**Amendment to an American Job Center Reopening Plan**

**Under WIOA Notice 20-NOT-09**

The [Required Form to Document a Local Reopening Plan for American Job Centers](https://apps.illinoisworknet.com/WIOAPolicy/Policy/Index/466) must include this completed and agreed upon Amendment form each time substantive changes to service delivery or staffing commitment are made throughout a program year.

All required program partners, including State Agency directors or designees of state-administered programs, if applicable, must agree to responses in this Amendment form before announcing and implementing the amended reopening plan.

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| 1. Describe the process in which all partners reviewed and verified that the information and assurances provided in any initial reopening plan are accurate and current. |
| [type response here] |
| 2. Explain the steps taken to ensure all staff within the AJC are aware of the reopening plan and are trained on all applicable AJC procedures, especially related to the safety and security such as de-escalation training (click on the link to access a webinar recording). |
| [type response here] |
| 3. Identify the anticipated volume of customers for walk-in services. This includes reflecting on the volume of customers from pre-pandemic levels, to current levels, to anticipated levels. Examples of information that will inform a local area of anticipated customer volume includes reviewing a combination of data points available from local sources. Select the data points that are most applicable and available. Data points may include but are not limited to:  a. Volume of phone calls  b. Resource Room utilization levels  c. Number of eligibility determinations  d. Number of UI filings  e. Number of supportive services/referrals made  f. Number of career planner visits  g. Internet utilization levels  h. Description of specific unmet needs or demographics of individuals not served when walk-in services have not been available  i. Number of new participants needed to be served or enrolled in services to meet federally required performance metrics |
| [type response here] |
| 4. List the specific services that are planned to be made available to walk-in customers and that are agreed upon by program partners. |
| [type response here] |
| 5. Describe the agreed-upon plan for handling waiting lines outside of the AJC entrance, as well as times when public waiting areas have reached capacity limits. |
| [type response here] |
| 6. Describe the agreed-upon plan for holding in-person orientations, workshops or other group events, including capacity limits for such group events. Include a description of how walk-in events will be handled versus appointment only events. Events include but are not limited to hiring events, orientations and classes. |
| [type response here] |
| 7. Describe the agreed-upon staffing plan with a designated program position(s) for who will direct walk-in customers at the front door to ensure they have an appointment for IDES services or can access other program services as a walk-in that same day. As a best practice, the staffing plan should specify that a qualified program representative, not a security guard, should be the first point of contact for a customer to determine whether that customer needs an appointment or can access walk-in services on demand. However, the plan may outline any special circumstances that are agreed upon by all partners if someone other than a program representative will be the first point of contact for walk-in customers. In all cases, the staffing plan must be agreed upon by the State Agency Director or designee of state-administered programs present in the AJC. |
| [type response here] |
| 9. Describe the agreed-upon security plan to ensure initial staff interaction with the public is within the security guard’s line of sight, that security guards are aware of the service area, or that protocol for alerting security is known if staff need assistance during service delivery. |
| [type response here] |
| 8. Confirm how the staffing plan prepares staff to de-escalate tension when walk-in customers also seek UI services while they are in the center even though they need to make an appointment for UI services. |
| [type response here] |
| 10. Describe the Resource Room protocol when capacity is reached, and customers wait to access the Resource Room services. |
| [type response here] |
| 11. Describe agreed-upon messaging, signage and communications plan to make it explicit to customers which services are available on a walk-in basis and which require appointments. If there will be external communication, describe the timeline, platform (e.g., email, social media, press releases, etc.) and the general language to be used. |
| [type response here] |
| 1. Document the date and method of communications between all partners acknowledging their review and approval of this amended reopening plan. |
| [type response here] |