



Illinois
Department of Commerce
& Economic Opportunity

OFFICE OF EMPLOYMENT & TRAINING

JB Pritzker, Governor

WIOA NOTICE NO. 20-NOT-09, Change 1

TO: Chief Elected Officials
Local Workforce Innovation Board Chairpersons
Local Workforce Innovation Board Staff
WIOA Fiscal Agents and Grant Recipients
WIOA Program Services Administrators
Illinois workNet® Operators
WIOA State Agency Partners
Other Interested Persons

SUBJECT: General Reopening Guidance for American Job Centers

DATE: May 13, 2022

I. PURPOSE

The purpose of this WIOA Notice is to issue guidance for a safe return-to-work and reopening plan for American Job Centers (AJCs) that aligns with the existing [Checklist for Reopening American Job Centers in Illinois in accordance with the Governor's "Restore Illinois" Plan](#). The guidance set forth below incorporates objective criteria that applies to American Job Centers listed on pages 10–13 of this notice. This guidance includes a required form that all centers listed in this notice must complete and submit to the Illinois WIOA Interagency Technical Assistance (TA) Team to start or to continue offering in-person services. By completing, signing and submitting the form included with this notice, Local Workforce Innovation Boards (LWIBs) and Chief Elected Officials (CEOs) affirm that leaseholders, one-stop operators and required partners within a service location agree to and are prepared for a plan to safely reopen the center(s).

II. ISSUANCES AFFECTED

A. References:

Workforce Innovation and Opportunity Act
Workforce Innovation and Opportunity Act: Final Rule
Governor's Guidelines to State and Local Program Partners Negotiating Costs and Services Under the Workforce Innovation and Opportunity Act (WIOA) of 2014
Supplemental Guidance for Program Year 2021 (State Fiscal Year 2022)
The Checklist for Reopening American Job Centers in Illinois

B. Rescissions:

None

III. BACKGROUND

The COVID-19 pandemic had immediate and obvious impacts on service delivery within Illinois' workforce system and prioritized safety while staff delivered services on-site and/or remotely.

The WIOA Interagency TA Team collaborated with State-level executives including Directors/Agency Heads of the Illinois Department of Commerce and Economic Opportunity (DCEO), the Illinois Department of Employment Security (IDES), the Illinois Department of Human Services (DHS) and the Illinois Community College Board (ICCB) to develop a [Checklist for Reopening American Job Centers in Illinois in accordance with the Governor's "Restore Illinois" Plan.](#) The checklist is designed to offer guidance to support LWIBs in making decisions about when to reopen centers with the appropriate safety measures in place.

The checklist remains active and still requires all AJCs to meet three (3) minimum criteria for reopening to the public in any capacity:

1. Ensure adequate Personal Protective Equipment (PPE) for customers and staff;
2. Ensure safety of staff and customers through ongoing assessments of security needs; and
3. Establish an agreed-upon process for making decisions on a practical reopening plan.

After meeting those three (3) criteria, the rest of the "Reopening Checklist" is offered as guidance but has not been required criteria.

The public safety of employees and customers within AJCs remains a priority even when Illinois transitions between phases of the Governor's [Restore Illinois Plan](#).

This WIOA Notice issues additional criteria that will affect State Agency decisions about returning staff to on-site physical presence and minimum requirements that must be met before AJCs may fully reopen for in-person service delivery.

The WIOA Interagency TA Team will present a webinar at **9:00 a.m. on June 25, 2021** to explain this WIOA Notice and to answer questions. Each local area should have at least one staff member present at this webinar.

In addition, Illinois Central Management Services (CMS) will host a recorded webinar series and share resources with all local workforce areas to explain CMS's approach to security assessments and to share best practices. Information about the date of the CMS webinar will be forthcoming.

IV. COMPONENTS

The State of Illinois now issues the following additional criteria as required for all comprehensive one-stop centers and designated affiliate and specialized centers.

A. General Requirements for Reopening Plans

1. Each local workforce area will use its current Memorandum of Understanding (MOU) to guide and govern the negotiation and approval process for an agreed-upon reopening plan for AJCs listed on pages 10-13 of this WIOA Notice.
2. A reopening plan must be completed on the “Required Form to Document a Reopening Plan” provided with this WIOA Notice. Multiple forms may be submitted by one local area if the reopening plans apply differently to different service locations.
3. The completed form is required to be submitted to the State of Illinois’ WIOA Interagency TA Team at wioaplans-mous@illinoisworknet.com.
4. An AJC must have a completed form on record with the WIOA Interagency TA Team as agreed-upon by partners before the local area announces a public opening.
5. The “Required Form to Document a Reopening Plan” must be completed in collaboration with the leaseholder, one-stop operator and program partners with a physical presence in each center to which the plan applies. Each partner with on-site staff should be involved in the reopening discussions.
6. AJCs that are currently open to the public in any capacity have **thirty (30) days** from the date of this Notice to submit a reopening plan to the WIOA Interagency TA Team. If the form is not submitted within the specified timeframe, it will be a violation of this WIOA Notice and subject to compliance monitoring.
7. The reopening plan requires unanimous approval by all program partners with a physical presence in each center to which the reopening plan applies.
8. If State agency employees are physically located at that service location, then unanimous approval includes obtaining agreement from the respective State Agency Director or designee as the required program partner.
9. The reopening plan requires signature by the LWIB Chair and CEOs as certification that they have reviewed the reopening plan, verified that all partners with an on-site staff or plan to return staff to on-site have agreed to the reopening plan, and confirmed that all mandatory protocols and procedures are in place to allow for a safe reopening of the center(s) listed on the form.
10. Absent a unanimous agreement, required partners in that center should use the existing process included in Section 5 of the MOU (MOU Development) regarding the process to be used if consensus on the MOU is not reached by partners, to try to reach agreement.

11. If agreement is not reached, the WIOA Interagency TA Team may convene a State-level remediation team to facilitate agreement among partners in the local area.
12. If State-level remediation does not result in agreement, the WIOA Interagency TA Team may engage Director-level executives to issue a decision. If resolution is still not reached, the Governor or his designee will determine the local reopening plan to ensure the health and safety of employees and participants throughout Illinois' workforce system. This is consistent with Section 3 of the ["Governor's Guidelines to State and Local Program Partners Negotiating Costs and Services Under WIOA."](#)
13. Required partners who, in the current MOU, committed to provide service delivery only through direct linkage technology and do not intend to have staff or contractors on site in any phase of the Governor's [Restore Illinois Plan](#) should be informed of the reopening plan but may not prevent a reopening plan from being agreed-upon and implemented.
14. 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 a 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 described within the plan.
15. Reopening plans are intended to be updated as circumstances change in a local area. LWIBs will resubmit the reopening plan to the WIOA Interagency TA Team when substantive changes are made to the reopening plan. State Agency Directors or designees will have discretion about whether and when State Agency staff will return on-site, as circumstances may arise that require a modification to the reopening plan in coordination with required partners in the applicable center.
16. The WIOA Interagency TA Team will revisit the status of reopening plans throughout the program year, including during monitoring visits of one-stop centers and the certification processes of comprehensive one-stop centers.

B. Requirements by Type of Service Location

1. As set forth below, different requirements apply to centers in which a State Agency is the leaseholder and/or where State Agency staff are currently on-site or plan to return on-site with an agreed-upon reopening plan.
2. The four categories of service locations for purposes of this notice are summarized in points a-d below, followed by more specific information about each in the following paragraphs of this Notice:
 - a. Comprehensive One-Stop Centers, Designated Affiliate and Specialized Centers or office where IDHS staff provide in-person Unemployment Insurance (UI) services, where a State Agency is the leaseholder of the center and IDHS, Illinois Department of Veterans Affairs, DCEO or DHS staff are currently on-site or plan to return on-site with an agreed-upon reopening plan ("Scenario A");

- b. Comprehensive One-Stop Centers, Designated Affiliate and Specialized Centers or office where IDES, Illinois Department of Veterans Affairs, DCEO or DHS staff provide in-person services, but where a State Agency is *not* the leaseholder ("Scenario B");
 - c. Comprehensive One-Stop Centers, Designated Affiliate and Designated Specialized Centers that are not leased by a State Agency and do not typically have on-site State Agency staff ("Scenario C"); and
 - d. Other WIOA access sites that are not listed in the tables on pages 10-13 of this Notice. This includes where a State Agency is *not* the leaseholder and State Agency staff members are not typically on-site (e.g., libraries) ("Scenario D").
3. **Scenario A:** In Comprehensive One-Stop Centers, Designated Affiliate and Specialized Centers or office where IDES staff provide in-person UI services, where a State Agency *is* the leaseholder of the center and IDES, Illinois Department of Veterans Affairs, DCEO or DHS staff are currently on-site or plan to return on-site with an agreed-upon reopening plan, the following requirements apply:
- a. Illinois CMS will administer an onsite security assessment to issue recommendations to State Agency Directors (the timing of assessments is described on pages 9-11 of this Notice).
 - b. The State Agency Director or designee must agree to the local reopening plan.
 - c. The State Agency Director or designee will determine whether State Agency employees will transition to or from an on-site presence at a particular center based on the security assessment and recommendations.
 - d. Where IDES is the leaseholder and/or in-person UI service are offered, the center will be required to follow a phased-in plan, starting with opening for appointments only, then limited public hours, then a more general reopening to the public as permitted by the current Governor's [Restore Illinois Plan](#).
4. **Scenario B:** In Comprehensive One-Stop Centers, Designated Affiliate and Specialized Centers or office where IDES, Illinois Department of Veterans Affairs, DCEO or DHS staff provide in-person services, but where a State Agency is *not* the leaseholder, the following requirements apply:
- a. The State Agency Director or designee must agree to the local reopening plan.
 - b. The State Agency Director or designee will determine whether State Agency employees will transition to or from an on-site presence at a particular center.
 - c. These centers are not subject to a CMS-administered security assessment. However, the one-stop operator is required to document that a security assessment has been conducted and that safety protocol have been implemented.

- d. If a security assessment was previously conducted, then the “Required Form to Document a Reopening Plan” must describe specific ways in which the leaseholder and one-stop-operator are ensuring the safety of employees and customers. A copy of a prior security assessment must be included with the “Required Form to Document a Reopening Plan” when submitted.
 - e. If a new security assessment is needed, the one-stop operator may determine the entity to conduct the assessment. This may include the one-stop operator or designee conducting the assessment consistent with CMS best practices or the procurement of an entity to conduct the security assessment. CMS resources and best practices for conducting security assessments are available to support local decision-making.
5. **Scenario C:** In Designated Affiliate and Designated Specialized Centers that are not leased by a State Agency and do not typically have on-site State Agency staff, the following requirements apply:
- a. The one-stop operator or Title I staff is required to document that a security assessment has been conducted and that safety protocol have been implemented. This may include the one-stop operator or Title I staff conducting the assessment consistent with CMS best practices or the local workforce board procuring an entity to conduct the security assessment. A copy of the security assessment must be submitted with the “Required Form to Document a Reopening Plan.”
 - b. CMS webinars and resources about best practices in security assessments will be recorded and available to all local workforce areas as a resource to support local decision-making.
 - c. If a CMS-administered security assessment is desired, the one-stop operator may contact the WIOA Interagency TA Team by emailing wioaplans-mous@illinoisworknet.com. The WIOA Interagency TA Team will work with CMS to respond to requests for CMS-administered security assessments.
6. **Scenario D:** In other WIOA access sites that are not included in the tables on pages 10-13, including where a State Agency is *not* the leaseholder and State Agency staff members are not typically on-site (e.g., libraries), the following applies:
- a. Security assessments and a reopening plan are encouraged. CMS resources and best practices for conducting security assessments are available to support local decision-making.
 - b. State Agency Directors or their designees must also agree to the reopening plan if State Agency staff are currently or planned to return on-site.

C. Requirements for Service Locations Subject to CMS Security Assessments

1. The State of Illinois has taken a tiered approach to safely reopening AJCs where in-person UI services are provided and where a State Agency is the leaseholder. IDES coordinated with the State Agencies and ICCB that comprise the core program partners under WIOA to designate tiers of AJCs. The tiers represent the order in which Illinois CMS has conducted or will conduct safety and security assessments as a requirement before reopening in any capacity to the public.
2. IDES applied the following criteria to determine the tiers for centers with in-person UI services and where IDES is the leaseholder:
 - a. Security, access and traffic control;
 - b. Staffing levels physically located in the center / applicable capacity limits (across all staff, partners and customers in the AJC);
 - c. Average number of participants served daily / intake data;
 - d. UI claimants / local unemployment rate;
 - e. Geography / county population in which the AJC operates; and
 - f. Partner physical presence in the AJC and service delivery needs.
3. A list of all service locations where CMS will conduct security assessments is listed by tier on the following page.
4. CMS will notify the WIOA Interagency TA Team of planned visit dates and times so that regional WIOA staff can work with the center to ensure the proper staff will be present for the CMS security visit. The intent is for the staff to learn about potential security issues and for CMS to answer questions about the assessment.

As of May 24, 2021:

Tiers for the Timing of Security Assessments	Local Workforce Innovation Area (LWIA) and Service Location
Tier 1: CMS will conduct security assessments of these service locations, first. These service locations have a layout with physical separation between public spaces and staff workstations.	<ul style="list-style-type: none"> • LWIA 3 – Rockford • LWIA 7 – Harvey • LWIA 7 – Pilsen • LWIA 7 – Wheeling • LWIA 17 – Champaign • LWIA 24 – Belleville • LWIA 25 – Mount Vernon
Tier 2: CMS will conduct security assessments of these service locations, second. These comprehensive one-stop centers have an open concept layout between public spaces and staff workstations.	<ul style="list-style-type: none"> • LWIA 4 – Ottawa • LWIA 13 – Rock Island • LWIA 14 – Quincy • LWIA 15 – Peoria • LWIA 19 – Decatur • LWIA 20 – Springfield • LWIA 23 – Effingham
Tier 3: CMS will conduct security assessments of these service locations, third. These centers are not Comprehensive One-stop centers, do not have full-time partners present but do have the most access between public and staff.	<ul style="list-style-type: none"> • LWIA 5 – North Aurora • LWIA 7 – Burbank • LWIA 7 – Lawrence • LWIA 7 – Woodlawn • LWIA 10 – IDES Joliet office

Following on the next page is a summary of all AJCs by category for purposes of this WIOA Notice.

Summary of AJCs
As of June 24, 2021

The following service locations fit into Scenario A: Comprehensive One-Stop Centers, Designated Affiliate and Specialized Centers or office where IDES staff provide in-person UI services, where a State Agency is the leaseholder of the center and IDES, Illinois Department of Veterans Affairs, DCEO or DHS staff are currently on-site or plan to return on-site with an agreed-upon reopening plan.

Therefore, the following service locations require a CMS security assessment and State Agency Director or designee's agreement to a local reopening plan. State Agency Directors will authorize whether and when State Agency staff will be on-site or remote.

Service Locations with In-Person Unemployment Insurance (UI) Services				
These service locations offer in-person IDES services, including onsite Wagner-Peyser and UI services. Other required program partners are present in these service locations at least 50% of the time.				
LWIA	City	County	Economic Development Region	Tier for CMS Assessments
5	North Aurora	Kane County	Northern EDR	3
7	Burbank (Metro South)	Cook County	Northeast EDR	3
7	Harvey	Cook County	Northeast EDR	1
7	Lawrence	Cook County	Northeast EDR	3
7	Pilsen*	Cook County	Northeast EDR	1
7	Woodlawn	Cook County	Northeast EDR	3
10	IDES Joliet Office	Will County	Northeast EDR	3
25	Mount Vernon	Jefferson County	Southern EDR	1

*IDES offers in-person UI services, but is not the leaseholder.

The next category of AJCs within Scenario A appears on the next page.

Summary of AJCs
As of June 24, 2021

The following service locations also fit into Scenario A: Comprehensive One-Stop Centers, Designated Affiliate and Specialized Centers or office where IDES staff provide in-person UI services, where a State Agency is the leaseholder of the center and IDES, Illinois Department of Veterans Affairs, DCEO or DHS staff are currently on-site or plan to return on-site with an agreed-upon reopening plan.

Therefore, the following centers require a CMS security assessment and State Agency Director or designee's agreement to a local reopening plan, including whether State Agency staff will be on-site or remote.

Comprehensive One-Stop Centers where IDES or DHS is the Leaseholder				
These centers are designated comprehensive one-stop centers, through which all WIOA required program partners make their services available. IDES services are offered in person by onsite staff.				
LWIA	City	County	Economic Development Region	Tier for CMS Assessments
3	Rockford	Winnebago County	Northern EDR	1
4	Ottawa	La Salle County	Northwest EDR	2
7	Wheeling	Cook County	Northern EDR	1
13	Rock Island	Rock Island County	Northwest EDR	2
14	Quincy	Adams County	West Central EDR	2
15	Peoria	Peoria County	North Central EDR	2
17	Champaign	Champaign County	East Central EDR	1
19	Decatur*	Macon County	Central EDR	3
20	Springfield	Sangamon County	Central	2
23	Effingham	Effingham County	Southeastern EDR	2
24	Belleville	St. Clair County	Southwestern EDR	1

* Decatur in LWIA 19 (Macon County) has on-site State Agency employees of the Illinois Department of Human Services, Division of Vocational Rehabilitation. Therefore, the Comprehensive One-Stop Center in Decatur is subject to a CMS security assessment. As of the date of this notice, the CMS security assessment is scheduled for June 28, 2021.

Summary of AJCs
As of June 24, 2021

The following service locations fit into Scenario B: Comprehensive One-Stop Centers, Designated Affiliate and Specialized Centers or office where IDES, Illinois Department of Veterans Affairs, DCEO or DHS staff provide in-person services, but where a State Agency is not the leaseholder.

Therefore, the State of Illinois cannot require the non-State leased buildings to be subject to a CMS-administered security assessment. However, because the State of Illinois is responsible for the safety of its employees and customers, the one-stop operator is required to document that a security assessment has been conducted and that safety protocol have been implemented. In addition, State Agency Directors or their designees must also agree to the reopening plan if State Agency staff are currently or planned to return on-site.

Comprehensive One-Stop Centers with Other Leaseholder			
These centers are designated comprehensive one-stop centers, through which all WIOA required program partners make their services available.			
LWIA	City	County	Economic Development Region
1	Waukegan	Lake County	Northeast EDR
2	McHenry	McHenry County	Northeast EDR
5	Batavia	Kane County	Northern EDR
6	DuPage	DuPage County	Northeast EDR
7	Chicago Heights (Prairie State College, South Suburban)	Cook County	Northeast EDR
7	Chicago (Mid-South)	Cook County	Northeast EDR
10	Joliet	Will County	Northeast EDR
11	Kankakee	Kankakee County	Northeast EDR
18	Danville	Vermillion County	East Central EDR
21	Carlinville	Macoupin County	Central EDR
22	Wood River	Madison County	Southwestern EDR
25	Marion	Williamson County	Southern EDR
26	Carmi	White County	Southern EDR

Summary of AJCs
As of June 24, 2021

The following service locations fit into Scenario C: Designated Affiliate and Designated Specialized Centers that are not leased by a State Agency and do not typically have on-site State Agency staff.

Therefore, the following centers are not subject to a CMS-administered security assessment. However, one-stop operator or Title I staff is required to document that a security assessment has been conducted and that safety protocol have been implemented. This may include the one-stop operator or Title I staff conducting the assessment consistent with CMS best practices or the local workforce board procuring an entity to conduct the security assessment. A copy of the security assessment must be submitted with the "Required Form to Document a Reopening Plan."

State Agency Directors or their designees must also agree to the reopening plan if State Agency staff are currently or planned to return on-site.

Designated Affiliate and Designated Specialized Centers			
These centers are designated affiliate and designated specialized centers included in the local MOU for LWIA 17.			
LWIA	City	County	Economic Development Region
17	Paxton (Title I only)	Ford County	East Central EDR
17	Monticello (Title I only)	Piatt County	East Central EDR
17	Watseka (Title I and TAA)	Iroquois County	East central EDR
17	Tuscola (Title I only, specialized)	Douglas County	East Central EDR

V. ACTION REQUIRED

All LWIAs, recipients and subrecipients shall review this notice and distribute it to all appropriate individuals within the organization.

VI. INQUIRIES

Inquiries should be directed to OET, Michael Baker, (217) 558-6423 or michael.baker@illinois.gov.

VII. EFFECTIVE DATE

This notice is effective on release.

VIII. EXPIRATION DATE

This notice will remain in effect until amended or rescinded by the Office of Employment and Training.

Sincerely,

A handwritten signature in black ink, appearing to read 'Julio Rodriguez', with a stylized flourish at the end.

Julio Rodriguez, Deputy Director
Office of Employment and Training

JR:ld

Attachment: A - Required Form to Document a Local Reopening Plan for American Job Centers
 B - Safe Reopening of American Job Centers Frequently Asked Questions (FAQ)
 C - Memo for Implementation & Amendments to Reopening Plans for AJCs
 D - Reopening Guidance - Signage Template