

WIOA Notice for the Safe Reopening of American Job Centers Frequently Asked Questions

Presentation and Resources:

Q1. Will copies of presentations and recordings be available to revisit?

Presentations and recordings may be accessed on the Archived Videos and Training Materials page on Illinois workNet at:

<https://www.illinoisworknet.com/WIOA/Resources/Pages/Archived-Training.aspx>.

Q2. What is the difference between the Checklist for Reopening American Job Centers in Illinois and the WIOA Notice No. 20-NOT-09 that includes the Required Form to Document a Local Reopening Plan?

The Checklist for Reopening American Job Centers in Illinois offers resources to support a safe reopening to the public. The document contains three (3) requirements that must be met by local workforce areas prior to reopening. They are:

1. Ensure that adequate personal protection equipment is available to staff and customers.
2. Ensure safety of staff and customers.
3. Establish an agreed-upon process for making decisions regarding reopening to the public.

The “Required Form to Document a Local Reopening Plan” is required to be completed by each local workforce area that has or plans to have public office hours in a comprehensive one-stop center, designated affiliate or designated specialized center.

Q3. How and where do we indicate when our local workforce area plans to reopen our doors to the public?

The “Required Form to Document a Local Reopening Plan” was revised on June 28, 2021, to add a new explanation box in which the local area must describe its general reopening plan: the estimated date(s) of reopening to the public (if known), which partners will be physically present, and in what capacity they will be present (e.g., by appointment, limited office hours, walk-in services, etc.). In the case of an unknown return date, you may indicate a general date, such as “late 2021” or “estimated date partner’s return will depend on approval from its director”.

Q4. The “Required Form to Document a Local Reopening Plan” asks whether Illinois Central Management Services (CMS) workspace guidelines are being followed. Where can we find these resources?

CMS released guidelines for returning to work and for designing a workplace with social distancing requirements under COVID-19 restrictions. These resources can be accessed through the following links:

- <https://documentcloud.adobe.com/link/review?uri=urn:aaid:scds:US:0fad822d-613e-43fb-b0f5-8c81f508e645>
- <https://documentcloud.adobe.com/link/review?uri=urn:aaid:scds:US:5da7f78b-e581-4644-bdfb-97faf969d388>

Security Assessments

Q5. If a CMS administered security assessment has already been completed for a center, does that center need to complete and submit the Required Form to Document a Local Reopening Plan?

Yes. Centers that have been assessed through a CMS administered security assessment are still required to submit the “Required Form to Document a Local Reopening Plan.”

(NEW) Amending Reopening Plans

Q6. What constitutes a substantive change?

Substantive changes may include but are not limited to:

- Change in service delivery method by any onsite partner from what was already agreed upon in the original reopening plan.
 - Example 1: Walk-in services will be offered for some program services (excluding services that are administered by IDHS that will remain by appointment only) for the first time since the original reopening plan was enacted.
 - Example 2: Orientations, job fairs, group classes will be offered in person and by appointment, if not already agreed upon by partners in the original reopening plan.
- Change to hours of operation or public office hours.
- Change to staffing levels or staffing plans to address service delivery changes and security measures.

Q7. Where can the Amendment form be accessed?

The Memo for Implementation & Amendments to Reopening Plans for AJCs, which includes the amendment form, can be accessed on the Illinois workNet’s WIOA e-Policy Manual, Chapter 1, Section 12

<https://apps.illinoisworknet.com/WIOAPolicy/Policy/Index/458#>

Q7. What is the timeline for submitting an amendment to the original Reopening Plan?

There is no specific timeline for submitting the amendment form to support offering walk-in services. However, the local area must complete the process of convening partners to discuss the amendment, receive unanimous approval, route the amendment through state-level directors for review and approval (if applicable), receive signatures from the LWIB Chair and a CEO and submit the amendment to the State via the WIOA inbox.

Q8. How should our AJC respond to the Amendment Form if our security guard is the first person to greet customers?

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.

Reopening Plan Approval and Review

Q9. Can the 30-day timeframe to submit the plan for those local area centers that are already open to the public be extended?

The timeframe for submitting the “Required Form to Document a Local Reopening Plan” for local areas that are currently open to the public in any capacity will not be extended. However, if a local area has concerns of meeting the submission deadline (**July 26, 2021**), they should work with the WIOA Interagency Technical Assistance Team to develop a plan and timeline for submission. A local area may submit this request to the WIOA Plans inbox at wioaplans-mous@illinoisworknet.com.

Local workforce areas that have not received their assessment report and recommendations, or have not had a security assessment completed, should also work with the WIOA Interagency Technical Assistance Team to establish a plan for submitting their reopening forms.

Q10. When referring to WIOA partners, one-stop operators, and leaseholder, is it the same contacts for reopening approval as the MOU?

Parties to the PY 2021 MOU Amendment should be informed and engaged in the developing of a reopening plan. Additionally, the one-stop operators and leaseholders are required to be involved in the development, approval and implementation of the agreed-upon Reopening Plan.

Q11. How do we document partner unanimous approval of the reopening plan?

The local workforce area should maintain documentation that the Plan was developed in consultation with the leaseholder, one-stop operator and WIOA program partners. However, the form does not require the signature of every required program partner. The form only requires the signatures of the Local Workforce Board Chair, Co-Chair and Chief Elected Officials. Their signatures serve as an attestation that the Required Form to Document a Local Reopening Plan received unanimous agreement by the one-stop operator, leaseholder, and required partners that typically have a physical presence in the center.

Q12. If a center is not considered "reopened" but a partner is seeing customers by appointment in the building, does the Required Form to Document a Local Reopening Plan need to be submitted within 30 days of the issued WIOA Notice?

Yes. The "Required Form to Document a Local Reopening Plan" must be submitted to the WIOA-Plans inbox within 30 days **(by July 26, 2021)** of the issuance of the WIOA Notice for any center that is open to the public in any capacity (e.g., in-person appointments only, in-person walk-in appointments, fully open to the public).

Q13. Do centers in Scenario B need to obtain approval from State partners?

In any center where State Agency employees are physically present or plan to be physically present, unanimous approval includes obtaining agreement from the respective State Agency Director or designee as the required program partner.

Q14. Can a Chief Elected Official Board President sign on behalf of all CEOs?

In LWIAs where the CEO agreement designates a lead CEO with authority to sign for others, only the lead CEO's signature is needed.

Q15. If a center does not have state employees on-site or planned to be on-site for the near future (e.g., not until the fourth quarter), can that center move forward as if they are not going to be on-site and then modify the form when they are ready to come on-site?

A center may reopen to the public with some required partners physically present and other partners providing services remotely, as long as it is agreed-upon in the local reopening plan. In other words, not all partners have to return to an onsite presence at the same time, as long as they agree on the reopening plan and the service delivery methods are described within the plan.

The plan should be updated as additional partners offer on-site service delivery. However, if the center's Reopening Plan explains that return dates of on-site staff are unknown or gives estimations, modifications may not be needed.

Service Delivery

Q16. Does "open in any capacity" refer to sites where staff is present, but the public is not being admitted?

The phrase "open in any capacity" refers to a center being open to the **public** in any capacity (e.g., in-person appointments only, in-person walk-in appointments, fully open to the public).

Q17. Once a local area submits its approved reopening plan, will IDES Wagner-Peyser return to local offices where comprehensive centers currently do not have Unemployment Insurance staff onsite?

This question is best addressed to IDES regional managers during the development of a reopening plan for a center. Centers may reopen to the public with some required partners physically present and other partners providing services remotely, as long as it is agreed-upon in a local reopening plan.

Q18. If a core partner indicated that they would deliver in-person services on-site in the PY 2021 MOU Amendment, but does not anticipate doing so during the development of the Required Form, must we change or amend our MOU to reflect this?

Centers may reopen to the public with some required partners physically present and other partners providing services remotely, as long as it is agreed-upon in a local reopening plan. At this time, partners that indicated in-person service delivery on the MOU that do not anticipate in-person service delivery does not require a change or amendment to the MOU due on June 30, 2021.