



Illinois
Department of Commerce
& Economic Opportunity

OFFICE OF EMPLOYMENT & TRAINING

JB Pritzker, Governor

WIOA NOTICE NO. 20-NOT-09, Change 2

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: December 5, 2023

I. PURPOSE

The purpose of this WIOA Notice is to provide updated information to all Local Workforce Innovation Boards (LWIBs) on a safe return-to-work and reopening plan for American Job Centers (AJCs).

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

C. Related Change Documents:

WIOA Notice No. 20-NOT-09, General Reopening Guidance for American Job Centers (June 24, 2021)

WIOA Notice No. 20-NOT-09, Change 1, General Reopening Guidance for American Job Centers (May 13, 2022)

III. BACKGROUND

On May 5, 2020, Governor Pritzker released “Restore Illinois – A Public Health Approach to Safely Reopen Our State.” This five-phased plan provided the framework for reopening Illinois, guided by health metrics and marked by distinct business, education, and recreation activities characterizing each phase.

WIOA Notices 20-NOT-09 and 20-NOT-09, Change 1 provided 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](#).

Illinois has moved throughout all phases of Governor Pritzker’s Restore Illinois Plan, and Governor Pritzker has allowed the Executive Order that established the plan to expire.

This WIOA Notice encourages LWIBs and AJC Partners to review previous versions of the Notice about the criteria that will affect State Agency decisions about returning staff to a full on-site physical presence as soon as possible.

When working with job seekers at their most vulnerable, AJCs must orient their missions and practices in ways that provide public access to programs, services, and activities during regular business days.

IV. COMPONENTS

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 incorporate the best practices gained through the pandemic to help protect the safety of employees and customers within AJCs.

Specifically, the Program Year 2024 Supplemental Guidance for negotiating local shared costs and service delivery in American Job Centers was updated to incorporate concepts from the COVID reopening guide for American Job Centers regarding the agreed-upon plans in case of a queue of clients forming outside of the one-stop center, facilitating in-person events, access to Resource Room services, and communicating to customers which services are available to walk-in customers and which services require an appointment to access as well as the guidance regarding the safety of customers and staff members.

The 2024-2028 region and local workforce area plan development guidance instructs that the vision, strategies, and goals of the 2024-2028 Unified State Plan, which has a large focus on ensuring customers are considered first when designing service delivery, are required to be reflected in region and local plans. The guidance was also revised to integrate ideas from the COVID reopening guide regarding the safety of customers and staff members.

Additionally, the Certification of American Job Centers application was amended to include mindsets from the COVID reopening guide regarding the safety of customers and staff members.

Utilizing the checklists attached to 20-NOT-09, Change 1, and updated guidance for the Program Year 2024 negotiating local shared costs and service delivery in AJCs, 2024 – 2028 region and local workforce area plan development, and certification of the AJCs, LWIBs will be able to make decisions about when to reopen centers with the appropriate safety measures in place.

Since the documents listed above must be negotiated, developed, and completed effective July 1, 2024, WIOA Notices 20-NOT-09, 20-NOT-09, Change 1, and 20-NOT-09, Change 2 will expire June 30, 2024.

LWIB and AJC Partner are encouraged to revisit the current reopening plans as soon as feasible and make collective decisions regarding the in-person services that will be available in the AJC between now and the start of Program Year 2024 (July 1, 2024).

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 at michael.baker@illinois.gov.

VII. EFFECTIVE DATE

This notice is effective on release.

VIII. EXPIRATION DATE

This notice will remain in effect until June 30, 2024.

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

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