- Increased use of local video tours of industries in the region – exploring job functions. The videos began in late summer 2020 but are being increased utilizing local radio spots and as part of the marketing of the region by SiNOW.
- Additional assessments such as Work Keys or NOCTI Blueprints will be used to identify skills gaps. Further research is being conducted to determine the most appropriate assessments needed to analyze the skills gaps of job seekers.
- PY 22 The DRA Aviation Apprenticeship grant was received and is thriving at the SIU-C Tech Center and with employers on the airport campus.
- Special attention has been given to increasing access for residents currently underserved. This planning has been in coordination with the NAACP, Connect 360, the NYU Pathways Home grant and newly received JTED, Career DWG, and FARE grants.
- AARPA funds from the City of Marion were used to increase access to services. A Learning Lab was created with donated and upgraded desk tops, a white board, and scheduled staff hours in a community center as part of a large housing development on Sherman Drive in Marion.
- AARPA funds from the City of Marion also allowed the SIWDB to purchase an interactive White Board for the Boyton Community Center. Donated desktops are bookmarked with career exploration inventories and videos of employer messages and tours of worksites.
- Workforce space for services are planned for the new Southern Illinois Multi-modal Center within 2 years. Building on the coordination opportunity currently in place, expanded services will be available in the new center.

GOAL 3: Connect job seekers with employers

The SIWDB has identified high growth industries and in-demand occupations within the areas of Healthcare, Manufacturing and Transportation, Distribution and Logistics (TDL). Access to educational and employment opportunities in these high growth areas are available through the Illinois Worknet Center, an American Job Center and through other partner program participation via referral to the One Stop Center.

Aspects of Vision Currently in Place

- The One Stop Delivery system in LWA#25 offers access to education and training leading to industry-recognized credentials through the use of career pathways, individual training accounts, class size training contracts, and work-based learning opportunities that enable customers, including those with disabilities, to compete successfully in today's global economy.
- Individual employment plans are developed with all customers eligible for individualized services. This plan includes an in-depth review of the current skill sets required by

employers, defines the pathway to achieve a desired career goal and provides the supportive services needed to achieve this goal.

- The One Stop Delivery system values skill development by assessing and improving each individual's basic, occupational, and employability skills through the administration of pre-employment assessments such as the NOCTI 21st Century Workplace Skills assessment and assessing basic skills deficiency utilizing the TABE test.
- Additional assessments such as Work Keys or NOCTI Blueprints are used to identify skills gaps. Further research is being conducted to determine the most appropriate assessments needed to analyze the skills gaps of job seekers.
- Services currently available to businesses include: recruiting services, such as advertising through social media; posting job orders into Illinois Job Link; conducting virtual and in-person hiring events; meet the employer events; and career fairs at area high schools.
- Annual Workforce Summit continues to expand employer panels with over 200 in attendance.
- On-the-job training and Work Experience funds connect employees with employers and offsets specific training costs for individuals who possess minimum work requirements.
- Assistance to businesses with applying for Tax Credits and learning about opportunities for employee bonding can encourage employers to employ individuals with barriers to employment, including but not limited to returning citizens.
- Incumbent worker training services assist employers with building the skill sets necessary within their organization subsequently creating new entry-level employment opportunities.
- Work-based learning opportunities can be coordinated through public schools and programs serving out-of-school youth including programs such as the areas Youth Build programs, coordinated tours of employer facilities, job shadowing, mentoring through in-person and online programs, and in-school/program visits both in-person and via live online streaming by workforce and industry experts.
- The Illinois Department of Commerce's Illinois Talent Pipeline model for employer-based training provides options for supporting onboarding and retention through customized job skill training options that meet employer's needs. More information and training by the Regional Navigator Committee will provide the format to strengthen relationships with employers and the workforce system.

#### Aspects of Vision in Planning

- Virtual job fairs and/or "Meet the Employer" are in process to better match employer needs with job seeking customers. The board will encourage the use of training materials available with the Hire Illinois Virtual Job Fair platform.
- An Employer Corner of the American Job Center website will be developed by the end of the second quarter of PY 2020 and Employer Spotlights will become an important part of the connection for workers to employers.
- A Regional Marketing Strategy funded with private donations began in 2022. The SiNOW marketing for the region will continue to grow. [www.southernillinoissinow.org](http://www.southernillinoissinow.org).
- Additional career fairs within local high schools will continue to impact the contact between employers and high school students.
- The DRA Aviation Apprenticeship grant has moved into the second phase of work with employers. Three employers are engaged in On the Job Training with SIU-C aviation students.



<b>4. SERVICE INTEGRATION (<a href="#">ILLINOIS SERVICE INTEGRATION: OVERVIEW AND SELF-ASSESSMENT GUIDE</a>)</b>				
<ul style="list-style-type: none"> <li>Identify commitments that required partners will make within the term of this MOU to implement strategies described in the area's Service Integration Action Plan, which is hereby incorporated into this MOU.</li> </ul> <p><i>Note that this section will change in future years of the MOU as more state guidance becomes available.</i></p>				
<p>Service Integration is critical to creating a more human-centered approach to services provided within the One Stop system. LWIA 25 abandoned the idea of a common intake form and is relying on state agencies to create a common front door for all customers seeking services within the One Stop. The Business Service Integration committee met on April 4, 2023, and the Program Service Integration committee met on April 14, 2023, to plan the respective Service Integration goals for the PY23 MOU. The elements of the Service Integration Goals are discussed at each monthly One Stop/American Job Center meeting and the Employer and Economic Development Committee meeting. Individual goals are chaired by various partners and supported by board staff, including but not limited to, expanding social media, re-branding Web content and design. The various chairs of the strategies report out at the One Stop/AJC meeting monthly. The One Stop Operator has been involved in several of the strategies to strengthen training and outreach to front line staff. The service integration plan and the goals of the MOU work together and are discussed monthly. As the Local Service Integration Action Plans are updated, any changes regarding commitments by partners will be incorporated into the MOU. All of the partners identified in the Service Integration strategies are committed to the time and effort required to accomplish the goals.</p>				
<b>SMART<sup>2</sup> Policy Goal Being Addressed: Goal 3: Partner Sharing/Cross Training</b>				
<b>Strategies</b> What specific tactics will we use to address the goal?	<b>Key Players</b> Who is responsible? Who else should be involved?	<b>Expected Outcomes</b> What will be the result of these strategies?	<b>Timeline</b> What is the due date of each expected outcome?	<b>Questions and Assistance Needed</b>
Increase number of partner sharing/cross training sessions	AJC Manager, Board Staff, AJC/One Stop Committee partners	Quarterly partner sharing/cross training sessions available electronically	May 2024 PY23	
Increase number of frontline staff	Local office managers,	Road trips to partner staff	May 2024 PY23	

<sup>2</sup> SMART goals are Specific, Measureable, Attainable, Realistic, and Timely.

attending trainings	State agencies, AJC Manager	group offices and electronic trainings		
Improve access to partner sharing/cross training information for partners	Local office managers, State agencies, One Stop Manager	Create a Q&A document from the trainings for partners to use housed on the AJC website	May 2024 PY23 ongoing	
Continuous improvement of online information source for partner services	AJC/One Stop Committee, Board Staff	Online access to partner services increases referrals	May 2024 PY23	
Create Fillable Online referral form	AJC/One Stop Committee, Board Staff	Google-based, fillable referral for increased cross-agency referrals	June 30, 2024 PY23	Possible State permissions to utilize Google-docs
SMART <sup>3</sup> Policy Goal Being Addressed: Goal 4: Communication Across Partners				
<b>Strategies</b> What specific tactics will we use to address the goal?	<b>Key Players</b> Who is responsible? Who else should be involved?	<b>Expected Outcomes</b> What will be the result of these strategies?	<b>Timeline</b> What is the due date of each expected outcome?	<b>Questions and Assistance Needed</b>
Increase service access through social media and website use	Communications, Board staff, AJC/One Stop Committee	Increase customer service by making access easier. Linked-in account established. Add Instagram and SnapChat for engaging youth and other target populations.	December 2023 PY23	
Develop Employer Spotlights	Communications, Board staff, AJC/One Stop Committee	Increase job seeker understanding of local businesses	December 2023 PY23	

<sup>3</sup> SMART goals are Specific, Measureable, Attainable, Realistic, and Timely.

PY24 Updates

		and increase business engagement		
Creation of monthly partner success stories/newsletter	AJC/One Stop Committee members, Information from frontline staff	Utilize portal for submission of articles/updates. Increase partner understanding and submissions.	September 2023 PY23	
Link calendar on One Stop site with IllinoisWorknet calendar	Board communications staff and Freddie Buckingham, IDES Business Services Manager	Partners can enter events easily, imbed descriptions, easier to view	PY23 Ongoing	
SMART <sup>4</sup> Policy Goal Being Addressed: <u>Goal 8a: Business Services</u>				
<b>Strategies</b> What specific tactics will we use to address the goal?	<b>Key Players</b> Who is responsible? Who else should be involved?	<b>Expected Outcomes</b> What will be the result of these strategies?	<b>Timeline</b> What is the due date of each expected outcome?	<b>Questions and Assistance Needed</b>
Create Workforce Summit for employers	SIWDB Employer & Economic Development Committee Business Services team	Participation by 100+ employers	October 3, 2023 PY23	
Create summit for entrepreneurs	SIWDB Employer & Economic Development Committee and Business Services team	Participation by 50+ entrepreneurial businesses	March 2024 PY23	
Increase number of High school Career Days to include:	SIWDB Employer & Economic Development Committee and Business Services team,	Increase high school student knowledge of career opportunities in LWIA 25 and region.	PY23	

<sup>4</sup> SMART goals are Specific, Measureable, Attainable, Realistic, and Timely.

PY24 Updates

<ul style="list-style-type: none"> <li>• Jefferson County Manufacturing Day</li> <li>• Saline County</li> <li>• Shawnee Community College Career Day</li> <li>• ROE 21 Career Day</li> </ul>	SiNOW, Perkins and other local partners as appropriate		<p>October 2023</p> <p>PY23</p> <p>PY23</p> <p>October 2023</p>	
Education Summit including Employer Panels	Business Services team, Perkins, SiNOW and other education partners	Increase knowledge of opportunities including Work Experience and Apprenticeship opportunities	May 2024 PY23	
Career Exploration	Business Services team	Continued use of VR Headsets in High Schools for career exploration	PY23 ongoing	
Increasing Virtual Job Fairs	Business Services Team, other appropriate partners including some correctional facilities	Increasing the number of virtual job fairs so more job seekers can participate including participation at correctional facilities for re-entry participants	June 2024 PY23	
Continue to update Business Services Brochure	IDES Freddie Buckingham Title 1B ManTraCon Angela Holmes and Theresa Smith, design	Increased ability to share critical information with employers – both brochures and web-based sharing	Ongoing PY23	

SMART <sup>5</sup> Policy Goal Being Addressed: <u>Goal 9: Processes are Streamlined &amp; Aligned</u>				
<b>Strategies</b> What specific tactics will we use to address the goal?	<b>Key Players</b> Who is responsible? Who else should be involved?	<b>Expected Outcomes</b> What will be the result of these strategies?	<b>Timeline</b> What is the due date of each expected outcome?	<b>Questions and Assistance Needed</b>
Expand Service Integration at Mt Vernon Access Site	Christina Manchen, Debra Keelin, AJC/One Stop Operator Manager	Utilizing One Stop Referral Form in Mt Vernon	November 2023 PY23	
Utilize One Stop referral Process in Mt Vernon	Christina Manchen, Debra Keelin, AJC/One Stop Operator Manager	Increased referrals between partners in Mt Vernon	February 2024 PY23	
	Christina Manchen, Debra Keelin, AJC/One Stop Operator Manager	Increased number of workshops in Mt Vernon	March 2024 PY23	
	Christina Manchen, Debra Keelin, AJC/One Stop Operator Manager	Monthly partner meetings in Mt Vernon	April 2024 PY23	
PY24 MOU Service Integrations Goals				
LWIA 25 partners worked diligently during the EDR 8 Regional Planning meetings on both local and regional Integrated Services. During the Integrated Service Goal work, the following goals were created for LWIA 25. The first MOU in person meeting was held on 12/14/23 at the AJC Southern Illinois One Stop in Marion Illinois. Subsequent work was achieved at each monthly American Job Center and Employer and Economic Development meetings. The goals related to the work of the One Stop and partner services were discussed monthly and partners chose to be assigned the work of achieving the goal. During the Employer and Economic Development (Employer and Econ) monthly meetings, employers give feedback and guidance for the business service goals. A special additional Zoom meeting was held to discuss the Career Matrix and any program narrative changes partners were struggling to understand. The One Stop Operator and Manager attend all meetings and work to achieve the goals as set. For a detailed list of expected				

<sup>5</sup> SMART goals are Specific, Measureable, Attainable, Realistic, and Timely.

*PY24 Updates*

outcomes, associated dates for achievement, and partners are responsible, please see Attachment V, Integrated Services section, of the Regional Plan EDR 8.
Increase number of partner sharing/cross training sessions
Increase number of frontline staff attending trainings
Improve access to partner sharing/cross training information for partners
Continuous improvement of online information source for partner services
Create Fillable Online referral form
Increase service access through social media and website use
Develop Employer Spotlights
Creation of monthly partner success stories/newsletter for all front line partner staff
Link calendar on One Stop site with Illinois workNet calendar
Include Education strand in Workforce Summit for employers
Create summit for entrepreneurs/small businesses
Increase number of High school Career Days to include: All ROEs in workforce area
Career Exploration
Increasing Virtual Job Fairs within correctional facilities
Continue to update paper Business Services Brochure and create web-based Business Services Brochure with links to partner services
Expand Service Integration at Mt Vernon and Carbondale Access Sites
Utilize One Stop referral Process in Mt Vernon and Carbondale Access Sites
Revise and fully implement Customer Satisfaction Survey at AJC and with partners outside the AJC.
Continue monthly AJC and Employer & Economic Development Committee meetings.
Continue to update Universal Referral form.

Participation in SINOW Education & Workforce Committee.
Workshops on use of AI in resume creation.
Increase use of Labor Market Data at AJC and Employer & Economic Development Committee meetings.

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

- Fully describe the process and efforts of the Local Workforce Innovation Board and required partners to negotiate the MOU, including draft and final versions of MOUs and annual amendments.
- Explain the process to be used if consensus on the MOU is not reached by partners during MOU negotiations.
- Explain the process and roles for conflict resolution in daily operations, including the protocol and authority of each entity in decision-making (e.g., leaseholders, one-stop operators, LWIB, State program administrators and local program partners).

For the Amendment No. 1 to the PY23 MOU, the partners began meeting in November 2023. Meetings for Amendment No. 1 were as follows:

11/14/23 – Chose impartial negotiator and planned following meetings.

12/12/23 – SIWDB full board approved the negotiators.

12/14/23 – MOU planning meeting with LWIAs 25 and 26 in person.

1/9/24 – Met to review direct linkage and required checklist, review and update list of required partners, review actual costs for previous program year, discuss security needs, review FTEs, discuss navigator, service integration, etc.

1/9/2024 - Employer and Economic Development Meeting – Zoom meeting

- conversations with LWIB, CEOs, businesses, labor organizations, community-based organizations, Adult Education providers and other stakeholders to review designated comprehensive, affiliate, and specialized centers and other service locations

- IDES LMI and data as it relates to the MOU and Plans

1/18/2024 - SIWDB (workforce board) meeting (in-person and Zoom/conference call)

- Review of timeline and deliverables submitted 12/29/2023

- early DRAFT budget, review and approve direct linkage FTEs.

- Discuss/approve waiver request for less than .25 FTE

- Review Equity and Access goals

2/13/2024 - One Stop/AJC meeting – Zoom meeting with some in person

- Review of budget changes since first draft and individual partner discussions

- Debbie Kee pulls up budget as part of meeting and screen shares – making any suggested changes for discussion

3/13/2024 -

One Stop/AJC Meeting- Zoom meeting with some in person

- finalize budget or formally request technical assistance if group cannot come to agreement
- finalize Outcomes Report for recommendation to the SIWDB March meeting

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3/21/2024 -

SIWDB meeting – Zoom conference call with some in person attendance

- discuss and approve report of outcomes for submittal by 4/15/2024
- request for waivers if anything new since last meeting
- One Stop Operating Budget approval

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*The Partners to Amendment 1, began meeting in the month of December 2023 on the memorandum of understanding. Partners met on the following dates:*

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- December 14, 2023
- January 9, 2024
- February 11, 2024
- March 12, 2024
- April 9, 2024

*During the course of these meeting partners reached agreement on one-stop service design and cost sharing for both infrastructure and shared system costs.*

*For purposes of this MOU, each party expressly agreed to participate in good faith negotiations to reach a consensus. All partners agreed to use the prescribed process in the Governor's Guidelines to achieve integration of program and service goals of WIOA. Active involvement and equal opportunity to provide input by all core and required partners was demonstrated in the MOU negotiation process and is reflected in the MOU. Kathy Lively, MOU Lead Negotiator is now Special Projects Director at ManTraCon Corp.*

For the purpose of this MOU, each party agreed to participate in good faith negotiations to reach a consensus. All partners followed the prescribed process outlines in the Governor's Guidelines Version 4 to achieve integration of program and service goals of WIOA. Many partners participated in available DCEO facilitated webinars. Active involvement and equal opportunity to provide input by all core and required partner was demonstrated in the MOU negotiation process. Multiple drafts of the of each section of the MOU were created through partner input and were made available to all partners on an ongoing basis. Results of this MOU negotiations process were reported to the



Office of the Governor through appendix Item 9 of the Governor's Guidelines Outcomes Report was submitted on April 14, 2023.

As required by the Workforce Innovation and Opportunity Act of 2014 (WIOA), all required partners, SIWDB members, and Chief Local Elected Officials (CLEOs), act in accordance with the Governor's Guidelines Version 4 for negotiating costs and services under the WIOA.

The SIWDB created an American Job Center Southern Illinois/One Stop Committee comprised of all required program partners. The committee meets monthly on the 2nd Tuesday at 8:00am. The SIWDB designated Kathy Lively, Man-Tra-Con CEO to be the individual designated by the Local Board Chair to lead MOU Negotiations. The MOU meetings met immediately after each monthly One Stop Meeting. The MOU process has become a part of the monthly meetings. The partners were already engaged in ongoing discussions of the One Stop/American Job Center and system challenges. MOU meeting Participants were documented with sign in sheets or attendance was recorded as part of the Zoom platform if the partner attended virtually. If a partner missed a meeting, a follow up email was sent to keep the partner engaged and up-to-date with decisions and discussions. The AJC moved December 2020 so the group has been fully engaged for over a year in the layout of the Resource Room and partner offices, impact on MOU, and changes in traffic flow. The COVID pandemic heightened the need for changes in traffic flow and procedures, as well. It is the belief of our group that Integrated Services and the MOU are opportunities for LWIA 25 to document on-going discussions and work. Service delivery methods, service locations, and shared costs are parts of every monthly meeting and documented with meeting minutes, attendance sheets, and/or recorded meeting attendance utilizing the Zoom platform.

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*For the Amendment No. 1 to the PY23 MOU, the partners began meeting in November 2023. Meetings for Amendment No. 1 were as follows:*

*11/14/23 – Chose impartial negotiator and planned following meetings.*

*12/12/23 – SIWDB full board approved the negotiators.*

*12/14/23 – MOU planning meeting with LWIAs 25 and 26 in person.*

*1/9/24 – Met to review direct linkage and required checklist, review and update list of required partners, review actual costs for previous program year, discuss security needs, review FTEs, discuss navigator, service integration, etc.*

*1/9/2024 - Employer and Economic Development Meeting – Zoom meeting*

• *conversations with LWIB, CEOs, businesses, labor organizations, community-based organizations, Adult Education providers and other stakeholders to review designated comprehensive, affiliate, and specialized centers and other service locations*

• *IDES LMI and data as it relates to the MOU and Plans*

*1/18/2024 - SIWDB (workforce board) meeting (in-person and Zoom/conference call)*

• *Review of timeline and deliverables submitted 12/29/2023*

• *early DRAFT budget, review and approve direct linkage FTEs.*

• *Discuss/approve waiver request for less than .25 FTE*

• *Review Equity and Access goals*

2/13/2024 - One Stop/AJC meeting – Zoom meeting with some in person

- Review of budget changes since first draft and individual partner discussions
- Debbie Kee pulls up budget as part of meeting and screen shares – making any suggested changes for discussion

3/13/2024 -

One Stop/AJC Meeting- Zoom meeting with some in person

- finalize budget or formally request technical assistance if group cannot come to agreement
- finalize Outcomes Report for recommendation to the SIWDB March meeting

3/21/2024 -

SIWDB meeting – Zoom conference call with some in person attendance

- discuss and approve report of outcomes for submittal by 4/15/2024
- request for waivers if anything new since last meeting
- One Stop Operating Budget approval

The first meeting of the PY23 MOU Negotiations began December 13, 2022. During this initial meeting, partners reviewed direct linkage documents, current lease information, current and prior year infrastructure costs, discussed the FTE process, reviewed current and prior systems costs and discussed demands for partner services in the Center. This was a hybrid meeting with some partners in person and others attending by Zoom.

The second MOU Negotiations meeting was held on January 10, 2023 utilizing the Zoom platform. During this second meeting OneStop Partners discussed:

- Update list of core and required partners for LWIAs, including contact names and information
- Confirm required partners' commitment to enter negotiations and to participate in the local workforce delivery system
- Establish tentative schedule of negotiation meetings
- Gather and review contracts needed to support negotiations
- Compile and review actual costs for previous program year
- Discussed current Navigator position duties and any potential increases in salary
- Reviewed current FTEs for each partner and the on-going "less than the required .25 FTE" for the Senior Community Services partners
- Established a fiscal work group to examine historical budget changes and recommend new changes based on costs
- Established a Business Services work group and a Program Services work group to aid in the creation of Integrated Service Goals
- Initiate conversations with LWIB, CEOs, businesses, labor organizations, community-based organizations, Adult Education providers and other stakeholders to determine designated comprehensive, affiliate, and specialized centers and other service locations

- Attended afternoon Employer and Economic Development meeting and led discussion with employers and partners about goals they would like to see set in the Business Integrated Services Goals

January 19, 2023 - Report out to the SIWDB meeting on progress and draft goal areas for Integrated Services, review of draft budget, review commitment to access and equity within the goals, discuss and approve Waiver for less than .25 FTE, and review of time line of MOU and work group meetings.

January 20, 2023 - budget sent to all partners for final review and comment.

February 9, 2023 – review Sections 7 and 11 with partners – remind to complete the Direct Linkage form for each partner agency – showed slides from Overview and Self-Assessment Guide issued July 2019 and sent link to partners

February 14, 2023 - MOU meeting following AJC meeting. Debbie Kee shows final budget as created by the fiscal workgroup and reviewed by all partners via email.

March 14, 2023 – AJC and MOU meeting - Finalize Budget and Report of Outcomes for submittal to SIWDB,

March 16, 2023 – Update SIWDB approved Report of Outcomes for approval and submittal on April 14, 2023

April 4, 2023 – Service Integration for Business Services workgroup met, discussed various recommendations from the Employer and Economic Development Committee, created goals

April 11, 2023 – AJC/ MOU meeting and afternoon Employer and Economic Development Committee, draft Business Services Integrated goals for discussion

April 14, 2023 – Available to work with individual agency partners on completion of Appendix I, Direct Linkage Compliance Checklist – worked with two partners

April 14, 2023 – Service Integration with Program Services work group – discussed changes in program services which have been widely accepted by customers, technology abled communication, electronic signatures, no travel for customers with access to the Internet, etc. Discussed improvements to the customer experience in the AJC/One Stop, set goals to increase accessibility, community outreach to targeted populations. Created draft goals for review the following week.

In the event a consensus is not reached on MOU negotiations prior to the 30-day remediation period, the impartial individual will contact the party in disagreement and attempt to resolve the issue prior to the 30 day remediation ending. If consensus is not achieved, the MOU Negotiations will enter into the 30-day remediation period. During this remediation period, a State-level Team, comprised of representatives of the core programs under WIOA, supplemented as necessary with a representative of other affected required program partner(s), will work with the LWIB, CEOs and required partners in an attempt to facilitate agreement. This State-level Team is empowered to assign specific cost contributions to required partners when disagreements are minor or deemed unreasonable. This assignment of a required partner's cost share will follow the methodology described in item 23 of Section 3 of these Governor's Guidelines.

#### Conflict Resolution

Conflict Resolution in daily operations has not been necessary. The Navigator position, funded through partner contributions in the MOU, allows for all partners to have an equal voice in recommending operational services and decisions. The monthly AJC/One Stop meetings allow a platform for discussion and suggestion. Even the recent move of the AJC was an agenda item on the AJC agendas for over a year before a final decision was made. Title 1B continues to be the leaseholder and agreed not to increase the cost to partners for the new partner space. All partners were part of the design of the AJC and shared space. Partners worked on blue print renderings and

made suggestions which were fully embraced by others. The One Stop Operator continues to be fully agreeable and very much supportive of the AJC/One Stop Manager. All of the partners are very creative and making full use of the new facility for business services, veterans services, and creative youth expos and training in the new training lab. In over 20 years of program changes, partner relationships have grown stronger and more supportive of each other in support of our shared customers. The entire group understands the hierarchy of the SIWDB, One Stop Operator and DCEO. The Common Referral form has increased communication with partners, including front line staff. While the AJC may not house all partners in a full time capacity, all partners understand the requirement of immediate attention to referrals and their ability to utilize shared office space at any time. If at any time a conflict were to arise with any partner, leaseholder, one-stop operator, local workforce board, state program administrator or local program administrator, the conflict would be brought before all partners at the next AJC meeting. If the conflict could not be resolve, the conflict would be brought before the workforce board for resolution.

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

- *Provide the name and address of the comprehensive one-stop center(s) in the local service delivery system.*
- *Clearly identify and list any designated affiliate sites and specialized centers, clearly indicating which type of site has been designated.<sup>6</sup>*

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

Comprehensive One-Stop Center(s)	Designated Affiliate Sites	Designated Specialized Centers
American Job Center Southern Illinois & Illinois workNet Center 3117 Civic Circle Blvd Ste B Marion, IL 62959		

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

- *In the spaces provided below:*
  - *The agreed-upon plan for holding in-person orientations, workshops, or other group events, including capacity limits for such group events.*
  - *The Resource Room protocol when capacity is reached, and customers wait to access the Resource Room services.*
  - *The agreed-upon staffing plan to designate a program position to direct walk-in customers. The staffing plan must specify that if security personnel are present at the one-stop center, they cannot be responsible for determining which customers require an appointment and which customers can be seen on a walk-in basis. This is a program staff responsibility.*

<sup>6</sup> All designated affiliate sites and specialized centers must be included in the Infrastructure Funding Agreement.

- *The agreed-upon messaging, signage, and communications planned to make it explicit to customers which services are available to walk in customer and which require appointments.*
- *If security personnel are present at the one-stop center(s), the agreed-upon plan to ensure initial staff interaction with the public is within the security personnel's line of sight, that security personnel are aware of the service area, and the protocol for alerting security if staff need assistance during service delivery.*
- *Explain the programs and services that correlate with the boxes checked in the Career Service Matrices.*
- *For each program, describe the staffing plan around which services will be provided by in-person staff, cross-trained partner staff (include the partner's name) or contract provider (include the provider's name), or direct linkage (include the specific method of direct linkage).*
- *For each program, describe whether services will be made available to walk-in customers, or whether an appointment will be required.*
- *Describe how each required program's services are provided in real time in all service locations during all regular business hours.*

The Local Career Services Matrix identifies each of the career services to be provided through the One Stop Center by the required partners and is attached to this MOU. The local system will provide the basic career services, individualized career services, follow-up and training services as specified in the Workforce Innovation and Opportunity Act (WIOA). Co-location of partner personnel are encouraged when resources are available. In addition, some of the required career services at the center will be provided by direct linkage utilizing technology and through contractual agreements with partners. Partner staff are cross-trained by the One Stop Operator in order to create appropriate referrals to needed partner services. Workshops are offered through Business Service Partners, employers, CMS, non-WIOA partners, customer service and resource by various partners. Quarterly Interagency Meetings are held in the large conference room with capacity of 60. To date, the meetings have not exceeded capacity.

Partners will primarily be responsible for providing services they are authorized to deliver and for which they are provided funding. The applicable career and training services for each partner and how they will be provided are identified in the Local Service Matrix included in this MOU.

Each person entering the AJC/OneStop is seen immediately and with services explained and the Universal Referral Form leading the discussion and next steps for service. [The role of the Navigator, paid with MOU partner funds, allows immediate attention and referral by a cross-trained staff.](#)

Although security personnel are not present, security precautions are taken including use of keycode to enter the adjoining offices.

It is expected all partner staff will be knowledgeable about all services provided in the comprehensive center. This will be achieved through partner sharing/cross training of staff. Partners along with the American Job Center/One Stop Operator will be responsible for providing technical assistance and training to center staff as well as to other partner staff not located in the centers on referral processes and services related specifically to the respective partner. The Center Navigator, provided through the MOU budget, provides a consistent presence to provide direct

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services to customers. The Navigator is constantly updated on any changes to eligibility and/or provision of services from all partner program staff. FTEs are tied to benefit from the system rather

than actual time spent in the Center. If the Navigator is not present, Title 1B staff have been designated to perform the Navigator duties.

Partners will retain eligibility determination for their respective services whether co-located or connected through another method. Costs for career and training services for customers who are determined to be best served by, and eligible for, a partner's services for programs will be borne by the partner that is authorized to deliver the service, and for which they are funded. If eligible, some may receive non-duplicated services from multiple partners. The constantly updated Referral Form provides a consistent method for referrals. On-going discussion about creating an electronic version of the AJC Referral Form will culminate by the end of 2024 in a Google Doc referral form.

Additionally, pamphlets and other informational materials about partner programs will be available to customers in the centers. Partners will be responsible for providing current materials about their programs and services.

The service matrices included in the Governor's Guidelines were used for development of a local service matrix which is attached to and incorporated into this MOU. The following charts identify which partner programs deliver services through the Comprehensive One-Stop and access points.

Customers will be encouraged to use Illinois workNet to connect to partner programs and services when possible. Illinois workNet connects many agencies and programs to deliver workforce services more efficiently and effectively.

As described below and in the service matrix for each partner, services will be provided during regular business hours (8:30 – 4:30 Monday through Friday) by the One Stop Navigator in accordance with the committed number of FTEs. Upon request, the AJC/One Stop will be open evening and weekend hours. The capacity of the center is 100, achieved through the Resource Room, Training Lab, Business Services conference room and the large conference room. Capacity has never been exceeded. [In addition to the Resource Room, a 12 station computer lab and a large conference room that seats 60+ are part of the center. In the event the Resource Room capacity is reached, as indicated above, participants are welcome to use the entire facility.](#)

Locations of all Required Partners and descriptions of services and locations where services are provided are as follows:

**Title I (Adult, Dislocated Worker and Youth)** – The Workforce Innovation and Opportunity Act (WIOA) Title IB services provide workforce investment activities, through statewide and local systems that increase the employment, retention, and earnings of participants, and increase attainment of recognized credentials by participants, and as a result, improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, meet the skill requirements of employers, and enhance the productivity and competitiveness of the Region.

The Workforce Innovation and Opportunity Act (WIOA) Title I Adult, Dislocated Worker and Youth will assist job seekers and workers access employment, education, training, and support services to succeed in the labor market and match employers with the skilled workers they need to compete in the global economy. Service to employers in creating a talent pipeline, upskilling existing workers and

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creating apprenticeship opportunities are a key element to creating a world-class workforce. These services will be delivered by Man-Tra-Con Corp. and can be accessed onsite at the following locations:



American Job Center Southern Illinois  
Man-Tra-Con Corp.  
3117 Civic Circle Blvd  
STE B  
Marion, IL 62959

Services will be provided at the American Job Center Southern Illinois in Marion during regular business hours (8:30 – 4:30 Monday through Friday) by the One Stop/AJC Navigator and in accordance with the committed number of FTEs either in person or via direct linkage. Upon request, services will be offered during evening and/or weekend hours and at alternate sites.

Rend Lake Marketplace, access point  
Man-Tra-Con Corp.  
333 Potomac Blvd  
Mt Vernon, IL 62864

The Collaboration Center (access point)  
309 East Jackson  
Carbondale, IL 62901

**Title II (Adult Education and Literacy)** – The Adult Education and Family Literacy services include, but are not limited to, assessment, basic skills instruction, English language acquisition instruction, high school equivalency instruction, career awareness, workforce preparation, online instruction, bridge and ICAPs programs as well as accelerated education and training programs. With the current situation of Covid-19 the Adult Education Programs have also begun hybrid classes. These classes use various face to face instruction through various meeting modes including but not limited to zoom, google hangout, with online supplemental materials. Students correspond with their instructors through emails, text messages and the online curriculum. Currently, there are two Adult Planning Councils in LWA #25. Job seekers will be connected to these service providers via direct linkage. The American Job Center/One Stop Center has an electronic referral via email and/or fax to the appropriate Adult Ed and Literacy provider and will provide a copy of the referral to the customer. Services will be provided at the Marion AJC during regular business hours (8:30 – 4:30 Monday through Friday) by the One Stop Navigator in accordance with the committed number of FTEs either in person or via direct linkage.

The customer will be provided a dedicated phone number of the service provider and access to a One Stop Center phone line to contact the provider. The customer will be contacted by the provider within 72 hours for services. Provider locations are as follows:

Carbondale High School – Rebound  
205 North Oakland  
Carbondale, IL 62901  
618-549-8232 ext. 321

Serves: Entire WIOA 25 area

Offers: HSE preparation, high school diploma classes, family literacy program; healthcare, manufacturing and hospitality bridge classes; dual enrollment classes.

Call for orientation dates and times

John A Logan Community College  
700 Logan College Road  
Carterville, IL 62918  
618-985-3741 ext. 8539

Serves: Marion, Herrin, Du Quoin, West Frankfort, Johnston City, Carterville, Murphysboro and Surrounding area. Classes are available in the morning, afternoon, and evening in various locations. Offers: HSE preparation, alternative high school, healthcare, manufacturing, and tourism bridge classes, Environmental Services ICAPS Program, also provides literacy tutors  
Call for orientation dates and times.

Rend Lake Community College  
468 N Ken Gray Parkway  
Ina, IL 62846  
618-437-5321 ext1442

Serves: Benton, Mount Vernon, Pinckneyville, and Surrounding areas  
Offers: HSE preparation, Math Only, Language Art Only, healthcare and manufacturing bridge classes; welding, machining, phlebotomy and Google IT Professional ICAPS programs.  
Call for orientation dates and times

**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 employment goals. IDES and other workforce partners have formed a local Business Services Team to coordinate employer contacts and streamline services delivered to them.

Employment Service staff provide the following basic career services: outreach, intake, orientation; labor exchange services including job search and placement assistance; referral & coordination with other programs; workforce and labor market information and statistics; performance information for the local area as a whole; information on the availability of supportive services, and information and meaningful assistance with UI claims. Employment Services staff provide the following individualized career services: comprehensive and specialized assessments; development of an individual employment plan, career planning, short-term pre-vocational services; and workforce preparation activities.

Employment Services are provided onsite by 1 Wagner-Peyser Title III FTEs daily during the business hours of 8:30am-4:30pm at the Marion AJC, and 8:30am-5:00pm at the Access point in Mt. Vernon. IDES locations:

American Job Center Southern Illinois  
IDES  
3117 Civic Circle Blvd  
STE B

Marion, IL 62959

Rend Lake Marketplace, Access point  
IDES  
333 Potomac Blvd  
Mt Vernon, IL 62864

**Title IV (Rehabilitation Services) – Title IV (Rehabilitation Services)** – Vocational Rehabilitation administers Title IV activities and is the state’s lead agency serving individuals with disabilities. Vocational Rehabilitation works in partnership with individuals with disabilities and their families to assist them in making informed choices to achieve full community participation through employment, education and independent living opportunities. The primary focus of Vocational Rehabilitation is to assist individuals with significant disabilities in obtaining and retaining competitive integrated employment.

Vocational Rehabilitation services are designed to prepare an individual for employment through an individualized planning process, and can be accessed onsite at the American Job Center at the locations listed below as well as via direct linkage. To comply with direct linkage requirements, the One Stop Center will create an electronic referral via email and/or fax to Vocational Rehabilitation office and provide a copy of the referral to the customer. The deaf and hard of hearing customers will be provided a dedicated phone number of the provider and access to a One Stop Center phone line to contact the provider – videophone available. The customer will be contacted by the provider within 72 hours for services.

Services will be provided at the Marion AJC during regular business hours (8:30 – 4:30 Monday through Friday) by the One Stop Navigator in accordance with the committed number of FTEs either in person or via direct linkage.

Services may be accessed on site and via direct linkage at the following locations:

American Job Center Southern Illinois  
Rehabilitation Services  
3117 Civic Circle Blvd  
STE B  
Marion, IL 62959  
*Videophone available*

Rend Lake Marketplace  
Rehabilitation Services  
333 Potomac Blvd  
Mt Vernon, IL 62864  
*Videophone available*  
Rehabilitation Services  
1602 North Main Street  
Benton, IL 62812

**Perkins/Post-Secondary Career and Technical Education** – Strengthening Career and Technical Education for the Twenty-First Century Act (Perkins V) reflects the 100-year federal commitment to Career Technical Education (CTE) and is largely based on the structure and content of Perkins IV; it remains the most important piece of legislation affecting CTE in the country. Perkins V focuses on improving the academic and technical achievement of CTE students, strengthening the connections between secondary and postsecondary education, and improving accountability. Perkins V affords states and local communities the opportunity to implement a vision for CTE that uniquely supports the range of educational needs of students — exploration through career preparation — and balances those student needs with the current and emerging needs of the economy. The Act places additional emphasis on local flexibility, comprehensive stakeholder engagement and collaborative planning, innovation, equity and alignment with other education and workforce programs. Perkins is dedicated to increasing learner access to high-quality CTE programs of study and is critical to ensuring that programs are prepared to meet the ever-changing needs of learners and employers.

John A. Logan College  
700 Logan College Rd  
Carterville, IL 62918

Rend Lake College  
468 N. Ken Gray Pkwy  
Ina, IL 62846

Services will be provided at the Marion AJC during regular business hours (8:30 – 4:30 Monday through Friday) by the One Stop Navigator in accordance with the committed number of FTEs either in person or via direct linkage, [including, but not limited to online, videophone or Zoom technology](#).

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**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.

UI staff provide the following basic career services: outreach, intake, orientation; referral and coordination with other programs; information and meaningful assistance with UI claims. Unemployment Insurance services are provided via direct linkage at the Marion AJC. Direct linkage may be accessed by utilizing the dedicated phone line located in or near the resource room. Unemployment Insurance services are provided onsite at the Access point in Mt. Vernon daily during the business hours of 8:30am-5:00pm. IDES locations:

American Job Center Southern Illinois  
IDES  
3117 Civic Circle Blvd  
STE B

Marion, IL 62959

Rend Lake Marketplace, Access point

IDES

333 Potomac Blvd  
Mt Vernon, IL 62864

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

JSVG staff provide the following basic career services: outreach, intake, orientation; labor exchange services, including job search and placement assistance; referral and coordination with other partners; workforce and labor market information and statistics; performance information for the local area as a whole; and information on the availability of supportive services. JSVG staff provide the following individualized career services: development of an individual employment plan; career planning; short-term pre-vocational services; and workforce preparation activities.

Services are provided onsite to veterans without SBE under JSVG program by 0.25 Wagner-Peyser FTEs daily during the business hours of 8:30am-4:30pm at the Marion AJC, and 8:30am-5:00pm at the Access point in Mt. Vernon. Veterans with SBEs will be referred to the DVOP via direct linkage. Direct linkage will be delivered by IDES staff through an electronic referral sent via email and/or faxed to the DVOP. A copy of the referral will be given to the customer. The customer will be provided a dedicated provider phone number and access to a One-Stop Center phone line to contact the provider. The customer will be contacted by the provider within 72 hours for services. These programs and services will be delivered at the following locations:

American Job Center Southern Illinois  
IDES  
3117 Civic Circle Blvd  
STE B  
Marion, IL 62959

Rend Lake Marketplace, Access point  
IDES  
333 Potomac Blvd  
Mt Vernon, IL 62864

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

TRA staff provide the following basic career services: outreach, intake, orientation; referral and coordination with other programs; information and meaningful assistance with UI claims.

TRA services are provided via direct linkage at the Marion AJC. Direct linkage may be accessed by utilizing the dedicated phone line located in or near the resource room. TRA services are provided onsite at the Access point in Mt. Vernon daily during the business hours of 8:30am-5:00pm. IDES locations:

American Job Center Southern Illinois

IDES

3117 Civic Circle Blvd

STE B

Marion, IL 62959

Rend Lake Marketplace, Access point

IDES

333 Potomac Blvd

Mt Vernon, IL 62864

**Trade Adjustment Assistance (TAA)** – The TAA Program Reversion Provisions of the Trade Adjustment Assistance Reauthorization Act of 2015 (Reversion 2021) provides training funds to serve workers impacted by foreign trade, and prepares those eligible for TAA for work by providing them with tailored training for new skills that create pathways to jobs providing family- sustaining wages. See TEGL 24-20 for services available under Reversion 2021.

These services will be delivered by Man-Tra-Con Corp. and can be accessed onsite and at the following locations:

American Job Center Southern Illinois

Man-Tra-Con Corp.

3117 Civic Circle Blvd

STE B

Marion, IL 62959

Rend Lake Marketplace, Access point

Man-Tra-Con Corp.

333 Potomac Blvd

Mt Vernon, IL 62864

Services will be provided at the Marion AJC during regular business hours (8:30 – 4:30 Monday through Friday) by the One Stop Navigator in accordance with the committed number of FTEs either in person or via direct linkage.

**IDES/ Migrant & Seasonal Farmworkers (MSFW)** – IDES provides staff assisted services to migrant and seasonal farmworkers including job development, career guidance, and referral to training and supportive services. Wagner-Peyser staff will assist with the intake process by assessing the client’s needs, assisting with UI claims, and registering with Illinois Job Link in order for the client to immediately begin searching for work. Staff will also provide Labor Market Information to educate clients on the current employment outlook and determine if further training will be necessary to enhance employment opportunities. Clients may be directed to work-readiness workshops or referred to partner agencies and/or supportive services, depending on the needs of the client.

MSFW staff provide the following basic career services: outreach, intake, orientation; labor exchange services including job search and placement assistance; referral & coordination with other programs; workforce and labor market information and statistics; information on the availability of supportive services, and information and meaningful assistance with UI claims. MSFW staff provide the following individualized career services: development of an individual employment plan; career planning; short-term pre-vocational services, and workforce preparation activities.

MSFW services are provided onsite by .25 FTE daily during the business hours of 8:30am-4:30pm at the Marion AJC, and 8:30am-5:00pm at the Access point in Mt. Vernon when Wagner-Peyser staff are present or by telephone, videophone or Zoom technology. IDES locations:

American Job Center Southern Illinois  
IDES  
3117 Civic Circle Blvd  
STE B  
Marion, IL 62959

Rend Lake Marketplace, Access point  
IDES  
333 Potomac Blvd  
Mt Vernon, IL 62864

**National Farmworker Jobs Program (NFJP)** – National Farmworker Jobs Program (NFJP) is a nationally-directed program in response to the chronic seasonal unemployment and underemployment experienced by migrant and seasonal farmworkers (MSFWs). Funding from the program helps workers and their families achieve economic self-sufficiency through supportive and training services that help them acquire or increase job skills, leading to stable long-term employment and higher wages. UMOS has been selected to administer the NFJP program and provide a full range of services, including basic and individualized career services, training, on the job training, youth services, housing, and other supportive services to both youth and adult farmworkers. UMOS will coordinate with core and required partners (Titles I, II, III, and IV), including the IDES Title III MSFW Program (IDES) and all other partners in the one-stop delivery system. The committed FTE will be available for coordination of services and delivery of services on-site at the AJC during all regular business hours as committed and described in the Career Services Matrix and Service Delivery matrix. Staff work out of the AJC and also in the community conducting outreach and contact clients in person and in the community and via phone on-demand as needed. Activities beyond the committed program

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services outlined in the Matrix include active participation in AJC meetings, coordinated screenings, and joint staffing on dually enrolled customers.

Services will be provided at the Marion AJC during regular business hours (8:30 – 4:30 Monday through Friday) by the One Stop Navigator in accordance with the committed number of FTEs either in person or via direct linkage and in-person at the following location in Jefferson County:

UMOS, Inc  
6295 East IL Highway 15  
Woodlawn, IL 62898

**Community Services Block Grant (CSBG)** – The Community Services Block Grant (CSBG) program provides federal funding to carry out locally designed programs providing a range of services and activities that have measurable impacts on the causes and effects of poverty. The CSBG program assists low income populations with transportation (WEOC), clothing (WEOC), health services, food, shelter and programs designed to increase self-sufficiency, such as job preparedness, education and housing assistance. These services will be provided via Direct Linkage.. Direct linkage consists of a referral being created and sent via email and/or fax to the appropriate provider. A copy of the referral will be given to the customer. The customer will be provided a dedicated provider phone number and access to a One Stop Center phone line to contact the provider. The customer will be contacted by the provider within 72 hours for services. Services will be provided at the following locations:

Crosswalk Community Action Agency  
410 West Main Street  
West Frankfort, IL 62896  
Franklin, Jackson, Jefferson, Williamson Counties

Western Egyptian E.O.C.  
1 Industrial Park  
P.O.Box 7  
Steeleville, IL 62288  
Perry County

American Job Center Southern Illinois  
Crosswalk, CAA  
3117 Civic Circle Blvd  
STE B  
Marion, IL 62959

Rend Lake Marketplace  
Crosswalk, CAA  
333 Potomac Blvd  
Mt Vernon, IL 62864

Services will be provided at the Marion AJC during regular business hours (8:30 – 4:30 Monday through Friday) by the One Stop Navigator in accordance with the committed number of FTEs either in person or via direct linkage.

**Senior Community Services Employment Program (SCSEP)** – The Senior Community Service Employment Program (SCSEP) is a community service and work based *training* program for older workers. Authorized by the Older Americans Act, the program provides subsidized, service-based training for low-income persons 55 or older who are unemployed and have poor employment prospects. Eligible participants must be at least 55, unemployed, and have a family income of no more than 125% of the federal poverty level. MERS Goodwill administers SCSEP in Franklin County, Jackson County, Perry County and Williamson County in Illinois.

#### Community Service

SCSEP participants are placed into *volunteer training* positions at local non-profit and government agencies (known as host organizations). SCSEP participants assist agencies with duties like customer service, reception, data entry, filing, inventory, stocking, janitorial, and food service. Participants are required to volunteer/train 20 hours per week with the local non-profit and government agencies. All expenses and liability, including wages and fringe benefits, are covered by MERS Goodwill through the grant, so there is no cost to the host organization.

#### Work-Based Training

During community/volunteer service with the host organization, SCSEP participants will learn valuable work skills and experience, but the positions are not jobs. One of the primary goals of the SCSEP is to train the participants on the skills they need in order to eventually find permanent employment (either at the host organization or elsewhere). A skills assessment and an Individual Employment Plan (IEP) help define and focus the training and employment goals for each participant.

#### Placement Services

The main goal of SCSEP is to assist each participant to find permanent employment. After training objectives have been achieved and a participant is ready for work, then an intensive search for a job begins. Staff will assist each participant with methods of job search, resumes & applications, and interview coaching. In addition to staff assisting SCSEP participants with job search they are referred to the nearest One-Stop for employment services.

#### Process

When individuals are identified as a possible candidate for enrollment into SCSEP, they are given a toll free number to call and have a pre-enrollment assessment completed over the phone. If the individual meets the eligibility criteria, they are placed on a waiting list for the county in which they reside. The pre-enrollment assessment is completed by a dedicated staff person in St Louis. When there is an opening, the individual is called and an appointment is scheduled for them to meet with the SCSEP Case Manager for the enrollment process to begin. Attached is the referral flier that individuals are given who are interested in the program.

#### SCSEP Case Manager:

MERS Goodwill's SCSEP Case Manager covers 14 counties (four of which are located in area #25) and travels throughout those counties working with SCSEP participants and non-profit host organizations. The Case Manager works from the base office at the Comprehensive OneStop in Marion, IL when not traveling.

**SCSEP Case Manager**

Illinois Counties-Alexander, **Franklin**, Hardin, **Jackson**, Johnson, Massac, Monroe, **Perry**, Pope, Randolph, Saline, Union, Washington, and **Williamson**  
Local Office  
American Job Center/OneStop Business & Employment Center  
3117 Civic Circle Blvd.  
Marion, IL 62959  
Cell: (618) 514-7782

Services will be provided at the Marion AJC during regular business hours (8:30 – 4:30 Monday through Friday) by the One Stop Navigator in accordance with the committed number of FTEs either in person or via direct linkage.

**Evansville Goodwill Industries, Inc. SCSEP**

**Senior Community Services Employment Program (SCSEP) - Program Description**

The Senior Community Service Employment Program (SCSEP) is a community service and skills based *training* program for older workers. Authorized by the Older Americans Act, the program provides subsidized, service-based training for low-income persons 55 or older who are unemployed and have poor employment prospects. Eligible Participants must be at least 55, unemployed, and have a family income of no more than 125% of the Federal poverty level. Evansville Goodwill Industries provides SCSEP services in Clay, Crawford, Edwards, Gallatin, Hamilton, Jasper, Jefferson, Lawrence, Richland, Wabash, Wayne, and White Counties in Illinois.

**Community Service**

SCSEP participants are placed into *training* positions at local non-profit and government agencies (known as host agencies). SCSEP participants assist agencies with duties like customer service, reception, data entry, filing, inventory, stocking, janitorial, and food service. Participants are required to train 20 hours per week with the local non-profit or government agency and all expenses and liability, including wages and fringe benefits, are covered by Evansville Goodwill Industries through the grant, so there is no cost to the host organization.

**Work-Based Training**

During their community service with the host agency, SCSEP participants learn valuable work skills and experience, but the positions are not jobs. The primary goal of SCSEP is to train participants on the skills they need in order to find permanent employment, either at the host organization or elsewhere. A skills assessment and an Individual Employment Plan (IEP) help define and focus the training and employment goals for each participant..

**Placement Services**

The primary goal of SCSEP is to help each participant find permanent employment. After training objectives have been achieved and a participant is ready for work, then an intensive search for a job begins. Staff will assist each participant with methods of job search, resumes & applications, and interview coaching. In addition to staff assisting SCSEP participants with job search they are referred to the nearest One-Stop for employment services.

**Process**

When individuals visiting the OneStop are identified as a possible candidate for enrollment into SCSEP the One Stop referral form is utilized and customers will be contacted within 24 hours, and given our dedicated phone number. The dedicated phone is staffed by qualified SCSEP program staff, to call and complete a

pre-enrollment assessment over the video phone. The SCSEP dedicated staff person in the Comprehensive Center is available to speak with individuals at the time of interest or within 24 hours. The pre-enrollment assessment is completed by a dedicated staff person located in Mount Vernon, IL. When we have an opening, the individual is called and an appointment is scheduled for them to meet with the SCSEP Employment Specialist for the enrollment process to begin.

**SCSEP Employment Specialist**

Illinois Counties-Clay, Crawford, Richland, Lawrence, Jasper, Wabash, Wayne, White, Jefferson, and Hamilton

Evansville Goodwill covers 10 counties (one of which is located in area #25, Jefferson County) travelling throughout those counties working with the SCSEP participants and the non-profit host organizations.

**Local office**

Mt. Vernon Goodwill  
920 S 42<sup>nd</sup> St  
Mount Vernon, IL 62864  
Cell: (618) 315-9969

**Corporate office**

Evansville Goodwill Industries, Inc.  
500 S Green River Road  
Evansville, IN 47715  
Office: (812) 474-2222

Services will be provided at the Marion AJC during regular business hours (8:30 – 4:30 Monday through Friday) by the One Stop Navigator in accordance with the committed number of FTEs either in person or via direct linkage.

**DHS/TANF – DHS/TANF** – The Illinois Department of Human Services' Division of Family & Community Services is the state administrator of the Temporary Assistance for Needy Families (TANF) program. DHS operates Family Community Resource Centers statewide serving TANF customers, linking them to time-limited cash assistance for basic needs, transitional services to help families become independent and screening for issues related to substance abuse, mental health and domestic violence, as well as referrals to address those issues. Employment and Training activities under TANF include assisting qualified individuals in applying for cash assistance, Supplemental Nutrition Assistance Program (SNAP) benefits and medical assistance; evaluating and assessing eligibility for work and training programs; and evaluating eligibility for supportive services, such as transportation and child care. Each TANF and SNAP customer who is engaged in workforce development services receives such services according to a responsibility and services plan.

The Department of Human Services' Division of Family & Community Services currently provides services at the local offices. DHS will work with the Comprehensive One-Stop Centers through referrals until the current Covid policies allow DHS staff to return to the One-Stop. DHS is committed to increasing workforce engagement with collaborative partnerships to achieve employment opportunities for all adults receiving services. Casework staff will develop a services plan for TANF and SNAP recipients connecting them to career pathways opportunities offered in each Comprehensive One-Stop Center. Casework staff will connect customers in need of barrier reductions services at the Comprehensive One-Stop Centers and connect them to services offered by DHS such as mentalhealth, substance abuse and child care. Supportive services will be provided to participants as per policy guidelines. The TANF program will provide outreach, intake and orientation as a basic career service.

The TANF program will have online access as well as paper applications available in the resource room to initiate an application for TANF assistance and non-assistance benefits. [Direct linkage intake including, but not limited to online, videophone or Zoom technology](#)

These services will be at the following local offices and through referrals from the American Job Center Southern Illinois @ 3117 Civic Circle Blvd, STE B, Marion, IL 62959.

IDHS Family Community Resource Center  
1107 West DeYoung Street, Suite 20  
Marion, IL 62959

IDHS Family Community Resource Center  
1602 North Main Street  
Benton, IL 62812

IDHS Family Community Resource Center  
342 North Street  
Murphysboro, IL 62966

IDHS Rend Lake College Marketplace  
Family Community Resource Center  
333 Potomac Boulevard, Suite F  
Mount Vernon, IL 62864

Services will be provided at the Marion AJC during regular business hours (8:30 – 4:30 Monday through Friday) by the One Stop Navigator in accordance with the committed number of FTEs either in person or via direct linkage.

**IDOC Second Chance – N/A**

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

**Job Corps – N/A**

**YouthBuild** – The US Department of Labor and Illinois Department of Commerce and Economic Opportunity grants funds directly to the local YouthBuild program through an annual competitive process. YouthBuild is a community-based alternative education program that provides job training and educational opportunities for at-risk youth ages 16-24. Youth learn construction skills while constructing or rehabilitating affordable housing for low-income or homeless families in their own neighborhoods. Youth split their time between the construction site and the classroom, where they earn their GED or high school diploma, learn to be community leaders, and prepare for college and other post-secondary training opportunities. YouthBuild also offers a hospitality track through a partnership with SI Train. YouthBuild includes significant support services, such as a mentoring, follow-up education, employment and personal counseling services, participation in community service and civic engagement. These services will be provided onsite at the following location:

Spero Family Services  
YouthBuild  
4618 Broadway

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Mt Vernon, IL 62864

These services will be provided through the center via Direct Linkage. Direct Linkage consists of a referral being created and sent via email and/or fax to the appropriate provider. A copy of the referral will be given to the customer. The customer will be provided a dedicated provider phone number and access to a One Stop Center phone line to contact the provider. The customer will be contacted by the provider within 72 hours for services.

American Job Center Southern Illinois.  
3117 Civic Circle Blvd  
STE B  
Marion, IL 62959

Services will be provided at the Marion AJC during regular business hours (8:30 – 4:30 Monday through Friday) by the One Stop Navigator in accordance with the committed number of FTEs either in person or via direct linkage.

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

- *Describe features or methods to ensure the comprehensive one-stop center and any designated affiliate sites or specialized centers provide access to all required career services in the most inclusive and appropriate settings for each individual participant, including assuring that individuals with barriers to employment, such as individuals with disabilities, can access available services (§678.500(b)(4)).*
- *Describe any specific human or financial commitments partners are making to coordinate the customer experience through a physical or virtual front door. Examples include: using career navigators, customer advocates, cross-program knowledge, frontline training, accessible technology or other support systems.*

*Note: Provide as much specificity as possible for each commitment made as a local workforce system, including whether individual partners are making a specific human or financial commitment to carry out that local system approach.*

All partners ensure reasonable accommodations are provided to qualified individuals with disabilities upon request. All services provided in and through the One-Stop System will be provided in compliance with:

- WIOA Section 188;
- Rehabilitation Act of 1973 (the Rehab Act);
- The Americans with Disabilities Act of 1990 (ADA); and,
- Section 504, as implemented by Title 29, Part 32 of the Code of Federal Regulations; and all applicable disability laws.

The local level ensures programmatic accessibility is provided. Local partners and training providers provide assurances of compliance with programmatic accessibility as required by the Americans with Disabilities Act of 1990. The Monitors or E.O. Officer or other staff monitor for programmatic accessibility as part of regular monitoring or upon special request. The Monitors or

E.O. Officer ensure any local policies and procedures are implemented and followed. Local policies comply with 29 CFR 32.27.

All partners provide for and adhere to a continuous quality improvement policy that includes continuous evaluation of job qualifications to ensure there is no discrimination on the basis of disability. Job qualifications adhere to and comply with 29 CFR 32.14

Partners agree to limit pre-employment/employment inquires to those permitted by and in accordance with Section 504 and the Americans with Disabilities Act of 1990. The Consortium of Operators may establish local policies that adhere to and comply with 29 CFR 32.15

Partners ensure the confidentiality of medical information provided by registrants, applicants, eligible applicants/registrants, participants, employees, and applicants for employment. The partners secure medical information to safeguard customer confidentiality. Any established local policies adhere to and comply with 29 CFR 32.15. Customers are requested to sign a confidentiality waiver form to allow the sharing of customer information necessary to provide quality service. Persons found to have violated local confidentiality policy may be prosecuted to the fullest extent of the law.

Man-Tra-Con Corp. administers the WIOA Title I funded programs and activities in such a manner that each qualified individual with a disability participates in the most integrated setting appropriate for that individual. The partners may establish local policies which must adhere to and comply with 29 CFR 37.7(d).

Partners through the Center communicate with persons with disabilities as effectively as it communicates with others. The use of telephone relay services, TDD/TTY, computers, video phone and/or other methods of communications will be used to effectively communicate with persons with disabilities. This may include the use of qualified sign language interpreters.

All partners agree they will not discriminate in their employment practices or services on the basis of gender, age, race, color, creed, religion, national origin, disability or veteran's status, or on the basis of any other classification protected under state or federal law. The partners assure they have in place policies and procedures to address these issues, and such policies and procedures have been disseminated to their employees and otherwise posted as required by law. The partners further assure that they are currently in compliance with all applicable state and federal laws.

All partners will cooperate with compliance monitoring conducted at the local level to ensure all comprehensive one-stop center, programs, services, technology and materials are accessible and available to all. These services will be provided "on demand" and in "real time" in the physical comprehensive one-stop center in person or via technology consistent with the "direct linkage" requirement as defined in WIOA (WIOA Section 121(b)(1)(A) and Section 678.305(d) of the draft Notice of Proposed Rulemaking). Additionally, staff members will be trained to provide services to all, regardless of range of abilities, mobility, age, language, learning style and intelligence or education level. An interpreter will be provided "in real time" to any customer with a language barrier. Additionally, assistive devices, such as screen-reading software programs (e.g., JAWS and DRAGON) and assistive listening devices will be available.



On-demand access is provided through programs, services and through online, real-time technologies at all comprehensive one-stop locations including the LWIA 25 comprehensive one-stop, Illinois workNet Web Portal System and Illinois JobLink. The One Stop Center will strive to deliver on-demand orientations of services through in-demand videos and in-person group orientations. One Stop partners will also consider using video chat application such as Skype to provide real time, on-demand access to services. Services to individuals with disabilities and veterans are also available on-demand through in-person assistance and accommodations for technology and materials. Exact methods of delivery for on-demand access to services can be found in the Methods of Administration (MOU).

The LWIA is integrating, implementing and transitioning to an integrated, technology-enabled intake and case management information system for programs carried out under WIOA. The plan is consistent with the States' strategies. The core partners hold webinars examining the current case management systems such as the Illinois workNet, Illinois Job Link and Web CM as a potential tool available to the system.

- The delivery of enhanced career services resulting in individualized plans addressing how to reach career goals based on career and skill assessments and identified barriers requiring support services.
- Decisions on an industry-based credentialing program will occur within the first quarter.
- Coordinating case management services based on state policies and plan
- Following career services and case management guides and participating with training institutions to create new delivery mechanisms when necessary.
- Using integrated case management systems across applicable core programs that allow data sharing between multiple service providers and programs. A regional technology platform will be implemented in the first quarter.
- Evaluating the effectiveness of the delivery of enhanced case management based on internal and external client satisfaction and the performance management systems that monitor and report the delivery of enhanced career services.

Each of the One Stop Partners will enter into a Memorandum of Understanding (MOU) describing the method of service delivery to be in accordance with proposed WIOA NPRM Sec. § 678.305(d) which defines the access to services that must be available to individuals seeking assistance at the comprehensive one-stop. Access can be provided in one of three variations of physically present staff or through technology: (1) Program staff physically present at the location; (2) staff physically present at the one-stop from any partner program appropriately trained to provide information to customers about the programs, services, and activities available through partner programs, such as the types of services that program provides and whether the services might meet the individual's needs; or (3) providing direct linkage through technology to someone who can either provide the program services, or provide information such as how to apply for the program, or how to begin receiving services. Under the proposed rule, if there is access to technological direct linkages (as defined in § 678.305(d)(1)) at a comprehensive one-stop center for a specific program, no partner program staff must be physically present. Proposed §§ 678.305(d)(1) and (2) provide that services provided through technology must be meaningful, available in a timely manner and not simply a referral to additional services at a later date or time.

Frontline training and cross training is being increased as part of the PY23 Service Integration goals. The One Stop Navigator ensures American Job Center/One Stop customers' accessibility needs are met.

The Budget Narrative identifies the financial commitments partners are making. In addition, the Service Integration Goals show a staff commitment to increasing accessibility.

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

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

- ☒ Please affirm that the local one-stop system will comply with all federal and State physical inclusiveness and accessibility requirements, including the Americans with Disabilities Act (ADA) of 1990, Section 188 of WIOA, the Illinois Accessibility Code, the most recent ADA standards for Accessible Design and the Uniform Federal Accessibility Standards, and all other applicable statutory and regulatory requirements.
- ☐ Please affirm that facilities are accessible during business hours to customers in accordance with the local area's security and staffing plan.

Comprehensive one-stop centers 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. The American Job Center/One Stop Comprehensive Center was awarded a disabilities initiative grant (DEI) and subsequent grant through USDA which allowed for the purchase and upgrade of assistive technology equipment including: a Basic Desk Top computer with Zoom Text, JAWS, Braille embosser and many other upgrades.

- The location of the comprehensive one-stop center is recognizable in a high-traffic location
- Access to public transportation is available at the One Stop Center entrance
- The location of a dedicated parking lot, with parking lot spaces marked for individuals with disabilities

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. Services will be available in a convenient, high traffic and accessible location taking into account reasonable distance from public transportation and adequate parking (including parking clearly marked for individuals

with disabilities). Indoor space is designed in an “equal and meaningful” manner providing access for individuals with disabilities. |

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

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

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

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

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

The One Stop Operator is Crosswalk Community Action Agency (CCAA) and will continue to act as the Operator effective July 1, 2021 to June 30, 2025 based on the results of the procurement process completed in May 2021. Per the above statement, the One Stop Operator Model is a Single Entity.

The competitive process must be conducted at least once every four (4) years (§678.605). The One-Stop Operator of the LWIA 25 One-Stop Business and Employment Center will coordinate and integrate services and referrals among program partners as specified in the local and regional plans (see [www.siwdb.org](http://www.siwdb.org)). The hours of operation will be M-F from 8:30am to 4:30pm. Upon request, evening and weekend hours are made available for both job seekers and employers.

The role of the LWIA 25 One-Stop Business and Employment Center One-Stop Operator is to coordinate partner activities and services to ensure the Center continues to meet and improve upon the related One-Stop Certification criteria under the Illinois Workforce Innovation Board Criteria and Procedures for Certifying Comprehensive One-Stop Centers under the Workforce Innovation and Opportunity Act of 2014 (WIOA).

#### Roles and Responsibilities

The One-Stop Operator, with assistance from the required program partners, will:

- coordinate One-Stop Partners and Service Providers;
- coordinate and track partner agency referrals,
- develop a reporting system(s) for the ongoing tracking of performance and referrals, with periodic reporting to the local board,
- coordinate to create and maintain accurate web information including partner information and linkages within the existing SIWDB website,
- regularly convene the LWIA 25 One-Stop Business and Employment Center Partners to work with partners to assess customer needs as part of the continuous improvement process for the one-stop center,
- collect customer feedback and work with partners to address issues as part of the continuous improvement process for the one-stop center,
- periodically review one-stop program(s) and center accessibility,
- assure one-stop center materials are up-to-date and available for resource room staff and customers, and maintain adequate inventories,
- report and coordinate maintenance needs with center staff and property owner/manager,
- assist partners responding to economic needs of the local area as specified in the local and regional plans, as well as report outcome to the local board,
- assist partners in identifying to recruit and match businesses with the skilled workers they seek,
- assure direct linkage requirements of the legislation are implemented and sustained, and
- report activities and outcomes regularly to the local board,

A one-stop operator may not perform the following functions: convene system stakeholders to assist in the development of the local plan; prepare and submit local plans; be responsible for oversight of itself; manage or significantly participate in the competitive selection process for one-stop operators; select or terminate one-stop operators, career services, and youth providers; negotiate local performance accountability measures; and develop and submit budget for activities of the Local Board in the local area.

The One-Stop Operator will be responsible for the on-going coordination of the Local One-Stop System and related center(s). The One-Stop Operator will be responsible for the on-going development of the LWIA 25 One-Stop delivery system and center(s). The One-Stop system shall include but not be limited to: Providing Access to:

- Initial, basic career services;
- Training services;
- Employment and training activities;
- Programs and activities carried out by all WIOA one-stop partners;
- Data, information, and analysis for the local labor market;
- Initial, basic job search, placement, recruitment, and employment activities.

The one-stop operator contract is a one-year contract with the option to extend for an additional two years. The contract covers the period 7/1 – 6/30. The contractor will be paid monthly upon invoice. ManTraCon will issue the check to the contractor.

The one-stop operator contract is \$35,000 a year. All partners in the MOU contribute to the cost.

All partners in the LWIA 25 MOU contribute cash to all costs. Evansville Goodwill serves only one county within the MOU. Evansville Goodwill does not have an office in LWIA 25 and offers extremely limited services.

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

- *Describe the local one-stop operator’s role and responsibilities for coordinating referrals among required partners (\$678.500(b)(3)).*
- *Complete the Referral System matrix included on page 12 of the original MOU Template.*

The primary principle of the referral system is to provide integrated and seamless delivery of services to both job seekers and employers. The One Stop Operator is charged with coordinating and tracking partner agency referrals and developing a reporting system for the ongoing tracking of performance and referrals, with periodic reporting to the local board. Increased effort on tracking follow-up of referrals to ensure each partner is abiding by the commitments expressed in the MOU.

The SIWDB AJC/One Stop Committee created a Common Intake and Referral Form being utilized by all partners. All partners have agreed to complete the form and submit to the One Stop Operator. A copy will be given to the job seeker. The form lists all partner agencies location and contact information. As part of Service Integration, partners will assist in the development of a Google-based referral form which will follow the same procedure of processing through the One Stop Operator. The Operator will ensure the customer is provided services on-site or within 24 hours via direct linkage as indicated in the MOU. The Operator will enter referral information into a database system. The Operator will track and report progress of referrals to the AJC/One Stop Committee and the SIWDB. The referral form includes all mandatory partner agencies. In addition, each partner agrees to the following:

1. The partners agree to familiarize themselves with the requirements for participation in each of the required partners programs.
2. To the extent possible, the partners agree to develop materials summarizing program requirements and to make the information accessible to all partners in the comprehensive one-stop center.
3. To the extent possible, the partners agree to develop and utilize the Referral Form.
4. The partners agree to refer clients eligible for services to appropriate partners for services.
5. The partners agree to evaluate ways to improve the referral process, including the use of customer satisfaction surveys.

6. The partners commit to robust and ongoing communication required for an effective referral process.
7. The partners commit to actively follow up on the results of referrals and to assure that resources of the partners are being leveraged at an optimal level.
8. Partners agree to assist in the development and use of a Google-based referral form following all required guidelines.

All partners will participate in orientations at the center and access point when possible or provide information about their program services. During online or in-person orientation sessions, job seekers learn about services provided through the center partners. Initial needs assessments will be conducted by the One Stop Navigator. The One Stop Navigator in consultation with the customer, will determine which required partners will provide the career services to best meet the needs of the customer and make the appropriate referral. Customers will also be able to learn about the services provided by partners through the SIWDB's website at [www.siwdb.org](http://www.siwdb.org) and by accessing Illinois workNet, the virtual one-stop portal that offers a broad array of information about services to both job seekers and employers. As part of Integrated Services work, a new American Job Center website has been created which includes online orientation and video success stories. The Illinois Job Link calendar will become the official calendar of the American Job Center Southern Illinois/One Stop.

**Title I (Adult, Dislocated Worker and Youth)** – After an interview and initial assessment is completed by a Man-Tra-Con Corp. Career Specialist, Man-Tra-Con Corp. staff as the Title I provider agrees to make appropriate referrals to all required partners listed in the Career Services Matrix of the MOU as well as other partner resources as identified in the on-line resource manual. Referrals will be made to partner programs utilizing the Common Intake and Referral Form developed by the SIWDB One Stop Committee. The referring agency will provide a copy of the referral to the One Stop Operator via fax or email. The job seeker will also be provided a copy of the referral. The One Stop Operator will ensure the customer is provided services within 24 hours.

**Title II (Adult Education and Family Literacy)** – The Title II providers agree to make appropriate referrals to all required partners listed in the Career Services Matrix of the MOU as well as other partner resources as identified in the on-line resource manual. Referrals will be made to partner programs utilizing the Common Intake and Referral Form developed by the SIWDB One Stop Committee. The referring agency will provide a copy of the referral to the One Stop Operator via fax or email. The client will also be provided a copy of the referral. The One Stop Operator will ensure the customer was provided services within 24 hours.

**Title III (Employment Services under Wagner-Peyser)** The Title III provider agrees to make appropriate referrals to all required partners listed in the Career Services Matrix of the MOU as well as other partner resources as identified in the on-line resource manual. Referrals will be made to partner programs utilizing the Common Intake and Referral Form developed by the SIWDB One Stop Committee. The referring agency will provide a copy of the referral to the One Stop Operator via fax or email. The job seeker will also be provided a copy of the referral. The One Stop Operator will ensure the customer was provided services within 24 hours.

**Title IV (Rehabilitation Services)** – The Title IV provider agrees to make appropriate referrals to all required partners listed in the Career Services Matrix of the MOU as well as other partner resources as identified in the on-line resource manual. Referrals will be made to partner programs utilizing the Common Intake and Referral Form developed by the SIWDB One Stop Committee. The referring agency will provide a copy of the referral to the One Stop Operator via fax or email. The job seeker will also be provided a copy of the referral. The One Stop Operator will ensure the customer was provided services within 24 hours.

**Perkins/Post-Secondary Career and Technical Education** – The Perkins/Post-Secondary Career and Technical Education providers agree to make appropriate referrals to all required partners listed in the Career Services Matrix of the MOU as well as other partner resources as identified in the on-line resource manual. Referrals will be made to partner programs utilizing the Common Intake and Referral Form developed by the SIWDB One Stop Committee. The referring agency will provide a copy of the referral to the One Stop Operator via fax or email. The job seeker will also be provided a copy of the referral. The One Stop Operator will ensure the customer was provided services within 24 hours.

**IDES/UI** - The IDES/UI provider agrees to make appropriate referrals to all required partners listed in the Career Services Matrix of the MOU as well as other partner resources as identified in the on-line resource manual. Referrals will be made to partner programs utilizing the Common Intake and Referral Form developed by the SIWDB One Stop Committee. The referring agency will provide a copy of the referral to the One Stop Operator via fax or email. The job seeker will also be provided a copy of the referral. The One Stop Operator will ensure the customer was provided services within 24 hours.

**IDES/Job Counseling, Training and Placement Services for Veterans** – The IDES/Job Service for Veterans provider agrees to make appropriate referrals to all required partners listed in the Career Services Matrix of the MOU as well as other partner resources as identified in the on-line resource manual. Referrals will be made to partner programs utilizing the Common Intake and Referral Form developed by the SIWDB One Stop Committee. The referring agency will provide a copy of the referral to the One Stop Operator via fax or email. The job seeker will also be provided a copy of the referral. The One Stop Operator will ensure the customer was provided services within 24 hours.

**IDES/Trade Readjustment Assistance** – The IDES/TRA provider agrees to make appropriate referrals to all required partners listed in the Career Services Matrix of the MOU as well as other partner resources as identified in the on-line resource manual. Referrals will be made to partner programs utilizing the Common Intake and Referral Form developed by the SIWDB One Stop Committee. The referring agency will provide a copy of the referral to the One Stop Operator via fax or email. The job seeker will also be provided a copy of the referral. The One Stop Operator will ensure the customer was provided services within 24 hours.

**Trade Adjustment Assistance (TAA)** – The TAA provider, Man-Tra-Con Corp., agrees to make appropriate referrals to all required partners listed in the Career Services Matrix of the MOU as well as other partner resources as identified in the on-line resource manual. Referrals will be made to partner programs utilizing the Common Intake and Referral Form developed by the SIWDB One Stop Committee. The referring agency will provide a copy of the referral to the One Stop Operator via fax or email. The job seeker will also be provided a copy of the referral. The One Stop Operator will ensure the customer was provided services within 24 hours.

**IDES/ Migrant & Seasonal Farmworkers (MSFW)** – IDES provides staff assisted services including job development, career guidance, and referral to training and supportive services on-site, and registering with Illinois Job Link if applicable. Staff will also provide Labor Market Information to educate clients on the current employment outlook and determine if further training will be necessary to enhance employment opportunities. Clients may be directed to work-readiness workshops or referred to partner agencies and/or supportive services, depending on the needs of the client.

The Title III provider agrees to make appropriate referrals to all required partners listed in the Career Services Matrix of the MOU as well as other partner resources as identified in the on-line resource manual. Referrals will be made to partner programs utilizing the Common Intake and Referral Form developed by the SIWDB One Stop Committee. The referring agency will provide a copy of the referral to the One Stop Operator via fax or email. The job seeker will also be provided a copy of the referral. The One Stop Operator will ensure the customer was provided services within 24 hours.

**National Farmworker Jobs Program (NFJP)** – The NFJP Provider, UMOS, agrees to make appropriate referrals to all required partners listed in the Career Services Matrix of the MOU as well as other partner resources as identified in the on-line resource manual. Referrals will be made to partner programs utilizing the Common Intake and Referral Form developed by the SIWDB One Stop Committee. The referring agency will provide a copy of the referral to the One Stop Operator via fax or email. The job seeker will also be provided a copy of the referral. The One Stop Operator will ensure the customer was provided services within 24 hours.

**Community Service Block Grant (CSBG)** – The CSBG provider, Crosswalk CAA and Western Egyptian E.O.C. agrees to make appropriate referrals to all required partners listed in the Career Services Matrix of the MOU as well as other partner resources as identified in the on-line resource manual. Referrals will be made to partner programs utilizing the Common Intake and Referral Form developed by the SIWDB One Stop Committee. The referring agency will provide a copy of the referral to the One Stop Operator via fax or email. The job seeker will also be provided a copy of the referral. The One Stop Operator will ensure the customer was provided services within 24 hours.



**Senior Community Services Employment Program (SCSEP)** – The SCSEP program providers, MERS Goodwill and Evansville Goodwill, agree to make appropriate referrals to all required partners listed in the Career Services Matrix of the MOU as well as other partner resources as identified in the on-line resource manual. Referrals will be made to partner programs utilizing the Common Intake and Referral Form developed by the SIWDB One Stop Committee. The referring agency will provide a copy of the referral to the One Stop Operator via fax or email. The job seeker will also be provided a copy of the referral. The One Stop Operator will ensure the customer was provided services within 24 hours. An electronic referral will be made via email or fax to the provider with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer. Provider will also be contacted via phone for an appointment time. Individuals identified as possible candidates for enrollment into SCSEP are referred to the on-site SCSEP case manager or given a toll free number to call to have a pre-enrollment assessment completed over the phone. If the individual meets the eligibility criteria, he/she is placed on our waiting list for the county in which he/she resides. The pre-enrollment assessment is completed by a dedicated staff person at MERS Goodwill in St Louis or Mt. Vernon, IL. Once a placement becomes available, the individual is called and an appointment is scheduled with the SCSEP Enrollment Specialist for the enrollment process to begin.

**DHS/TANF** – The DHS/TANF provider agrees to make appropriate referrals to all required partners listed in the Career Services Matrix of the MOU as well as other partner resources as identified in the on-line resource manual. Referrals will be made to partner programs utilizing the Common Intake and Referral Form developed by the SIWDB One Stop Committee. The referring agency will provide a copy of the referral to the One Stop Operator via fax or email. The job seeker will also be provided a copy of the referral. The One Stop Operator will ensure the customer was provided services within 24 hours.

**IDOC Second Chance** – N/A

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

**Job Corps** – N/A

**YouthBuild** – The Youthbuild provider agrees to make appropriate referrals to all required partners listed in the Career Services Matrix of the MOU as well as other partner resources as identified in the on-line resource manual. Referrals will be made to partner programs utilizing the Common Intake and Referral Form developed by the SIWDB One Stop Committee. The referring agency will provide a copy of the referral to the One Stop Operator via fax or email. The job seeker will also be provided a copy of the referral. The One Stop Operator will ensure the customer was provided services within 24 hours.

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

- Describe how core program partners will share data and information and will collaborate to assure that all common primary indicators of performance for the core program partners in the local area will be collectively achieved.

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

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

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

The ultimate accountability and responsibility for the service delivery system in LWA#25's organizational processes, services, and accomplishments will rest with the SIWDB, and with the operator and partners of the One-Stop Business and Employment Centers, Illinois workNet Center / American Job Center Southern Illinois.

It is the responsibility of the SIWDB through the AJC/One-Stop Committee to devise an accountability system, which measures and evaluates customer satisfaction and continuous improvement of individual programs. It is agreed the partners of the American Job Center Southern Illinois will strive to achieve the following standard of quality services for job seekers and employer customers, employees, and partners.

- All customers will receive prompt and courteous customer service, with appropriate services, education, and training choices to assist each to reach employment goals.
- All partners will deliver high quality services through the service delivery system and will survey customers as they receive services to determine the level of customer satisfaction and if needs were met.
- The American Job Center Southern Illinois and access points are responsible for the direct and indirect provision of services as set forth in WIOA.
- It is understood information shared between any organization or agency is confidential and is used solely for the purpose of providing quality services.
- It is further understood by the staff working with WIOA eligible customers, each is responsible for maintaining the highest standards as described in FERPA, the Personal Identifiable Information (PII) policy and WIOA when accessing and using customer records in the daily operation of the One-Stop. Records are maintained in a confidential manner, including but not limited to locking file cabinets away from access by non-personnel who may be in the Center as a visitor, a customer, or for any other purpose.
- PII can be, but is not limited to, name, social security number, phone number, address and date of birth (or a combination of). All PII information that a customer chooses to enter on the One-Stop Resource Room computers, is done at his/her own risk. It is the customer's responsibility to delete or otherwise transmit or save information via external media or other electronic means. The customer will have access to instructions on how to safely save customer data. Each day, personal information is removed from all American Job Center computers at the facility to ensure PII is protected.

In an attempt to better align partner services to improve access as a result of ongoing service integration activities; the referral process now includes a feedback loop from the partners back to the One Stop Operator.

- The Business Services team is updating a shared brochure for use by any of the team.
- The AJC website is rebranded to better represent the composite services provided by the group.
- The Mt. Vernon access point partners are working collaboratively to increase services and utilization of the Referral Form in an attempt to grow the access point into a comprehensive center.

- Improved technology access with the use of DocUSign continues to improve access to rural residents.

Partners agree to a data sharing agreement that allows each program to comply with the federal laws governing it and will be used to improve mutual referrals and communication.

Partners agree to comply with federal and state laws governing protection of personally identifiable information.

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.

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

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

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

1. Affirm in the narrative that required partners negotiated infrastructure and shared local service delivery system costs specific to the applicable program year for both comprehensive one-stop centers and any affiliate or specialized centers designated by the local workforce board.
2. Clearly identify in the narrative the time period for which the Infrastructure Funding Agreement is effective; e.g., July 1, 20XX through June 30, 20XX.
3. Specify in the narrative whether the budget submitted represents an interim or final budget agreement.
4. Describe in the narrative the agreed-upon method that each partner will contribute as a proportionate share of costs to support the services and operations of the local service delivery system.
5. Affirm in the narrative that each required partner meets the minimum FTE commitment of .25 FTEs in each comprehensive one-stop center and each designated affiliate site.
  - a. If all required partners agree for a partner to commit to less than .25 FTE, then the local board may submit a waiver using the waiver request form included in the Report of Outcomes template (Appendix G of the Governor's Guidelines – Revision 4).
6. Describe in the narrative whether and which staff will be cross-trained to provide services on behalf of another required partner.
  - b. For each required partner providing cross-trained staff to deliver services on behalf of another partner, confirm how the contributing partner's shared cost allocations will be reduced in correlation with the number of FTEs that will be cross-trained to provide another partner's programs.
7. Please describe the invoicing process and any special deadlines for determining actual costs for each partner included in this MOU. (Please note that CSBG's grant cycle requires the partner to pay all actual costs within 30 days of the partner's 12/31 invoicing deadline and within 30 days of its 6/30 invoicing deadline each program year.)

Using the table provided below, include the following additional financial information for each required program partner:

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

		Partner's Total Cash Contribution	Dollar Amount of 10% Variance (if applicable)	Partner's Total Cash Contribution plus 10% Variance (if applicable)
Commerce	Title IB - Adult, Youth, & Dis. Workers	72,727	7273	80,000
	TAA	4545	455	5000
	CSBG	4545	455	5000
IDES	Title III - Wagner-Peyser	18,182	1818	20,000
	Title III - MSFW	4545	455	5000
	Veterans Services	4545	455	5000
	UI Comp Programs	4545	455	5000
	TRA	4545	455	5000
ICCB	Title II - Adult Education	4545	455	5000
	Career & Tech Ed - Perkins	4545	455	5000
DHS	Title IV - Vocational Rehab	18,182	1818	20,000
	TANF - DHS	13,636	1364	15,000
Aging	SCSEP	1818	182	2000
DOC	Second Chance			
HUD				
Title IC - Job Corp				
Title ID - National Farmworkers		4545	455	5000
Title ID - YouthBuild		4545	455	5000
Other 1				
Other 2				
Other 3				
Other 4				

Deleted: 5

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

☒ All required partners a party to this MOU acknowledge that the ability of any partner to contribute its agreed contribution to the One-Stop costs is contingent on the availability of State and/or federal funding for its respective program(s).

For the Amendment No. 1 to the PY23 MOU, the partners began meeting in November 2023.

Meetings for Amendment No. 1 were as follows:

11/14/23 – Chose impartial negotiator and planned following meetings.

12/12/23 – SIWDB full board approved the negotiators.

12/14/23 – MOU planning meeting with LWIAs 25 and 26 in person.

1/9/24 – Met to review direct linkage and required checklist, review and update list of required partners, review actual costs for previous program year, discuss security needs, review FTEs, discuss navigator, service integration, etc.

1/9/2024 - Employer and Economic Development Meeting – Zoom meeting

- conversations with LWIB, CEOs, businesses, labor organizations, community-based organizations, Adult Education providers and other stakeholders to review designated comprehensive, affiliate, and specialized centers and other service locations

- IDES LMI and data as it relates to the MOU and Plans

1/18/2024 - SIWDB (workforce board) meeting (in-person and Zoom/conference call)

- Review of timeline and deliverables submitted 12/29/2023

- early DRAFT budget, review and approve direct linkage FTEs.

- Discuss/approve waiver request for less than .25 FTE

- Review Equity and Access goals

2/13/2024 - One Stop/AJC meeting – Zoom meeting with some in person

- Review of budget changes since first draft and individual partner discussions

- Debbie Kee pulls up budget as part of meeting and screen shares – making any suggested changes for discussion

3/13/2024 -

One Stop/AJC Meeting- Zoom meeting with some in person

- finalize budget or formally request technical assistance if group cannot come to agreement
- finalize Outcomes Report for recommendation to the SIWDB March meeting

3/21/2024 -

SIWDB meeting – Zoom conference call with some in person attendance

- [discuss and approve report of outcomes for submittal by 4/15/2024](#)
- [request for waivers if anything new since last meeting](#)
- [One Stop Operating Budget approval](#)

[Dates for the PY23 negotiations as this is the PY23 MOU in effect until 6/30/2026](#)

1. The OneStop/MOU Negotiations committee began meeting on 12/14/2023 to negotiate the terms of the PY2024 MOU. The members of the PY2023 MOU Negotiations committee include: Jordan McBride, Title 1B; Karla Tabing, Sandy Snowden, Linda Stasko, Title II; Debra Keelin and Jillian VanZandt, Title III; Joan Jablonski, Title IV; Kristina Shelton, Kim Wilkerson, Scott Wernsman, Catherine Hoekstra, Perkins; Debra Keelin, Wagner Peyser; Debra Keelin, Freddie Buckingham, Patrick Sarensen, Veteran Services; Debra Keelin, TRA; Stephanie Robinson, TAA; Debra Keelin, MSFW; Kristina Spence, NFJP; Debra Jackanicz and Paulette Hamblin, CSBG; Beth Brown and Laverne Gillespie, SCSEP; Laura Hammonds, TANF; Mandy Bernhard, Youthbuild. Kathy Lively is the impartial negotiator for PY23 negotiations.

Subsequent meetings were held on The second Tuesday of each month during AJC meetings. The Report of Outcomes was submitted 3/30/24. Subsequent meetings of work groups for Business Service and Program Service Integration Goals met multiple times in April.

2. The Infrastructure Funding Agreement is in effect from July 1, 2023 through June 30, 2024. These costs will be negotiated annually.

3. The budget found in the Infrastructure Funding Agreement is the final budget agreement.

4. For the purpose of this MOU, each party expressly agrees to participate in good faith negotiations to reach a consensus. All partners will use the proscribed process outlined in the Governor's Guidelines to achieve integration of program and service goals of WIOA. Active involvement and equal opportunity to provide input by all core and required partners was demonstrated in the MOU negotiation process. A work group of partners was established to look at historical cost categories and make suggestions to the full MOU Committee. Costs were examined thoroughly through multiple meetings and multiple draft budgets to achieve the final budget as approved by all partners.

As required by the Workforce Innovation and Opportunity Act of 2014 (WIOA), all required partners, SIWDB members, and Chief Local Elected Officials (CLEOs), will act in accordance with the Governor's Guidelines for negotiating costs and services under the WIOA. The SIWDB created a American Job Center/One Stop Committee comprised of all required program partners. The committee meets monthly on the 2nd Tuesday at 8:00am.

The partners agree to share proportionately in the costs of the local one stop delivery system. These costs include shared delivery system costs and infrastructure costs associated with the comprehensive one-stop center. The total agreed upon .25 FTE for both shared delivery system and infrastructure costs

is \$4545.00. The cost per partner is listed on the standard budget for shared costs appendix item K. The PY 2023 shared total costs are \$4545 per .25 FTE.

Shared Delivery System Costs are non-infrastructure costs to which required program partners must contribute. These costs include the \$35,000 One Stop Operator Costs. All partners have agreed to share in the OSO costs. These shared costs include the cost of the Navigator representing a cross section of partners. Shared costs may also include shared services authorized for an individual participant, such as intake and assessment costs, as well as shared costs of local board functions. In-kind contributions to shared system costs are permissible. The .25 FTE agreed upon contribution tied to a specific center for each partner is \$2111.61. The .25 FTE agreed upon delivery system cost not charged to a specific center is \$1228.85. The total .25 FTE agreed upon shared Delivery System Cost contribution for PY 2023 for each partner is \$3340.46 (\$3341).

Infrastructure Costs are non-personnel costs that are necessary for the general operation of a comprehensive one-stop center, including the rental costs of facilities, the costs of utilities and maintenance, and equipment (including assessment-related products and assistive technology for individuals with disabilities). The .25 FTE agreed upon infrastructure cost contribution for each partner for PY 2023 is \$1205.00.

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 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. Agreements with Federal partners are also made contingent on the availability of Federal funding for each required program and will follow the procedures for notification as State Agency partners as outlined above.

5. All partners requesting less than the .25 FTE as required in the Governor's Guidelines were required to complete a SIWDB Request form providing rationale and submit to the MOU Committee. The MOU Committee discussed each request and voted on each request. The MOU committee recommendations were discussed and approved by the CLEOs and the SIWDB for submission to the IWIB. The requests for less than .25 FTE are as follows: SCSEP .1 to be shared by MERS and Evansville Goodwill as they have less than 15 slots combined for the entire 5-county region. No full time office exists for either partner in LWIA 25. The full SIWDB and CLEOs approved the request on 12/13/22. The required waiver request form has been submitted in the Report of Outcomes as required by the Governor's Guidelines Appendix G.
6. No staff will be cross-trained to offer partner services or act on behalf of another partner. The Navigator, funded in the MOU, will be trained in partner services to make appropriate referrals only, NOT to perform any of the functions provided by the partner agencies. Intensive partner sharing/cross-training by the One Stop Operator will continue to improve cross-referrals.
7. Actual costs are calculated and billed quarterly to each partner. Invoices are emailed within the timeframe for each partner's grant requirements.

NOTES FROM SPREADSHEET:

B. line 158. The SIWDB, at the request of the partner agencies, many of which are also SIWDB members, waived the .25 FTE for SCSEP partners as the two SCSEP programs combined have less than

15 customer slots for the 5-county area. Approval was granted by the state with the 2020 MOU, the 2021, and the 2022 MOU Amendment. Multiple providers are sharing in the cost allocation for CSBG (Crosswalk CAA and Western Egyptian EOC), Title II-Adult Education (Rebound, John A. Logan College, and Rend Lake College), and Career & Tech Ed-Perkins (John A. Logan College and Rend Lake College).

B. line 165. Crosswalk Community Action Agency is the "procured" one-stop operator.

B. line 172. As the lease holder, title IB & TAA pay the total amounts (bills) owed to vendors. Partner contributions pay proportionately based on the FTE allocation after the fact.

D. line 115. The SIWDB, at the request of the partner agencies, many of which are also SIWDB members, waived the .25 FTE for SCSEP partners as the two SCSEP programs combined have less than 15 customer slots for the 5-county area. Approval was granted by the state with the 2020 MOU, the 2021, and the 2022 MOU Amendment. Multiple providers are sharing in the cost allocation for CSBG (Crosswalk CAA and Western Egyptian EOC), Title II-Adult Education (Rebound, John A. Logan College, and Rend Lake College), and Career & Tech Ed-Perkins (John A. Logan College and Rend Lake College).

D. line 122. (Explain how the cost of the One-Stop Operator is being covered for this center) Crosswalk Community Action Agency is the "procured" one-stop operator.

D. line 129. As the lease holder, title IB & TAA pay the total amounts (bills) owed to vendors. Partner contributions pay proportionately based on the FTE allocation after the fact.

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

- *Describe the procedures for amending the MOU with an annual one-stop operating budget with Infrastructure Funding Agreement.*
- *Describe the procedures for amending the MOU any time substantial changes have occurred before the MOU's three-year expiration date.*

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

The MOU may be amended using Appendix H from the Governor's Guidelines Revision 4 upon mutual agreement of the parties and is consistent with federal, state, or local laws, regulations, rules plan or policies or for one or more of the following reasons:

- Termination of or addition or removal of a partner from this MOU.
- Removal or additions of program responsibilities for any partner that administers more than one federal program.
- A change in the one-stop operator or a change in the physical location of the comprehensive one stop center.
- A change in the services, service delivery methods currently utilized, referral methods, or methods to allocate costs.
- The need to renegotiate a partner's proportionate share of costs based on changes in the method of service delivery or program or funding changes that affect a partner's continued ability to meet its shared cost obligations.



All amendments will involve the following process:

The Parties seeking an amendment will submit a written request to the Southern Illinois Workforce Development (SIWDB) that shall include:

- The requesting party's name.
- The reason for the amendment request.
- Each Section of this MOU that will require revision.
- The desired date for the amendment to be effective.
- The signature of the requesting party's authorized representative.

If the request is approved, the SIWDB will notify the remaining parties of the intent to amend and will provide each remaining party thirty (30) days from the date of the notice (unless another time frame is specified in the notice) to review the anticipated changes and to submit a response to the SIWDB. Failure by a party to respond within the prescribed timeframe will be deemed that party's approval of the proposed changes.

In the event that a remaining party has questions and/or concerns regarding the proposed amendment, the party must list its questions and/or concerns in writing and submit the list to the SIWDB within the specified timeframe.

The SIWDB will review the listed questions/concerns and will issue a response within fifteen (15) days of receipt of the list. If the SIWDB deems it necessary, the listed questions/concerns will be sent to all other parties and/or a meeting with all parties will be scheduled to discuss the proposed changes and to achieve consensus on a final amendment draft.

The final, approved amendment draft will be signed by authorized representatives of the affected partners, then submitted to the SIWDB for the final signature. The SIWDB will distribute copies of the fully executed amendment to all parties.

The partners assure the MOU will be reviewed, and if substantial changes have occurred, renewed, not less than once every three years to ensure appropriate funding and delivery of services. Within 180 days prior to the end date of this MOU, the partners shall review the MOU and negotiate any needed changes to the provisions herein. The partners shall collaboratively evaluate the effectiveness of operations pursuant to this MOU, make any necessary modifications and renew the MOU for a term to be determined at the time of renewal.

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

None

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

None
<b>17. AUTHORITY AND SIGNATURES (Governor's Guidelines, Section 1, Item 8(p); Section 5, Items 28-29) (§678.500(d))</b>
<ul style="list-style-type: none"> <li>• <i>Include a statement that the individuals signing the MOU have authority to represent and sign on behalf of their program under WIOA.</i></li> </ul>
The required partners signing this MOU have the authority to represent and sign on behalf of their program
<b>18. ATTACHMENTS</b>
<p>Each Party acknowledges and agrees that the Attachments listed in this Section are attached hereto and incorporated into this MOU. Further, each Party acknowledges and agrees that by signing this MOU it agrees to be bound by the terms and conditions of the Attachments.</p> <p><b>LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS</b> <input type="checkbox"/> <b>X</b></p> <p>INCLUDES:</p> <ul style="list-style-type: none"> <li>• CAREER SERVICES AVAILABLE THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)</li> <li>• OTHER PROGRAMS AND ACTIVITIES AVAILABLE THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)</li> <li>• <del>SERVICE DELIVERY METHOD THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)</del> NO LONGER REQUIRED</li> </ul> <p><b>IDES NON-DISCLOSURE AGREEMENT</b> <input type="checkbox"/> <b>X</b></p> <p><b>ONE-STOP OPERATING BUDGET SPREADSHEET</b> <input type="checkbox"/> <b>X</b></p> <p><b>CURRENT ONE-STOP OPERATOR AGREEMENT</b> <input type="checkbox"/> <b>X</b></p> <p><b>DIRECT LINKAGE CHECKLIST</b> <input type="checkbox"/></p> <p><b>OTHER</b>    </p>

**TEMPLATE  
REFERRAL SYSTEM MATRIX**

<b>REFERRAL BETWEEN PARTNERS</b>																			
Instructions: Please indicate all partners to which each partner will make referrals																			
<b>REQUIRED PARTNERS</b>	Title I: Adult Dislocated	Title II: Adult Ed.	Title III: W-P	Title IV: Rehab. Services	Post-secondary CTE under Perkins	UI	Veterans Services	TRA	TAA	MSFW	NIJP	CSBG	SCSEP	TANF	Second Chance	HUD	Job Corps	YouthBuild	Other (specify)
Title I: Adult, Dislocated Worker, Youth	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Title II: Adult Education and Literacy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Title III: Employment Programs under Wagner-Peyser	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Title IV: Rehabilitation Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Post-secondary Career and Technical Education under Perkins	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Unemployment Insurance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Job Counseling, Training and Placement Services for Veterans	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Trade Readjustment Allowance (TRA)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Trade Adjustment Assistance (TAA)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Migrant and Seasonal Farmworkers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
National Farmworker Jobs Program	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**TEMPLATE  
REFERRAL SYSTEM MATRIX**

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

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

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

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

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

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

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

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

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

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

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

REQUIRED PARTNER	OTHER PROGRAMS AND ACTIVITIES PROVIDED
Title I (Adult, Dislocated Worker, Youth)	Financial Literacy Workshops, Job Readiness Workshops, Resume Workshops, Rapid Response
Title II: Adult Education and Literacy	College transitions, Bridge programs, Integrated training, Illinois High School Diploma (GED), ESL, online classes
Title III: Employment Programs under Wagner-Peyser	Hiring events, workshops
Title IV: Rehabilitation Services	Ticket to Work program, Supported employment, Vocational Evaluation, College training, Job Coach Services, Psychological evaluations
Post-secondary Career and Technical Education under Perkins	None
Unemployment Insurance	Claims maintenance, General questions, Claims filing, RESEA
Job Counseling, Training and Placement Services for Veterans	Case Management, workshops
Trade Readjustment Allowance (TRA)	Claims maintenance, General questions
Trade Adjustment Assistance (TAA)	None
Migrant and Seasonal Farmworkers	Hiring Events, Workshops
National Farmworker Jobs Program	None
Community Services Block Grant (CSBG)	LIHEAP, Weatherization, food pantry, Housing rehab, Linkage/referrals to other agencies
Senior Community Services Employment Program (SCSEP)	Workshops
TANF	SNAP, Medical assistance
Second Chance	N/A
Housing and Urban Development Employment and Training Activities	N/A
Job Corps	N/A
YouthBuild	None



## **IDES NON-DISCLOSURE AGREEMENT**

### **Attachment to LWIA #25MOU**

The **Illinois Department of Employment Security (“IDES”)** agrees to share confidential information, as defined below, with each One-Stop Partner ( **“RECIPIENT”**) pursuant to the Memorandum of Understanding, effective on July 1, 2023 and ending on June 30, 2026, for the One-Stop Center located in Illinois Local Workforce Area #25(“MOU”), solely for the limited purpose and to the extent as set forth in this IDES Non-Disclosure Agreement (“Agreement”). IDES and the RECIPIENT are collectively referred to as the “Parties” and individually as a “Party.” This Agreement is made by and between IDES and each RECIPIENT and as such this Agreement is separately and individually enforceable against each RECIPIENT.

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

## **IDES NON-DISCLOSURE AGREEMENT**

by IDES as soon as the information is no longer needed for RECIPIENT's purposes, and undertaking precautions to ensure that only authorized employees and agents have access to said confidential information.

- c) RECIPIENT agrees to instruct all personnel having access to the confidential information on the confidentiality requirements set forth in this Section and agrees to fully and promptly report any infraction to the IDES.
- d) RECIPIENT agrees that the disclosure of the confidential information to the RECIPIENT does not convey any future ownership or use rights. RECIPIENT agrees that IDES shall retain sole and exclusive ownership of the confidential information.
- e) Upon the termination of this Agreement, RECIPIENT agrees to destroy or return all confidential information in the manner directed by IDES. RECIPIENT agrees that the confidential information shall not be archived or sent to a records center and shall not be retained with personal identifiers for any period longer than the term of this Agreement.

### **5. Data Specifications.**

- a) The Parties acknowledge and agree that under this Agreement IDES will not share or provide the RECIPIENT with any information obtained from an individual or employing unit during the administration of the Illinois unemployment insurance (UI) program including, but not limited to, social security numbers, benefit records and employer's wage records.
- b) In accordance with 56 Ill. Admin. Code 2960.120, IDES may provide RECIPIENT with non-UI information contained in the Illinois Job Link (IJL) including: (i) a customer's name, address, phone number, and/or employment history; (ii) an employer's name, address, and phone number; (iii) job order information; and (iv) other non-UI information contained in IJL, provided that disclosure of such information is not prohibited under this Agreement.

### **6. Purpose and Use.** RECIPIENT agrees that it will use the confidential information solely for the limited purpose of administering an employment, training or education program through an Illinois One-Stop Center in accordance with WIOA. Any dissemination or use of the confidential information other than for the purpose and use set forth in this Section without the express written authority of the Director of IDES is specifically prohibited.

### **7. Indemnification.** To the extent authorized by law, RECIPIENT agrees to indemnify, assume all risk of loss, and hold harmless IDES from and against all liabilities, claims, suits, actions, judgments, damages and expenses related to or arising in connection with any acts or omissions of RECIPIENT in connection with this Agreement. RECIPIENT shall do nothing to prejudice the rights of IDES to recover against third parties for any loss.

### **8. Governing Law.** This Agreement shall be governed by and construed in accordance with the laws of the State of Illinois. Any claim against IDES arising out of this Agreement must be filed exclusively with the Illinois Court of Claims, 705 ILCS 505/1 et seq., when said claim is within the jurisdiction of the Court of Claims.

#### **IDES NON-DISCLOSURE AGREEMENT**

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