

**Attachment No. 1 to Amendment No. PY19 to LWIA #25 MOU**

**LOCAL MOU TEMPLATE**

**MEMORANDUM OF UNDERSTANDING**

**BETWEEN**

**THE SOUTHERN ILLINOIS WORKFORCE DEVELOPMENT BOARD, INC**

**AND**

**WIOA REQUIRED ONE STOP PARTNERS**

Kathy Lively

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

kathylively@mantracon.org

**Email address**

None

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

N/A

**Email address**

<b>1. PARTIES TO MOU (SEC. 121 (C)(1)) (Governor’s Guidelines, Section 1, Item (b))</b>	
<ul style="list-style-type: none"> <li>List the required partner providing services in the local area</li> <li>List the partner agency providing services of each required partner</li> </ul>	
<b>PARTIES TO MOU</b>	<b>TYPED NAME</b>
Local Workforce Innovation Board Chair	Terance Henry
Chief Elected Official	Ron Ellis, Chair, Williamson County
Chief Elected Official	Randall Crocker, Franklin County
Chief Elected Official	Cliff Lindeman, Jefferson County
Chief Elected Official	Keith Larkin, Jackson County
Chief Elected Official	Dallas Bigham, Perry County
Chief Elected Official	
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Chief Elected Official	
Chief Elected Official	
Chief Elected Official	
<b>REQUIRED PARTNERS AS PARTIES TO MOU</b>	<b>ENTITY ADMINISTERING PROGRAM TYPED NAME<sup>1</sup></b>

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

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 Rehabilitation,
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 CAA, & Western Egyptian EOC,
Senior Community Services Employment Program (SCSEP)	MERS Goodwill (FR, JX, WM, PR Counties) & Evansville Goodwill (JF County)
TANF	DHS,
Second Chance	Centerstone,
<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 type="checkbox"/> Yes <input checked="" type="checkbox"/> No N/A
Housing and Urban Development Employment and Training Activities	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No N/A
Job Corps	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No N/A
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>

## 2. PURPOSE AND SCOPE OF MOU

- Describe the general purpose and scope of the umbrella MOU

This Memorandum of Understanding (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. 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.

### **3. VISION FOR THE SYSTEM (Governor's Guidelines, Section 1, Item 1(b))**

- *Describe the shared vision and commitment 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)*
- *Describe which aspects of the vision are currently in place*
- *Outline the steps to be taken and the general timeline for how required partners will implement any aspects of the vision that are not yet in place*

The Southern Illinois Workforce Development Board (SIWDB) and partners of the Illinois Worknet Center, an American Job Center in Local Workforce Area (LWA) #25 has adopted the State of Illinois' Vision Statement to: "Promote business-driven talent solutions that integrate education, workforce and economic development resources across systems to provide businesses, individuals, and communities with the opportunity to prosper and contribute to growing the regional and local area economy."

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. Through the one-stop center, partner programs and their service providers ensure that businesses and job seekers have access to information and services that lead to positive employment outcomes.

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

1. Increase access to, and opportunities for, the employment, education, training, and support services that individuals need to secure and advance in employment with family-sustaining wages, particularly those with barriers to employment.
2. Align workforce development, education, and economic development programs with local and regional economic development strategies to meet the needs of employers.
3. Create a seamless customer-focused one-stop delivery system that integrates service delivery across all programs and enhances access to the partner programs services
4. Provide a comprehensive, accessible and high-quality one-stop center that connects job seekers with the full range of services available in their communities, whether they are looking to find jobs, gain basic educational or occupational skills, earn a postsecondary certificate or degree, or obtain guidance on how to make career choices
5. Provide a comprehensive, accessible and high-quality one-stop center that provides businesses with the full range of services available to obtain and retain skilled workers.

Goal 1: Increase access to, and opportunities for, the employment, education, training, and support services that individuals need to secure and advance in employment with family-sustaining wages, particularly those with barriers to employment.

Aspects of Vision Currently in Place:

- Outreach and coordination with partner programs in the community to target individuals with barriers to employment. Currently, partners participate in quarterly interagency team meetings led by the WIOA Title 1B service provider and comprised of social service agencies in the local workforce area. These meetings provide insight on opportunities available to job seekers and allow the One Stop Center staff to create Basic Career Services to meet the needs of the hard to serve population.
- Increased access to training and supportive services is created through continuous partner meetings and hiring events. 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.
- Current One Stop Center activities designed to increase access and opportunity for employment, training and support services are:
  - Partner orientations are delivered onsite at the Center and access points. 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 employment and education goals. Topics include Financial Literacy, Resume Writing, Basic Computer Skills and Enrolling in Illinois Job Link.
  - Partner participation in Hiring Events and Career Fairs
  - Quarterly Interagency Meetings are held with local social service agencies and community partners discuss program and services available to those in need.
  - Common Intake and Referral System – Currently the partners have developed a common Intake and Referral form to be use by all partners when referring customers to and from the center.

Cross Train Staff & Operator – The One Stop Partners have discussed the need to provide cross-training to partner front-line staff in order to make meaningful referrals. This training is in process.

- Common Intake and Referral System – Currently the partners have developed a common Intake Referral form to be use by all partner when referring customers to and from the center. This form will be evaluated and improvements will be made based on evaluation outcomes. In addition, a database system is being developed to electronically track referrals and begin sharing limited common data.

Goal 2: Align workforce development, education, and economic development programs with local and regional economic development strategies to meet the needs of employers.

The SIWDB (LWA25) and the Southern 14 Local Workforce Investment Board (LWA26) comprise the economic development region (EDR) 8 in Southern Illinois. The EDR 8 team is dedicated to maintaining a strong regional plan which includes evidence based data to support training and employment in high growth industries and in-demand occupations.

The SIWDB has created a local Employer and Economic Development Committee comprised of economic development leaders, business leaders and education providers. This committee meets monthly to discuss current and future trends in the labor force and training needs.

Aspects of Vision Currently in Place or in progress:

- 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
- 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 that the tools provide credible data. JobsEQ helps workforce development professionals identify unique workforce characteristics within their communities and provide quality

data to clients by describing current industry and demographic trends, and targeted occupation and labor market information. 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 SIWDB has begun Sector Strategy initiatives in the Manufacturing industry.
- Currently an awareness campaign is being developed with a roll out of October 2017.
- The SIWDB received a Youth Apprenticeship Grant focusing on training youth in the Certified Production Technician program created by the Manufacturing Skills Standard Council (MSSC) and resulting in an industry recognized credential. This grant includes five employers within the LWA 25 workforce area.
- An Industry Leaders Roundtable was held in June, 2017 to discuss industry needs with area businesses, local high schools and economic development leaders.
- Sector Strategy initiative have begun in the Healthcare industry.
- A regional partner meeting was held in May of 2017 in the northern part of LWA25 with the leading Healthcare provider in that area, SSM Healthcare, which is interested in utilizing on-the-job training, work-based learning opportunities and incumbent worker training.
- Also plans are underway to meet with the leading healthcare provider in the southern part of LWA25, SIH Healthcare. This endeavor is currently in progress with hopes of conducting an awareness campaign, career fairs, hiring events and training opportunities. Plans for full implementation is for the end of PY17 QTR 2.

Goal 3: Create a seamless customer-focused one-stop delivery system that integrates service delivery across all programs and enhances access to the partner programs services.

Aspects of Vision Currently in Place or in progress:

- Monthly meetings with all One Stop Partners are held on the second Tuesday
- Partners created an Intake and Referral Form to be used by all partners and the One Stop Operator
- Quarterly Interagency Meetings are held with local social service agencies and community partners to discuss programs and services available to those in need enhancing service delivery throughout the system.

Vision Aspects not currently in place:

- Implement an Integrated Resource Team (IRT) approach to serve all customers. The One Stop Partners will work toward using an Integrated Resource Team (IRT) approach to serve individuals with disabilities, which brings together public and private sector representatives at the local One-Stop community level to improve communication and collaboration that results in enhanced coordination of services and supports for a jobseeker. Members of an IRT work together to identify and strategize how their combined services and resources will benefit and support a jobseeker's employment goals, while the jobseeker himself/herself will also have responsibilities in order to contribute to reaching his/her employment goals. Full implementation of goal is PY17 QTR3
- Develop a common intake system – A vendor has been procured and has begun to develop a database that could be used as a common intake platform for all partners. Full implementation of goal is PY17 QTR 3

Goal 4: Provide a comprehensive, accessible and high-quality one-stop center that connects job seekers to the full range of services available in their communities, whether they are looking to find jobs, gain basic educational or occupational skills, earn a postsecondary certificate or degree, or obtain guidance on how to make career choices.

#### Aspects of Vision Currently in Place:

The SIWDB has identified high growth industries and in-demand occupations within the areas of Healthcare, Manufacturing and Transportation, Distribution and Logistics (TDL) that will be provided to job seekers accessing Career Services through the One Stop System. 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.

- 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. The system provides businesses with access to the quantity and quality of talent they need and support upskill/backfill strategies that expand job opportunities in the community. Individual employment plans will be developed with all customers eligible for individualized services. This plan will define the pathway to achieve a desired career goal and 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 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.

- Develop evaluations and criteria that support continuous improvement of one-stop centers by identifying which strategies work best for different populations.
- Focus on continuous improvement and innovation by creating customer satisfaction surveys and reviewing national best practice models.

Goal 5: Provide a comprehensive, accessible and high-quality one-stop center that provides businesses with the full range of services available to obtain and retain skilled workers.

#### Aspects of Vision Currently in Place:

- Services currently available to businesses are recruiting services such as advertising through social media, posting job orders into Illinois Job Link, conducting hiring events and career fairs.
- Referrals of job seekers who meet basic requirements are referred to business with the offering of On-the-job training and Work Experience programs to help offset 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.
- Incumbent worker training services

Create an Integrated Business Service Team (BST). The SIWDB has initiated the BST through its Employer and Economic Development Committee. Full implementation of goal is PY17 QTR 1

- Develop evaluations and criteria that support continuous improvement of one-stop centers by identifying which strategies work best for different populations. Full implementation of goal is PY17 QTR 2
- Focus on continuous improvement and innovation by creating customer satisfaction surveys and reviewing national best practice models. Full implementation of goal is PY17 QTR 2

#### **4. 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*
- *Confirm whether all required partners participated in negotiations*
- *Explain the process to be used if consensus on the MOU is not reached by partners*

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 prescribed process outlines 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 partner was demonstrated in the MOU negotiation process. Results of this MOU negotiations process was reported to the Office of the Governor through appendix Item 9 of the Governor's Guidelines outcomes report was submitted on April 17, 2017.

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 One Stop Committee comprised of all required program partners. The committee meets monthly on the 2nd Tuesday at 8:00am. Beginning in December of 2016, the committee began reviewing the Governor's Guidelines regarding MOU Negotiations. The SIWDB designated Kathy Lively, Man-Tra-Con CEO to be the individual designated by the Local Board Chair to lead MOU Negotiations and June Hickey to be the impartial individual designated by the Local Board Chair to lead annual budget negotiations.

The first initial meeting of the Monthly MOU Negotiations began January 17, 2017. During this initial meeting partners reviewed 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.

The second MOU Negotiations meeting was held on February, 14, 2017. During this second meeting partners reviewed a draft budget and made necessary revisions. Partners also determined FTEs for each partner program.

The third MOU Negotiations meeting was held March 20, 2017. During this third meeting all partners reviewed and finalized the FTEs and Budget to be submitted to DCEO along with the outcomes report.

All required partners participated in negotiations. During the course of these negotiations, the National Farm Workers Job program submitted a letter withdrawing services from the workforce area and from participating in the MOU. Also during the course of these negotiations, the current provider of the Title V program lost the contract and in February of 2017 the Title V contract was awarded to Goodwill Industries International. It was not until late April, that the new contact person in for Title V was determined. This new Title V provider, is Goodwill Industries in Missouri and did not have funding in the budget for Infrastructure or Shared costs. This situation is still pending resolution. At this time, they have been removed from the MOU. This information was noted in the email submitted with the outcomes report.

In the event that 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 still not reached, 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 13 of Section 2 of these Governor's Guidelines.

PY19 negotiations began on 12/11/18 in-person at the OneStop Committee Meeting with an initial review of direct linkage. On 1/8/19, the committee met in person to finalize the direct linkage from each partner, and determine the Mt.Vernon status designation (access point) and reaffirm the Navigator position as a shared cost for the Comprehensive Center. - On 1/18/19, the SIWDB (Southern Illinois Workforce Development Board) met and approved the DRAFT Budget. On 2/15/19, the MOU committee met in person for a final review of the budget and FTEs. The group re-affirmed the less than .25 for the Title V partner. On 3/12/19, the committee (all partners) met in person to finalize and approve the budget and narrative and direct linkage. On 3/21/19, the SIWDB approved the direct linkage partner contributions, narrative, and budget. On 5/16/2019, the SIWDB approved the final MOU. On 6/18/19, the CLEOS approved the final MOU. All partners participated and agreed to the MOU as evidenced by the signed signature pages. The final signed MOU was ~~in~~ submitted on 6/28/19/19. Kathy Lively is the impartial negotiator for PY19 negotiations.

**5. NAME AND LOCATION OF COMPREHENSIVE ONE-STOP CENTER(S) (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*
- *Where applicable list the designated affiliated sites and/or specialized centers*
- *Define any other operating titles that the local area assigns to each center*

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

The One Stop Comprehensive Center will be located at:  
One Stop Business and Employment Center an Illinois Worknet Center and American Job Center  
3000 W. DeYoung, Ste. 800-B  
Marion, IL 62959

The One Stop access point will be located at the Rend Lake College Marketplace, 333 Potomac Blvd.,  
Mt. Vernon, IL 62864

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

- Complete a local service matrix (the State-level service matrix provided in Appendix F is intended to serve as a reference for local negotiations) illustrating local methods of service delivery, which includes:
  - *Career services to be provided by each required partner in each comprehensive one-stop center*
  - *Other programs and activities to be provided by each required partner*
  - *Method of delivery for each service provided by each required partner (e.g., staff physically present, cross-trained staff, direct linkage technology)*
- In the spaces provided below:



- *In the introductory paragraph of this section, describe the required partners' combined commitment to integration and "manner in which the services will be coordinated and delivered through the system" (§ 678.500(b)(1))*
- *In the spaces below designated for each required partner, describe each partner's commitment to coordinated service delivery and explain how the services provided and the method of service delivery (as documented in the local service matrices) illustrate that commitment*
- *For each required partner below, describe the location(s) at which services of each required partner will be accessible*

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 along with the One Stop Operator will be cross-trained in order to create appropriate referrals to needed partner services.

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.

It is expected that all partner staff will be knowledgeable about all services provided in the comprehensive center. This will be achieved through cross training of staff. Partners along with the 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.

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.

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 (Appendix Item 3 and 4) were used as a starting point 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.

Locations of all Required Partners and a 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 help 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. These services will be delivered by Man-Tra-Con Corp. and can be accessed onsite at the following locations:

One Stop Business and Employment Center, an Illinois Worknet Center and American Job Center  
Man-Tra-Con Corp.  
3000 W. De Young St  
Ste 800B  
Marion, IL 62959

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

JALC Extension Center  
Man-Tra-Con Corp.  
West Frankfort, IL 62896

ManTraCon  
2001 W Main Ste B  
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. Currently, there are two Adult Planning Councils in LWA #25. Job seekers will be connected to these service provider via direct linkage. The One Stop Center will create 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. 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 24 hours for services. Provider locations are as follows:

Carbondale High School – Rebound  
205 North Oakland  
Carbondale, IL 26901  
618-549-8232 ext. 221  
Serves: Entire WIOA 25 area  
Offers: HSE preparation, high school diploma classes and family literacy

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, DuQuoin, West Frankfort, Murphysboro and Surrounding area  
Offers: HSE preparation, alternative high school, healthcare and tourism bridge classes, HVAC ICAPS classes

Call for orientation dates and times. Classes available at the Marion One Stop Business and Employment Center

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, bridge and ICAPS healthcare and manufacturing classes

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 the 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 services needed to realize their employment goals..

These services will be delivered by IDES Staff and can be accessed onsite at the following locations:

One Stop Business and Employment Center, an Illinois Worknet Center and American Job Center  
IDES  
3000 W. De Young St  
Ste 800B  
Marion, IL 62959

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

**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 Voc Rehab. and provide a copy of the referral to the customer. The customer 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 24 hours for services.

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

One Stop Business and Employment Center, an Illinois Worknet Center and American Job Center  
Rehabilitation Services

3000 W. De Young St

Ste 800B

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** – The Carl D. Perkins Career and Technical Education Improvement Act of 2006 (Perkins IV) is the most important piece of legislation affecting career and technical education (CTE) in Illinois. Perkins IV focuses state and local efforts on continuously improving programs to facilitate the academic achievement of CTE students by: strengthening the connections between secondary and post-secondary education; restructuring the way stakeholders, high schools, community colleges, universities, business and parents work together; and increasing state and local accountability standards. The intent of Illinois post-secondary CTE is to provide students with the skills and knowledge necessary to excel in the global economy. Career and technical education equips students with the foundational knowledge to explore a cluster of occupations and careers. As a student evolves through their educational experience, their focus is narrowed to a particular program. This process allows students to transition seamlessly while providing them with hands-on exploration, rigorous academics and the support necessary to succeed. These services will be delivered by Perkins/CTE staff and will be made available via Direct Linkage in the Center through an electronic referral sent via email and/or faxed 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 24 hours for services. These programs and services will be provided via direct linkage and on site the following locations:

John A. Logan College

700 Logan College Rd  
Carterville, IL 62918

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

**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 payable under the law or until the worker finds employment or becomes otherwise ineligible.

These services will be delivered by IDES Staff via a direct phone line at the Center in Marion and in person at the Access point in Mt. Vernon. IDES locations:

One Stop Business and Employment Center, an Illinois Worknet Center and American Job Center  
IDES  
3000 W. De Young St  
Ste 800B  
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.

Veterans without SBE will be served onsite by WP staff while those 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 24 hours for services. Services to Veterans at the access point in Mt. Vernon will be served in person. These programs and services will be delivered at the following locations:

One Stop Business and Employment Center, an Illinois Worknet Center and American Job Center  
IDES  
3000 W. De Young St  
Ste 800B  
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 (TRA), a benefit under the TAA program, providing income support to persons who have exhausted unemployment compensation and whose jobs were affected by foreign imports.

TRA services will be provided via direct linkage and will be delivered by IDES staff through an electronic referral sent via email and/or faxed to the TRA staff. 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 24 hours for services. These programs and services will be delivered at the following locations: These services will be delivered at the following locations:

One Stop Business and Employment Center, an Illinois Worknet Center and American Job Center  
IDES  
3000 W. De Young St  
Ste 800B  
Marion, IL 62959

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

**Trade Adjustment Assistance (TAA)** – The TAA Reauthorization Act of 2015 was signed into law on June 29, 2015, extending the TAA Program for an additional six years. This bipartisan bill invests \$450 million in training funds annually to serve more workers impacted by foreign trade, and gets those eligible for TAA ready to work by providing them with tailored training for new skills that create pathways to well-paying middleclass jobs.

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

One Stop Business and Employment Center, an Illinois Worknet Center and American Job Center  
Man-Tra-Con Corp.  
3000 W. De Young St  
Ste 800B  
Marion, IL 62959

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

**IDES/ Migrant & Seasonal Farmworkers (MSFW)** – IDES provides staff assisted services including job development, career guidance, and referral to training and supportive services for migrant and seasonal farmworkers. These services will be provided on-site and at the following locations:

One Stop Business and Employment Center, an Illinois Worknet Center and American Job Center  
IDES  
3000 W. De Young St  
Ste 800B  
Marion, IL 62959

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

**National Farmworker Jobs Program (NFJP) – N/A**

**Community Service Block Grant (CSBG) – Community Service 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, clothing, health services, food, shelter and programs designed to increase self-sufficiency, such as job preparedness, education and housing assistance. These services will be provided ~~on-site through the center, other locations listed below and~~ via Direct Linkage, ~~when on-site access is not available~~. 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 24 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

One Stop Business and Employment Center, an Illinois Worknet Center and American Job Center  
Crosswalk, CAA  
3000 W. De Young St  
Ste 800B  
Marion, IL 62959

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

**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* 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 20 hours per week with the local non-profit and government agencies and 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 their 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

Another important goal of SCSEP is 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 are identified as a possible candidate for enrollment into SCSEP, they are given our 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 our waiting list for the county in which they reside. The pre-enrollment assessment is completed by a dedicated staff person here in St Louis. Then when we have an opening the individual is called and an appointment is schedule for them to meet with the SCSEP Case Manager for the enrollment process to begin. I have attached our referral flier that individuals are given who are interested in the program.

#### SCSEP Case Manager-Randy Osborn

Mr. Osborn is our Illinois SCSEP Case Manager, he covers 14 counties (four of which are located in area #25) and travels throughout those counties working with the SCSEP participants and the non-profit host organizations. He works from his base office at the Comprehensive OneStop in Marion, IL when not travelling.

#### **Randy Osborn, SCSEP Case Manager**

Illinois Counties-Alexander, **Franklin**, Hardin, **Jackson**, Johnson, Massac, Monroe, **Perry**, Pope, Randolph, Saline, Union, Washington, and **Williamson**

OneStop Business & Employment Center

3000 W De Young St

Ste 800B

Marion, IL 62959

Cell: (618) 514-7782

[rosborn@mersgoodwill.org](mailto:rosborn@mersgoodwill.org)

#### **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 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. Evansville Goodwill Industries administers SCSEP in Jefferson, Hamilton, White, Wayne, Wabash, Richland, Lawrence, and Crawford 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. 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**

Another important 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 they are One Stop referral form is utilized and customers will be contacted within 24 hours, and given our dedicated phone number, which is The dedicated phone is staffed by qualified SCSEP program staff, to call and have a pre-enrollment assessment completed over the video phone. The SCEP dedicated staff person in the Comprehensive Center is available to speak with individuals at the time of interest of within 24 hours. ~~the phone (video phone available) and if the individual meets the eligibility criteria, they are placed on our waiting list for the county in which they reside.~~ 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.

### **Katharine Stewart, SCSEP Employment Specialist**

Illinois Counties-Crawford, Richland, Lawrence, Wabash, Wayne, White, Jefferson, and Hamilton Ms. Landis is our Illinois SCSEP Employment Specialist. She covers 8 counties (one of which is located in area #25) and travels 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

**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 will have a strong presence in Comprehensive One-Stop Centers and is committed to increasing workforce engagement with collaborative partnerships to achieve employment opportunities for all adults served by DHS. 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 mental health, 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.

These services will be provided onsite at the Center and at the following locations:

One Stop Business and Employment Center, an Illinois Worknet Center and American Job Center  
IDHS  
3000 W. De Young St  
Ste 800B  
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

**IDOC Second Chance** – Second Chance (Department of Labor-Re-Entry Opportunity Grants)

Centerstone currently provides Reentry Employment services through the Second Chance Department of Labor (REO) Grant. One is *Centerstone Reentry Employment Strategies (CRES)-Career Connect*, is a project to prevent and reduce crime and enhance reentry strategies for young adults (18-24) involved in juvenile or adult justice systems in census tracts with high poverty, high crime in Carbondale, Marion & Murphysboro Communities in Illinois.

Centerstone's Department of Labor-Second Chance Re-entry Opportunity Programs provides participants with holistic case management, job skills development, assessment of literacy, credentialing & education guidance, Community based Mentorship & a 6 month active follow-up period. Services will be provided in the community and by direct linkage at the following locations:

Centerstone Career Connect  
200 N Emerald Ln, Suite 3  
Carbondale, Illinois 62901  
(618) 521-6914

1307 Marion Main Street  
Marion, Illinois 62959  
(855) 608-3560 ext. 7783

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

**Job Corps** – N/A

**YouthBuild** – The US Department of Labor 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 includes significant support systems, such as a mentoring, follow-up education, employment and personal counseling services; and participation in community service and civic engagement. These services will be provided onsite at the following location:

SPERO Family Services  
Youthbuild  
2023 Richview Road  
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 24 hours for services.

One Stop Business and Employment Center, an Illinois WorkNet Center and American Job Center.  
3000 W. De Young St  
Ste 800B  
Marion, IL 62959

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

- *Name the procured one-stop operator*
- *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*
- *Assure that the one-stop operator will not perform any of the proscribed functions (§ 678.620(b)) to avoid a conflict of interest*

*Note: One-stop operator designation takes effect July 1, 2017 (§ 678.635)*

The One Stop Operator will be Crosswalk Community Action Agency (CCAA) and will act as the Operator effective July 1, 2018 to June 30, 2019, with option for renewal at the discretion of the SIWDB. 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 for the PY18 program year will be M-F from 8:30am to 4:30pm.

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.

Target Groups:

The One-Stop Operator must provide the services described in this RFP to the following customers, as appropriate and within funding/eligibility guidelines:

- Employers seeking labor market information, labor exchange services (e.g., posting of job orders, receiving qualified referrals, etc.), specialized training arrangements for current or prospective workers, etc.;
- The general public seeking Job Search Services;
- Individuals who meet the requirements for WIOA registration and are included in the priority of service categories, who are enrolled in and provided Intensive Services and, in some cases, provided Training Services;
- Individuals seeking specialized services such as veterans, ex-offenders, substance abusers, non-high school/GED graduates, individuals with multiple barriers to employment (including older individuals, people with limited English-speaking ability, and people with disabilities), individuals impacted by foreign trade who may be eligible for Trade Readjustment Assistance (TRA), North American Free Trade Agreement (NAFTA), etc.;
- Former WIOA enrollees to whom follow-up services are to be provided; and
- Individuals receiving Temporary Need for Needy Families (TANF) that are subject to work requirements that have been referred by partner agencies;
- Non-custodial parents of the children supported by public assistance.

The One-Stop Operator contract will be for one (1) year with an option for renewal at the discretion of the SIWDB. Renewal will be based on successful performance measures of meeting the needs of the community.

**8. REFERRAL PROCESS (Sec. 121 (c)(2)(iii)) (Governor's Guidelines, Section 1, Item8(i)) (§678.500(b)(3)-(4))**

- *In the spaces provided below, address all of the following:*
  - *In the introductory paragraph of this section, describe local one-stop operator's role and responsibilities for coordinating referrals among required partners (§678.500(b)(3))*
  - *In the spaces below designated for each required partner, each partner must list the other programs to which it will make referrals and the method(s) of referral to each partner; for example, in the Title I box, Title I will list all other programs to which it will refer clients and the method(s) of referral for each*
  - *Identify the method of tracking referrals*

*Note: Local areas must be as specific as possible when describing the differences in referral methods between partner programs. DOL has expressed concern about this area in the past.*

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 will be 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.

The SIWDB One Stop Committee created a Common Intake and Referral Form that will be 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. The Operator will ensure that 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 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 their program requirements and to make this accessible to all partners in the comprehensive one-stop center.
3. To the extent possible, the partners agree to develop and utilize common intake forms.
4. The partners agree to refer clients eligible for each other's services to one another 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.

All partners will participate in orientations at the center and access point when possible or provide information about their program services. During these orientation sessions, job seekers learn about services provided through the center. After completing the Orientation, Initial assessments will be conducted by the One Stop Operator. The One Stop Operator in consultation with the customer, will determine which required partners will provide the career services that will 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.

**Title I (Adult, Dislocated Worker and Youth)** – After an interview and initial assessment is completed by a Man-Tra-Con Corp. Career Specialists, 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 was provided services within 24 hours.

Referrals will be made to the required partner programs as follows:

- Man-Tra-Con Corp. Trade Adjustment Assistance Program – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- John A. Logan College (JALC), Adult Education and Family Literacy – 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.
- Rend Lake College (RLC), Adult Education and Family Literacy- 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.
- Operation Rebound, Adult Education and Family Literacy- 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.
- Illinois Department of Employment Security (IDES), Title III Employment Services under Wagner-Peyser – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Employment Security (IDES), Unemployment Insurance (UI)-an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer. Customer will be provided with a direct line to UI assistance.
- Illinois Department of Employment Security (IDES), Job Counseling, Training and Placement Services for Veterans – 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.
- Illinois Department of Employment Security (IDES), Trade Readjustment Assistance (TRA) – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Employment Security (IDES), Migrant & Seasonal Farmworkers (MSFW)- – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Human Services, Title IV Rehabilitation Services – – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Human Services, TANF – – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- John A. Logan College (JALC), Perkins/Post-Secondary Career and Technical Education – 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.
- Rend Lake College, (RLC), Perkins/Post-Secondary Career and Technical Education – 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.
- Crosswalk Community Action Agency, CAA, and Western Egyptian E.O.C.,Community Service Block Grant (CSBG) – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer on days the CSBG program is available on-

site. 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 on days the CSBG program is off-site. Provider will also be contacted via phone for an appointment time.

- Centerstone, Re-entry Program, Second Chance Act – 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.
- Spero Family Services, Youthbuild - – 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.
- MERS Goodwill, (SCSEP) - 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 given a toll free number to call to have a pre-enrollment assessment completed over the phone. If the individual meets the eligibility criteria, they are placed on our waiting list for the county in which they reside. The pre-enrollment assessment is completed by a dedicated staff person at MERS Goodwill in St Louis. Once a placement becomes available, the individual is called and an appointment is scheduled with the SCSEP Case Manager for the enrollment process to begin

**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 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.

Referrals will be made from all Adult Education and Family Literacy Providers to the required partner programs as follows:

- Man-Tra-Con Corp. Title IB Adult, Dislocated Worker and Youth Programs- 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.
  - Man-Tra-Con Corp. Trade Adjustment Assistance Program – 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.
  - Illinois Department of Employment Security (IDES), Title III Employment Services under Wagner-Peyser – 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.
  - Illinois Department of Employment Security (IDES), Unemployment Insurance (UI)- 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.
  - Illinois Department of Employment Security (IDES), Job Counseling, Training and Placement Services for Veterans - 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.
- Illinois Department of Employment Security (IDES), Trade Readjustment Assistance (TRA) 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.

- Illinois Department of Employment Security (IDES), Migrant & Seasonal Farmworkers (MSFW)- 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.

- Illinois Department of Human Services, Title IV Rehabilitation Services - 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.

- Illinois Department of Human Services, TANF - 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.

- John A. Logan College (JALC), Perkins/Post-Secondary Career and Technical Education 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.

- Rend Lake College, (RLC), Perkins/Post-Secondary Career and Technical Education - 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.

- Crosswalk Community Action Agency, CAA, and Western Egyptian, E.O.C. Community Service Block Grant (CSBG) – 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.

- Centerstone, Re-entry Program, Second Chance Act – 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.

- Spero Family Services, Youthbuild - 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.

- MERS Goodwill, (SCSEP) - 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 given a toll free number to call to have a pre-enrollment assessment completed over the phone. If the individual meets the eligibility criteria, they are placed on our waiting list for the county in which they reside. The pre-enrollment assessment is completed by a dedicated staff person at MERS Goodwill in St Louis. Once a placement becomes available, the individual is called and an appointment is scheduled with the SCSEP Case Manager for the enrollment process to begin.

**Title III (Employment Services under Wager-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.

Referrals will be made to all partner programs as follows:

- Man-Tra-Con Corp. Title IB Adult, Dislocated Worker and Youth Programs - an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Man-Tra-Con Corp. Trade Adjustment Assistance Program – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- John A. Logan College (JALC), Adult Education and Family Literacy – 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.
- Rend Lake College (RLC), Adult Education and Family Literacy- 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.
- Operation Rebound, Adult Education and Family Literacy- 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.
- Illinois Department of Employment Security (IDES), Unemployment Insurance (UI)-an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer. Customer will be provided with a direct line to UI assistance.
- Illinois Department of Employment Security (IDES), Job Counseling, Training and Placement Services for Veterans – 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.
- Illinois Department of Employment Security (IDES), Trade Readjustment Assistance (TRA) – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Employment Security (IDES), Migrant & Seasonal Farmworkers (MSFW)- – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Human Services, Title IV Rehabilitation Services – – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Human Services, TANF – – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- John A. Logan College (JALC), Perkins/Post-Secondary Career and Technical Education – 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.
- Rend Lake College, (RLC), Perkins/Post-Secondary Career and Technical Education – 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.
- Crosswalk Community Action Agency, CAA, and Western Egyptian E.O.C.Community Service Block Grant (CSBG) – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer on days the CSBG program is available on-site. 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 on days the CSBG program is off-site. Provider will also be contacted via phone for an appointment time.
- Centerstone, Re-entry Program, Second Chance Act – 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.
- Spero Family Services, Youthbuild - – 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.

- MERS Goodwill, (SCSEP) - 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 given a toll free number to call to have a pre-enrollment assessment completed over the phone. If the individual meets the eligibility criteria, they are placed on our waiting list for the county in which they reside. The pre-enrollment assessment is completed by a dedicated staff person at MERS Goodwill in St Louis. Once a placement becomes available, the individual is called and an appointment is scheduled with the SCSEP Case Manager for the enrollment process to begin.

**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. Referrals will be made to all mandated partners as follows:

- Man-Tra-Con Corp. Title IB Adult, Dislocated Worker and Youth Programs - an onsite, in person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Man-Tra-Con Corp. Trade Adjustment Assistance Program – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- John A. Logan College (JALC), Adult Education and Family Literacy – 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.
- Rend Lake College (RLC), Adult Education and Family Literacy- 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.
- Operation Rebound, Adult Education and Family Literacy- 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.
- Illinois Department of Employment Security (IDES), Title III Employment Services under Wagner-Peyser – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Employment Security (IDES), Unemployment Insurance (UI)-an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer. Customer will be provided with a direct line to UI assistance.
- Illinois Department of Employment Security (IDES), Job Counseling, Training and Placement Services for Veterans – 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.
- Illinois Department of Employment Security (IDES), Trade Readjustment Assistance (TRA) – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Employment Security (IDES), Migrant & Seasonal Farmworkers (MSFW)- – an onsite, in-person referral will be made with an electronic copy sent to the One Stop

Operator and a paper copy provided to the customer.

- Illinois Department of Human Services, TANF – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- John A. Logan College (JALC), Perkins/Post-Secondary Career and Technical Education – 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.
- Rend Lake College, (RLC), Perkins/Post-Secondary Career and Technical Education – 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.
- Crosswalk Community Action Agency, CAA, and Western Egyptian E.O.C. Community Service Block Grant (CSBG) – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer on days the CSBG program is available on-site. 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 on days the CSBG program is off-site. Provider will also be contacted via phone for an appointment time.
- Centerstone, Re-entry Program, Second Chance Act - 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
- Spero Family Services, Youthbuild - – 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.
- MERS Goodwill, (SCSEP) - 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 given a toll free number to call to have a pre-enrollment assessment completed over the phone. If the individual meets the eligibility criteria, they are placed on our waiting list for the county in which they reside. The pre-enrollment assessment is completed by a dedicated staff person at MERS Goodwill in St Louis. Once a placement becomes available, the individual is called and an appointment is scheduled with the SCSEP Case Manager for the enrollment process to begin.

**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.

Referrals will be made from all The Perkins/Post-Secondary Career and Technical Education Providers to the required partner programs as follows:

Man-Tra-Con Corp. Title IB Adult, Dislocated Worker and Youth Programs- 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.

- Man-Tra-Con Corp. Trade Adjustment Assistance Program – 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.

- Illinois Department of Employment Security (IDES), Title III Employment Services under Wagner-Peyser – 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.
- Illinois Department of Employment Security (IDES), Unemployment Insurance (UI)- 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.
- Illinois Department of Employment Security (IDES), Job Counseling, Training and Placement Services for Veterans - 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.
- Illinois Department of Employment Security (IDES), Trade Readjustment Assistance (TRA) 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.
- Illinois Department of Employment Security (IDES), Migrant & Seasonal Farmworkers (MSFW)- – 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.
- Illinois Department of Human Services, Title IV Rehabilitation Services - 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.
- Illinois Department of Human Services, TANF - 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.
- John A. Logan College (JALC), Perkins/Post-Secondary Career and Technical Education 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.
- Rend Lake College, (RLC), Perkins/Post-Secondary Career and Technical Education - 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.
- Crosswalk Community Action Agency, CAA, and Western Egyptian, E.O.C. Community Service Block Grant (CSBG) – 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.
- Centerstone, Re-entry Program, Second Chance Act – 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.
- Spero Family Services, Youthbuild - 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.
- MERS Goodwill, (SCSEP) - 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 given a toll free number to call to have a pre-enrollment assessment completed over the phone. If the individual meets the eligibility criteria, they are placed on our waiting list for the county in which they reside. The pre-enrollment assessment is completed by a dedicated staff person at MERS Goodwill in St Louis. Once a placement becomes available, the

individual is called and an appointment is scheduled with the SCSEP Case Manager for the enrollment process to begin.

**IDES/Unemployment Insurance (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.

Referrals to mandated partner programs will be made as follows:

- Man-Tra-Con Corp. Title IB Adult, Dislocated Worker and Youth Programs - an onsite, in person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Man-Tra-Con Corp. Trade Adjustment Assistance Program – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- John A. Logan College (JALC), Adult Education and Family Literacy – 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.
- Rend Lake College (RLC), Adult Education and Family Literacy- 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.
- Operation Rebound, Adult Education and Family Literacy- 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.
- Illinois Department of Employment Security (IDES), Title III Employment Services under Wagner-Peyser – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Employment Security (IDES), Job Counseling, Training and Placement Services for Veterans – 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.
- Illinois Department of Employment Security (IDES), Trade Readjustment Assistance (TRA) – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Employment Security (IDES), Migrant & Seasonal Farmworkers (MSFW)- – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Human Services, Title IV Rehabilitation Services – – an onsite, inperson referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Human Services, TANF – – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- John A. Logan College (JALC), Perkins/Post-Secondary Career and Technical Education – 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.

- Rend Lake College, (RLC), Perkins/Post-Secondary Career and Technical Education – 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.
- Crosswalk Community Action Agency, CAA, and Western Egyptian E.O.C. Community Service Block Grant (CSBG) – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer on days the CSBG program is available on-site. 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 on days the CSBG program is off-site. Provider will also be contacted via phone for an appointment time.
- Centerstone, Re-entry Program, Second Chance Act - 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
- Spero Family Services, Youthbuild – 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.
- MERS Goodwill, (SCSEP) - 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 given a toll free number to call to have a pre-enrollment assessment completed over the phone. If the individual meets the eligibility criteria, they are placed on our waiting list for the county in which they reside. The pre-enrollment assessment is completed by a dedicated staff person at MERS Goodwill in St Louis. Once a placement becomes available, the individual is called and an appointment is scheduled with the SCSEP Case Manager for the enrollment process to begin.

**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.

Referrals to mandated partner programs will be made as follows:

- Man-Tra-Con Corp. Title IB Adult, Dislocated Worker and Youth Programs - an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Man-Tra-Con Corp. Trade Adjustment Assistance Program – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- John A. Logan College (JALC), Adult Education and Family Literacy – 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.
- Rend Lake College (RLC), Adult Education and Family Literacy- 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.
- Operation Rebound, Adult Education and Family Literacy- 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.

- Illinois Department of Employment Security (IDES), Title III Employment Services under Wagner-Peyser – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Employment Security (IDES), Trade Readjustment Assistance (TRA) – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Employment Security (IDES), Migrant & Seasonal Farmworkers (MSFW)- – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Employment Security (IDES), Unemployment Insurance (UI)-an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer. Customer will be provided with a direct line to UI assistance.
- Illinois Department of Human Services, Title IV Rehabilitation Services – – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Human Services, TANF – – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- John A. Logan College (JALC), Perkins/Post-Secondary Career and Technical Education – 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.
- Rend Lake College, (RLC), Perkins/Post-Secondary Career and Technical Education – 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.
- Crosswalk Community Action Agency, CAA, and Western Egyptian E.O.C. Community Service Block Grant (CSBG) – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer on days the CSBG program is available on-site. 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 on days the CSBG program is off-site. Provider will also be contacted via phone for an appointment time.
- Centerstone, Re-entry Program, Second Chance Act - 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.
- Spero Family Services, Youthbuild - – 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.
- MERS Goodwill, (SCSEP) - 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 given a toll free number to call to have a pre-enrollment assessment completed over the phone. If the individual meets the eligibility criteria, they are placed on our waiting list for the county in which they reside. The pre-enrollment assessment is completed by a dedicated staff person at MERS Goodwill in St Louis. Once a placement becomes available, the individual is called and an appointment is scheduled with the SCSEP Case Manager for the enrollment process to begin.

**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.

Referrals will be made to all required partner as follows:

- Man-Tra-Con Corp. Title IB Adult, Dislocated Worker and Youth Programs - an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Man-Tra-Con Corp. Trade Adjustment Assistance Program – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- John A. Logan College (JALC), Adult Education and Family Literacy – 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.
- Rend Lake College (RLC), Adult Education and Family Literacy- 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.
- Operation Rebound, Adult Education and Family Literacy- 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.
- Illinois Department of Employment Security (IDES), Title III Employment Services under Wagner-Peyser – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Employment Security (IDES), Migrant & Seasonal Farmworkers (MSFW)- an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Employment Security (IDES), Unemployment Insurance (UI)-an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer. Customer will be provided with a direct line to UI assistance.
- Illinois Department of Human Services, Title IV Rehabilitation Services – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Human Services, TANF – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Employment Security (IDES), Job Counseling, Training and Placement Services for Veterans – 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.
- John A. Logan College (JALC), Perkins/Post-Secondary Career and Technical Education – 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.
- Rend Lake College, (RLC), Perkins/Post-Secondary Career and Technical Education – 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.
- Crosswalk Community Action Agency, CAA, and Western Egyptian E.O.C. Community Service Block Grant (CSBG) – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer on days the CSBG program is available on-site. 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 on days the CSBG program is off-site. Provider will also be contacted via phone for an appointment time.

- Centerstone, Re-entry Program, Second Chance Act - 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.
- Spero Family Services, Youthbuild - – 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.
- MERS Goodwill, (SCSEP) - 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 given a toll free number to call to have a pre-enrollment assessment completed over the phone. If the individual meets the eligibility criteria, they are placed on our waiting list for the county in which they reside. The pre-enrollment assessment is completed by a dedicated staff person at MERS Goodwill in St Louis. Once a placement becomes available, the individual is called and an appointment is scheduled with the SCSEP Case Manager for the enrollment process to begin.

**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.

Referrals will be made to all mandated partners as follows:

- Man-Tra-Con Corp. Title IB Adult, Dislocated Worker and Youth Programs - an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- John A. Logan College (JALC), Adult Education and Family Literacy – 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.
- Rend Lake College (RLC), Adult Education and Family Literacy- 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.
- Operation Rebound, Adult Education and Family Literacy- 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.
- Illinois Department of Employment Security (IDES), Title III Employment Services under Wagner-Peyser – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Employment Security (IDES), Migrant & Seasonal Farmworkers (MSFW)- – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Employment Security (IDES), Unemployment Insurance (UI)-an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer. Customer will be provided with a direct line to UI assistance.
- Illinois Department of Employment Security (IDES), Trade Readjustment Assistance (TRA) – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.

- Illinois Department of Human Services, Title IV Rehabilitation Services – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Human Services, TANF – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Employment Security (IDES), Job Counseling, Training and Placement Services for Veterans – 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.
- John A. Logan College (JALC), Perkins/Post-Secondary Career and Technical Education – 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.
- Rend Lake College, (RLC), Perkins/Post-Secondary Career and Technical Education – 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.
- Crosswalk Community Action Agency, CAA, and Western Egyptian E.O.C Community Service Block Grant (CSBG) – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer on days the CSBG program is available on-site. 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 on days the CSBG program is off-site. Provider will also be contacted via phone for an appointment time.
- Centerstone, Re-entry Program, Second Chance Act - 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.
- Spero Family Services, Youthbuild - 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.
- MERS Goodwill, (SCSEP) - 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 given a toll free number to call to have a pre-enrollment assessment completed over the phone. If the individual meets the eligibility criteria, they are placed on our waiting list for the county in which they reside. The pre-enrollment assessment is completed by a dedicated staff person at MERS Goodwill in St Louis. Once a placement becomes available, the individual is called and an appointment is scheduled with the SCSEP Case Manager for the enrollment process to begin.

**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.

Referrals will be made to all partner programs as follows:

- Man-Tra-Con Corp. Title IB Adult, Dislocated Worker and Youth Programs - an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Man-Tra-Con Corp. Trade Adjustment Assistance Program – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- John A. Logan College (JALC), Adult Education and Family Literacy – 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.
- Rend Lake College (RLC), Adult Education and Family Literacy- 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.
- Operation Rebound, Adult Education and Family Literacy- 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.
- Illinois Department of Employment Security (IDES), Unemployment Insurance (UI)-an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer. Customer will be provided with a direct line to UI assistance.
- Illinois Department of Employment Security (IDES), Job Counseling, Training and Placement Services for Veterans – 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.
- Illinois Department of Employment Security (IDES), Trade Readjustment Assistance (TRA) – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Employment Security (IDES), Title III Employment Services under Wagner-Peyser – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
  
- Illinois Department of Human Services, Title IV Rehabilitation Services – – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Human Services, TANF – – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- John A. Logan College (JALC), Perkins/Post-Secondary Career and Technical Education – 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.
- Rend Lake College, (RLC), Perkins/Post-Secondary Career and Technical Education – 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.
- Crosswalk Community Action Agency, CAA, and Western Egyptian E.O.C.Community Service Block Grant (CSBG) – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer on days the CSBG program is available on-site. 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 on days the CSBG program is off-site. Provider will also be contacted via phone for an appointment time.

- Centerstone, Re-entry Program, Second Chance Act – 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.
- Spero Family Services, Youthbuild - – 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.
- MERS Goodwill, (SCSEP) - 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 given a toll free number to call to have a pre-enrollment assessment completed over the phone. If the individual meets the eligibility criteria, they are placed on our waiting list for the county in which they reside. The pre-enrollment assessment is completed by a dedicated staff person at MERS Goodwill in St Louis. Once a placement becomes available, the individual is called and an appointment is scheduled with the SCSEP Case Manager for the enrollment process to begin.

#### **National Farmworker Jobs Program (NFJP) – N/A**

**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.

Referrals will be made to all mandated partners as follows:

- Man-Tra-Con Corp. Trade Adjustment Assistance Program – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Man-Tra-Con Corp. Title IB Adult, Dislocated Worker and Youth Programs - an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- John A. Logan College (JALC), Adult Education and Family Literacy – 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.
- Rend Lake College (RLC), Adult Education and Family Literacy- 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.
- Operation Rebound, Adult Education and Family Literacy- 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.
- Illinois Department of Employment Security (IDES), Title III Employment Services under Wagner-Peyser – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Employment Security (IDES), Unemployment Insurance (UI)-an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer. Customer will be provided with a direct line to UI assistance.
- Illinois Department of Employment Security (IDES), Trade Readjustment Assistance (TRA) – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.

- Illinois Department of Employment Security (IDES), Migrant & Seasonal Farmworkers (MSFW)- – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Human Services, Title IV Rehabilitation Services – – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Human Services, TANF – – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Employment Security (IDES), Job Counseling, Training and Placement Services for Veterans – 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.
- John A. Logan College (JALC), Perkins/Post-Secondary Career and Technical Education – 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.
- Rend Lake College, (RLC), Perkins/Post-Secondary Career and Technical Education – 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.
- Centerstone, Re-entry Program, Second Chance Act - 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.
- Spero Family Services, Youthbuild - – 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.
- MERS Goodwill, (SCSEP) - 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 given a toll free number to call to have a pre-enrollment assessment completed over the phone. If the individual meets the eligibility criteria, they are placed on our waiting list for the county in which they reside. The pre-enrollment assessment is completed by a dedicated staff person at MERS Goodwill in St Louis. Once a placement becomes available, the individual is called and an appointment is scheduled with the SCSEP Case Manager for the enrollment process to begin.

**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. Once a placement becomes available, the

individual is called and an appointment is scheduled with the SCSEP Case Manager for the enrollment process to begin.

Referrals will be made to all mandated partners as follows:

- Man-Tra-Con Corp. Trade Adjustment Assistance Program – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Man-Tra-Con Corp. Title IB Adult, Dislocated Worker and Youth Programs - an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- John A. Logan College (JALC), Adult Education and Family Literacy – 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.
- Rend Lake College (RLC), Adult Education and Family Literacy- 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.
- Operation Rebound, Adult Education and Family Literacy- 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.
- Illinois Department of Employment Security (IDES), Title III Employment Services under Wagner-Peyser – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Employment Security (IDES), Unemployment Insurance (UI)-an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer. Customer will be provided with a direct line to UI assistance.
- Illinois Department of Employment Security (IDES), Trade Readjustment Assistance (TRA) – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Employment Security (IDES), Migrant & Seasonal Farmworkers (MSFW)- – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.

Illinois Department of Human Services, Title IV Rehabilitation Services – – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.

- Illinois Department of Human Services, TANF – – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Employment Security (IDES), Job Counseling, Training and Placement Services for Veterans – 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.
- John A. Logan College (JALC), Perkins/Post-Secondary Career and Technical Education – 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.
- Rend Lake College, (RLC), Perkins/Post-Secondary Career and Technical Education – 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.
- Centerstone, Re-entry Program, Second Chance Act - 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.

- Spero Family Services, Youthbuild - – 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.
- CSBG, 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.

**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.

Referrals will be made to mandated partners as follows:

- Man-Tra-Con Corp. Trade Adjustment Assistance Program – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Man-Tra-Con Corp. Title IB Adult, Dislocated Worker and Youth Programs - an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- John A. Logan College (JALC), Adult Education and Family Literacy – 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.
- Rend Lake College (RLC), Adult Education and Family Literacy- 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.
- Operation Rebound, Adult Education and Family Literacy- 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.
- Illinois Department of Employment Security (IDES), Title III Employment Services under Wagner-Peyser – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Employment Security (IDES), Unemployment Insurance (UI)-an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer. Customer will be provided with a direct line to UI assistance.
- Illinois Department of Employment Security (IDES), Trade Readjustment Assistance (TRA) – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Employment Security (IDES), Migrant & Seasonal Farmworkers (MSFW)- – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Human Services, Title IV Rehabilitation Services – – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Employment Security (IDES), Job Counseling, Training and Placement Services for Veterans – 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.
- John A. Logan College (JALC), Perkins/Post-Secondary Career and Technical Education – 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.

- Rend Lake College, (RLC), Perkins/Post-Secondary Career and Technical Education – 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.
- Centerstone, Re-entry Program, Second Chance Act - 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.
- Spero Family Services, Youthbuild - – 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.
- Crosswalk Community Action Agency, CAA, and Western Egyptian E.O.C. Community Service Block Grant (CSBG) – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer on days the CSBG program is available onsite. 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 on days the CSBG program is off-site. Provider will also be contacted via phone for an appointment time.
- MERS Goodwill, (SCSEP) - 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 given a toll free number to call to have a pre-enrollment assessment completed over the phone. If the individual meets the eligibility criteria, they are placed on our waiting list for the county in which they reside. The pre-enrollment assessment is completed by a dedicated staff person at MERS Goodwill in St Louis. Once a placement becomes available, the individual is called and an appointment is scheduled with the SCSEP Case Manager for the enrollment process to begin.

**IDOC Second Chance** – The Second Chance Act provider, Centerstone, 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.

Referrals will be made to all mandated partners as follows:

- Man-Tra-Con Corp. Title IB Adult, Dislocated Worker and Youth Programs - an onsite, in person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Man-Tra-Con Corp. Trade Adjustment Assistance Program – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- John A. Logan College (JALC), Adult Education and Family Literacy – 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.
- Rend Lake College (RLC), Adult Education and Family Literacy- 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.

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- Operation Rebound, Adult Education and Family Literacy- 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.
- Illinois Department of Employment Security (IDES), Title III Employment Services under Wagner-Peyser – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Employment Security (IDES), Unemployment Insurance (UI)-an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer. Customer will be provided with a direct line to UI assistance.
- Illinois Department of Employment Security (IDES), Job Counseling, Training and Placement Services for Veterans – 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.
- Illinois Department of Employment Security (IDES), Trade Readjustment Assistance (TRA) – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Employment Security (IDES), Migrant & Seasonal Farmworkers (MSFW)- – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Human Services, Title IV Rehabilitation Services – – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Human Services, TANF – – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- John A. Logan College (JALC), Perkins/Post-Secondary Career and Technical Education – 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.
- Rend Lake College, (RLC), Perkins/Post-Secondary Career and Technical Education – 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.
- Crosswalk Community Action Agency, CAA, and Western Egyptian E.O.C. Community Service Block Grant (CSBG) – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer on days the CSBG program is available on-site. 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 on days the CSBG program is off-site. Provider will also be contacted via phone for an appointment time.
- Spero Family Services, Youthbuild - – 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.
- MERS Goodwill, (SCSEP) - 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 given a toll free number to call to have a pre-enrollment assessment completed over the phone. If the individual meets the eligibility criteria, they are placed on our waiting list for the county in which they reside. The pre-enrollment assessment is completed by a dedicated staff person at MERS Goodwill in St Louis. Once a placement becomes available, the

individual is called and an appointment is scheduled with the SCSEP Case Manager for the enrollment process to begin.

### **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.

Referrals will be made to mandated partners as follows:

- Man-Tra-Con Corp. Trade Adjustment Assistance Program – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Man-Tra-Con Corp. Title IB Adult, Dislocated Worker and Youth Programs - an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- John A. Logan College (JALC), Adult Education and Family Literacy – 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.
- Rend Lake College (RLC), Adult Education and Family Literacy- 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.
- Operation Rebound, Adult Education and Family Literacy- 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.
- Illinois Department of Employment Security (IDES), Title III Employment Services under Wagner-Peyser – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Employment Security (IDES), Unemployment Insurance (UI)-an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer. Customer will be provided with a direct line to UI assistance.
- Illinois Department of Employment Security (IDES), Trade Readjustment Assistance (TRA) – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Employment Security (IDES), Migrant & Seasonal Farmworkers (MSFW)- – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Employment Security (IDES), Job Counseling, Training and Placement Services for Veterans – 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.
- Illinois Department of Human Services, Title IV Rehabilitation Services – – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.
- Illinois Department of Human Services, TANF – – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer.

- John A. Logan College (JALC), Perkins/Post-Secondary Career and Technical Education – 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.
  - Rend Lake College, (RLC), Perkins/Post-Secondary Career and Technical Education – 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.
  - Crosswalk Community Action Agency, CAA, and Western Egyptian E.O.C. Community Service Block Grant (CSBG) – an onsite, in-person referral will be made with an electronic copy sent to the One Stop Operator and a paper copy provided to the customer on days the CSBG program is available on-site. 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 on days the CSBG program is off-site. Provider will also be contacted via phone for an appointment time.
  - Centerstone, Re-entry Program, Second Chance Act - 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.
- MERS Goodwill, (SCSEP) - 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 given a toll free number to call to have a pre-enrollment assessment completed over the phone. If the individual meets the eligibility criteria, they are placed on our waiting list for the county in which they reside. The pre-enrollment assessment is completed by a dedicated staff person at MERS Goodwill in St Louis. Once a placement becomes available, the individual is called and an appointment is scheduled with the SCSEP Case Manager for the enrollment process to begin

## **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), including the following:*

- *The comprehensive one-stop center’s layout supports a culture of inclusiveness*
- *The location of the comprehensive one-stop center is recognizable in a high-traffic area*
- *Access to public transportation is available within reasonable walking distance*
- *The location of a dedicated parking lot, with parking lot spaces closest to the door designated for individuals with disabilities*

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 One Stop Comprehensive Center was recently awarded a disabilities initiative grant (DEI) which allowed for the purchase and upgrade of assistive technology equipment such as: 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 in a mall setting, with parking lot spaces closest to the door area 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. The One Stop Comprehensive Center is located adjacent to a large mall which provide unlimited parking access. 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 will be designed in an “equal and meaningful” manner providing access for individuals with disabilities.

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

- *Describe how the comprehensive one-stop center provides access to all required career services in the most inclusive and appropriate settings for each individual participant*
- *Describe specific arrangements and resources available to assure that individuals with barriers to employment, including individuals with disabilities, can access available services (§678.500(b)(4))*
- *Explain how services will be provided using technology that is actually available and in accordance with the “direct linkage” requirement under WIOA*

*Note: Provide as much specificity as possible for each partner program*

All partners ensure that 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 that 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 insure that any local policies and procedures are implemented and followed. Local policies comply with 29 CFR 32.27.

All partners provide for and adheres 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 confidentiality waiver form to allow the sharing of customer information which is 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 that 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 that they have in place policies and procedures to address these issues, and that 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 that is conducted at the local level to ensure that 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 for implementing and transitioning to an integrated, technology-enabled intake and case management information system for programs carried out under WIOA. The core partners held 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.

The Local Workforce Board will facilitate access by ensuring outreach and communications across regional partners that fosters access to broadband Internet access. Online access and communications are integral to plan implementation. Citizens of all ages need equal access to online information and services that connects to in-person services through the Local Area.

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. This 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.

#### **11. DATA SHARING (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*
- *Provide assurances that participants' Personally Identifiable Information (PII) will be kept confidential*
- *In each description, cite specific examples of required partners demonstrating a commitment to integration in the local area*

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

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 and American Job Center.

Fundamentally, accountability is the responsibility accepted by an organization for the results promised and commitments made. Accountability generally leads to better performance and customer satisfaction. Because the workforce innovation system will be administered collaboratively, all partners will share jointly in the planning and implementation of a system based on shared performance indicators, performance improvement tools and evaluation mechanisms. Over time, accountability will drive the workforce investment system toward shared "system goals and principles".

It is the responsibility of the SIWDB through the 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 One-Stop Business and Employment Center Operator 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 that will help them reach their 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 their needs were met.
- The One-Stop Business and Employment Center and access points (hereinafter referred to as "One-Stop"), are responsible for the direct and indirect provision of services as set forth in WIOA.
- It is understood that the information shared between any organization or agency is confidential and is used solely for the purpose of providing quality services to you.
- It is further understood by the staff who will be working with a customer that the staff 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, 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. It is the customer's responsibility to ensure that data entered on the Resource Room computers is deleted prior to leaving the facility to ensure PII is protected.

Partners agree to a data sharing agreement that allows each program to comply with the federal laws governing it and that 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.

The implementation of an integrated technology-enabled common intake and case management system for state programs carried out under WIOA is to be determined by the State partners. The SIWDB has



procured and is in the process of developing a database system that will capture common, basic customer data.

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

*Using the Infrastructure Funding Agreement (fillable spreadsheet)*

1. *Complete the FTE Calculations tab of the Infrastructure Funding Agreement for each comprehensive one-stop center, as well as for each affiliate or specialized center designated by the local workforce board and at which required partners agree to provide services.*
  - a. *For partners whose staff will be cross-trained to provide services of another partner’s program:*
    - i. *Identify the FTE commitments being made to provide services on behalf of another required partner at the comprehensive one-stop center or affiliate or specialized center.*
    - ii. *Enter that FTE commitment into the “FTE Calculations” tab specific to that service location.*
  - b. *For partners whose services are being provided by another partner’s cross-trained staff:*
    - i. *Identify an FTE commitment that corresponds with the required partner providing the services on your behalf.*
    - ii. *Enter that FTE commitment into the “FTE Calculations” tab specific to that service location.*
2. *Complete a “Cost Allocation” tab for each service location. Note that infrastructure costs will be completed for each service location, including comprehensive one-stop centers and any affiliated or specialized center designated by the local workforce board. Shared local service delivery costs will be completed only once for the entire local system, encompassing all comprehensive one-stop centers and other service locations in the local area.*
  - a. *For each service location, identify the agreed-upon amount that each required partner will contribute toward infrastructure costs to operate that service location. (Infrastructure costs must be negotiated on an annual basis.)*
  - b. *For the entire local service delivery system, specify the agreed-upon amount of the shared local system costs that each required partner will contribute. (Shared local system costs must be negotiated on an annual basis.)*
  - c. *In the Shared Delivery System Costs section of the spreadsheet, identify the cost of the one-stop operator in the designated line item.*
    - i. *If required partners have selected either a single entity or a consortium to perform one-stop operator functions, then enter the cost of the competitively procured one-stop operator in the designated cell of Column B and each partner’s share of the total cost in that row.*
    - ii. *If required partners have opted not to share the cost of the one-stop operator and instead will provide in-kind personnel to perform the one-stop-operator functions, then enter the total agreed-upon value of the in-kind personnel in the designated line item of Column B, and each partner’s share of the total cost in the row for “less in-kind staffing.”*

- iii. *Explain the in-kind staffing contribution in the “Notes” section of the spreadsheet (which must align with Section 12 of the MOU narrative).*
  3. *Approve the agreed-upon, annual Infrastructure Funding Agreement through the MOU amendment procedures described in this MOU, Section 13, including signatures.*

*In the space below and following the Governor’s Guidelines – Revision 2 and Supplemental Guidance for PY18, 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, 2018 through June 30, 2019.*
3. *Specify in the narrative whether the budget submitted represents and 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. *Pending additional State or Federal policy or guidance about affiliate centers, affirm in the narrative that each required partner meets the minimum FTE commitment of .25 FTEs in each comprehensive one-stop center and if agreed upon by all partners each designated access point.*
  - a. *If a required partner commits to less than .25 FTEs in any service location, then provide a rationale in the narrative and state the agreed-upon FTE commitment, which will be reviewed at the State level on a case-by-case basis.*
6. *Describe in the narrative whether and which staff will be cross-trained to provide services on behalf of another required partner.*
  - a. *For each required partner providing cross-trained staff to deliver services on behalf of another partner, confirm how the contributing partner’s infrastructure cost allocations will be reduced in correlation with the number of FTEs that will be cross-trained to provide another partner’s programs.*
7. *Affirm in the narrative that the local workforce board will ensure that a designated entity will reconcile budgeted to actual shared costs in the Infrastructure Funding Agreement at least semi-annually.*
  - a. *Specify the entity designated by the local workforce board responsible for conducting the reconciliation, and*
  - b. *Specify how frequently the reconciliation of budgeted to actual costs will occur.*
8. *Complete an “Outcome Report for Annual Budget Negotiations for PY18,” and submit the completed form with a draft Infrastructure Funding Agreement to the individual designated by the Governor by April 15, 2018.*
9. *Submit a signed version of this amended Section 12 of the MOU with an agreed-upon one-stop operating budget to the individual designated by the governor by June 30, 2018.*
10. *Using the table provided below, include the following additional financial information for each required program partner:*

- i. *Each required program partner's total cash contribution toward its proportionate share of infrastructure and local service delivery system costs for PY 2018; and*
- ii. *The dollar amount of a 10% variance from each partner's total cash contribution in the case that actual costs exceed budgeted costs.*

1. The MOU Negotiations Committee began meeting on January 31, 2018 to negotiate the terms of the FY 2018 MOU. The members of the 2018 MOU Negotiations committee include: Michelle Cerutti, Title 1B and TAA; Christina Hutcheson, Kay Fleming, Karla Tabing, Sandy Snowden, Title II; Jillian VanZandt, John Otey, Janice Taylor-Brown, Penny Valentine, Wagner-Peyser, UI, Vet Services, TRA and MFSWS; Joan Jablonski and Van Lees Leeds, Voc Rehab; Lori Ragland and Melanie Pecord, Perkins; Deb Jackanicz and Paulette Hamlin, CSBG; Beth Brown and Gretchen Morse, SCSEP (FR, JX, WM, PR); Connie Ralph, Brandy Smith and Antoinette Spiller, SCSEP (JF); Angela Imhoff, TANF; Rebecca Henry, Second Chance; and John Shadowens & Ryan Alton, Youthbuild.

Subsequent meetings held on 2/15, 3/23 and 4/10 led to recommendations to the full board concerning the following: to allow select partners to contribute less than .25 FTEs, to change Mt. Vernon to an access point, and to fund a Navigator for the Comprehensive Center. The Navigator function would allow for full time, professional consistency in onboarding in the Resource Room of the One-Stop Business and Employment Center/AJC in the Marion comprehensive center. Three partners originally -committed to providing the functions of the Navigator. The navigator position changed to a "shared cost" beginning July 1, 2019.

The One Stop Operator was procured on May 30, 2018, immediately upon notice of the existing OSO determining not to sign the offered extension. All partners, the CLEOs and the SIWDB Executive Committee were informed of the unexpected need to procure on May 30, 2018. Only one entity, Crosswalk Community Action Agency (CCAA), responded to the RFA and submitted an application on June 26, 2018. The application was scored by the SIWDB Executive Committee. The CLEOs also approved the acceptance of the OSO application. Crosswalk extended their contract through June 30, 2020.

PY19 negotiations began on 12/11/18 in-person at the OneStop Committee Meeting with an initial review of direct linkage. On 1/8/19, the committee met in person to finalize the direct linkage from each partner, determine the Mt.Vernon status designation (access point) and reaffirm the Navigator position as a shared cost for the Comprehensive Center. On 1/18/19, the SIWDB (Southern Illinois Workforce Development Board) met and approved the DRAFT Budget. On 2/15/19, the MOU committee met in person for a final review of the budget and FTEs. The group re-affirmed the less than .25 for the Title V partner. On 3/12/19, the committee (all partners) met in person to finalize and approve the budget and narrative. On 3/21/19, the SIWDB approved the partner contributions, narrative, and budget. On 5/16/2019, the SIWDB approved the final MOU. On 6/18/19, the CLEOS approved the final MOU. All partners participated and agreed to the MOU as evidenced by the signed signature pages. The final signed MOU was submitted on 6/28/19. Kathy Lively is the impartial negotiator for PY19 negotiations.

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2. Infrastructure costs needed to operate the comprehensive one-stop center have been identified and can be found in the Infrastructure Funding Agreement. These costs will be negotiated annually and this funding agreement is in effect for July 1, 2018 through June 30, 2019. The agreement has been extended through June 30, 2020.

Shared Delivery System costs needed to operate the comprehensive one-stop center have been identified and can be found in the Infrastructure Funding Agreement, Part 2 Shared Delivery System Costs, of the Governor's Guidelines. These costs will be negotiated annually and this funding agreement is in effect for

July 1, 2018 through June 30, 2019. The costs were negotiated and the funding agreement updated and approved through June 30, 2020.

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. 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 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 \$4290.25. The ~~total~~ cost per partner is listed on the standard budget for shared costs appendix item 8. The PY 2019 shared total costs are \$4474.76 (\$4475) 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 may include the cost of 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 for each partner is \$2,848.64. The .25 FTE agreed upon delivery system cost contribution for PY 2019 for each partner is \$3334.92 (\$3335).

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 contribution for each partner is \$1442.00. The .25 FTE agreed upon infrastructure cost contribution for each partner for PY 2019 is \$1139.84 (\$1140).

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 that 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: CTE-Perkins .1 as Perkins is not a direct referral but is an option to provide training/instruction; SCSEP.1 to be shared by MERS and Evansville Goodwill as they have less than 20 slots combined for the entire 20-county region; CSBG .1 as training funds are a very small part of CSBG's total budget; and DHS TANF .75 as they are only in the AJC 3 days a week.

The PY 2019 request for less than .25 FTEs was ~~only~~ requested by SCSEP for .105. The SIWDB and MOU Committee approved the request as SCSEP (MERS and EVV combined) have only 15 slots available to serve the entire 5-county region. This request was approved by the MOU Partners 2/15/19 and the full SIWDB 3/2/19.

6. No staff will be cross-trained to offer partner services or act on behalf of another partner. The Navigator function shared by DHS/TANF, IDES and Title 1B will be trained in partner services only to make appropriate referrals, NOT to perform any of the functions provided by the partner agencies.

7. The SIWDB designated Kathy Lively, CEO of the Administrative Entity, to be the individual to lead MOU Negotiations. Partner costs will be reconciled on a quarterly basis by billing actual costs for the quarter. The administrative entity for the SIWDB will provide quarterly statements to the One Stop Committee of actual infrastructure and system costs that have occurred and are included in the MOU. Partners will be invoiced quarterly.

Steps the SIWDB, CLEOs and One Stop Partners will take to resolve issues during the term of the MOU when consensus cannot be reached specific to infrastructure costs.

- a. When disputes arise during the term of the MOU, the partners will work together in good faith with a neutral convener to identify the nature of the dispute and attempt to identify ways in which the dispute can be resolved.
- b. The outcome of the dispute will be reported to the SIWDB.
- c. If the dispute cannot be resolved among the local partners the SIWDB members and member of the CLEOs, the dispute will be forwarded to the State of Illinois STAT member for further guidance.
- d. In the case of a dispute, all partners agree to comply with the Illinois Workforce Innovation Board's (IWIB) Conflict Resolution Procedure for Memorandum of Understanding to resolve their differences. However, nothing in this Article or MOU shall require the partners to submit a thirty (30) day cancellation of this entire MOU to conflict resolution or binding arbitration. The SIWDB and all partners shall adhere to the following conflict resolution process for disputes arising out of any provision of this MOU.

#### NOTES FROM SPREADSHEET:

B. line 150. The SIWDB waived the .25 FTE for SCSEP partners due to the fact that the 2 SCSEP programs have less than 15 customer slots for the 5 county area.

B. 157. Crosswalk Community Action Agency is the "procured" one-stop operator.

B. 164. 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. SCSEP's contribution is both cash and non-cash (conducting workshops available to the general public through the American Job Center.) The Southern SCSEP provider/manager conducts the workshops.

D. 110. The SIWDB waived the .25 FTE for SCSEP partners due to the fact that the 2 SCSEP programs have less than 15 customer slots for the 5 county area.

D. 117. (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. 124. 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. SCSEP's contribution is both cash and non-cash (conducting workshops available to the general public through the American Job Center.) The Southern SCSEP provider/manager conducts the workshops.

		Partner's Total Cash Contribution	Dollar Amount of 10% Variance from Total Cash Contribution displayed as Partner's Total Cash Contribution plus 10% Variance (if applicable)
Commerce	Title IB - Adult, Youth, & Dis. Workers	71,596.14	78,755.75
	TAA	4474.76	4922.24
	CSBG	4474.76	4922.24
IDES	Title III - Wagner-Peyser	17,899.04	19,688.94
	Title III - MSFW	4474.76	4922.24
	Veterans Services	4474.76	4922.24
	UI Comp Programs	4474.76	4922.24
	TRA	4474.76	4922.24
ICCB	Title II - Adult Education	4474.76	4922.24
	Career & Tech Ed - Perkins	4474.76	4922.24
DHS	Title IV - Vocational Rehab	17,899.04	19,688.94
	TANF - DHS	13,424.28	14,766.71
Aging	SCSEP	1789.90	1968.89
DOC	Second Chance	4474.76	4922.24
HUD			
Title IC - Job Corp			
Title ID - National Farmworkers			
Title ID - YouthBuild		4474.76	4922.24
Other 1			

<b>Other 2</b>		
<b>Other 3</b>		
<b>Other 4</b>		

**13. AMENDMENT PROCEDURES (Sec. 121 (c)(2)(v)) (Governor’s Guidelines, Section 5) (§ 678.500(b)(5))**

*Describe amendment procedures, including annual negotiation of infrastructure and shared system costs to address the following:*

- *The amount of notice a partner agency must provide the other partners to make amendments*
- *The procedures for informing other partners of the pending amendment*
- *The circumstances under which the local partners agree the MOU must be amended*
- *The procedures for amending the MOU to incorporate the final approved budget on an annual basis*
- *The procedures for terminating the MOU or a specific partner’s participation in the MOU*
- *The process for resolving any disputes that evolve after the agreement is reached*

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

The MOU may be amended upon mutual agreement of the parties that 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.

**14. RENEWAL PROVISIONS (Sec. 121(c)(2)(v)) (Governor’s Guidelines, Section 1, Item 10) (§ 678.500(b)(6))**

*Provide the process and timeline in which MOU will be reviewed, including:*

- *Explain the renewal process, which must occur at a minimum of every three years*
- *Describe the required renewal process if substantial changes occur before the MOU’s three-year expiration date*

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

The partners assure that 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

**17. DURATION OF AGREEMENT (Sec. 121(c)(2)(v)) (Governor’s Guidelines, Section 1, Item 10) (§ 678.500(b)(5))**



- Provide the effective date of the MOU
- List the agreed upon expiration date (cannot exceed three years)

The effective date of this MOU shall commence on July 1, 2017~~8~~, and shall terminate on June 30, 2020, unless previously terminated by one of the partners. The cost sharing agreement will be reviewed annually and amended, if needed by July 1 of each year.

**18. AUTHORITY AND SIGNATURES (Governor’s Guidelines, Section 1, Item 8(p); Section 5, Items 28-29) (§678.500(d))**

- Include a statement that the individuals signing the MOU have authority to represent and sign on behalf of their program under WIOA

The required partners signing this MOU have the authority to represent and sign on behalf of their program.

**19. ATTACHMENTS**

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

INCLUDES:

- CAREER SERVICES AVAILABLE THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)
- OTHER PROGRAMS AND ACTIVITIES AVAILABLE THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)
- SERVICE DELIVERY METHOD THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)

**IDES NON-DISCLOSURE AGREEMENT**

**ONE-STOP OPERATING BUDGET SPREADSHEET FOR PY19**

**OTHER** |        |

**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 checked="" 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 checked="" 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 checked="" 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 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"/>	
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 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 type="checkbox"/>	<input checked="" 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**

<b>BASIC CAREER SERVICES</b>												
<b>REQUIRED PARTNERS</b>	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 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"/>	
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"/>	

<b>INDIVIDUALIZED AND FOLLOW-UP CAREER SERVICES</b>												
<b>REQUIRED PARTNERS</b>	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**

<b>INDIVIDUALIZED AND FOLLOW-UP CAREER SERVICES</b>												
<b>REQUIRED PARTNERS</b>	<b>Comprehensive and specialized assessments</b>	<b>Development of an individual employment plan</b>	<b>Group counseling</b>	<b>Individual counseling</b>	<b>Career planning</b>	<b>Short-term pre-vocational services</b>	<b>Internships and work experience</b>	<b>Workforce preparation activities</b>	<b>Financial literacy services</b>	<b>Out-of-area job search assistance</b>	<b>English language acquisition</b>	<b>Follow-up services for participants in adult and dislocated worker programs</b>
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 checked="" 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 checked="" 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 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"/>
Housing and Urban Development Employment and Training Activities	<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"/>
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)**

<b>REQUIRED PARTNER</b>	<b>OTHER PROGRAMS AND ACTIVITIES PROVIDED</b>
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/GED, 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
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	N/A
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	Membership, Direct linkage to treatment, Holistic Case Management, Credentialing-food Management, Specialized LS/CMI EVP Criminalgenic Assessment, Mentorship, Holistic Case Management, Credentialing, Food Management
Housing and Urban Development Employment and Training Activities	N/A
Job Corps	N/A
YouthBuild	None

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

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

**SERVICE DELIVERY METHOD THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)**

<b>PROGRAM</b>	<b>SERVICES PROVIDED THROUGH <i>OWN STAFF</i></b>	<b>SERVICES PROVIDED THROUGH <i>CROSS-TRAINED PARTNER STAFF</i></b>	<b>SERVICES PROVIDED THROUGH <i>CONTRACTOR PROVIDER</i></b>	<b>SERVICES PROVIDED THROUGH <i>DIRECT LINKAGE</i></b>
Title I (Adult, Dislocated Worker, Youth)	<ul style="list-style-type: none"> <li>• Eligibility for Title 1B</li> <li>• Outreach, Intake, Orientation</li> <li>• Initial Skills Assessment</li> <li>• Labor Exchange services including job search and placement assistance</li> <li>• Referral and Coordination with Other Programs</li> <li>• Performance and Cost Information on providers of education, training and workforce services.</li> <li>• Performance Info for the local area as a whole</li> <li>• Information on the Availability of Supportive Services</li> <li>• Assistance Establishing eligibility for financial aid for non-WIOA training and education</li> <li>• Comprehensive and specialized assessments</li> <li>• Development of an Individual Employment Plan</li> <li>• Group Counseling</li> <li>• Career Planning</li> <li>• Short-term pre-vocational services</li> <li>• Internships and work experience</li> </ul>	Services:	Services:	Services:   On-site staff available during all hours of Center operation
		Partner:	Provider:	Method:

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

PROGRAM	SERVICES PROVIDED THROUGH <i>OWN STAFF</i>	SERVICES PROVIDED THROUGH <i>CROSS-TRAINED PARTNER STAFF</i>	SERVICES PROVIDED THROUGH <i>CONTRACTOR PROVIDER</i>	SERVICES PROVIDED THROUGH <i>DIRECT LINKAGE</i>
	<ul style="list-style-type: none"> <li>• Workforce Preparation Activities</li> <li>• Follow-up Services for participants in adult and dislocated worker program</li> </ul>			
Title II: Adult Education and Literacy		Services:	Services:	Services: <ul style="list-style-type: none"> <li>•Outreach, intake and orientation.</li> <li>•Skills and supportive service needs assessment</li> <li>•Program coordination and referral.</li> <li>•Training provider performance and cost information.</li> <li>•Performance information for the local area as a whole</li> <li>•Information about the availability of supportive services and referral to these services</li> </ul>
		Partner:	Provider:	Method: The One Stop Center will create an electronic referral via email and/or fax to Adult Ed and Literacy Providers and provide a copy of the referral to the customer. The customer will be provided a dedicated phone number and access to a One Stop Center phone line to contact the provider. The customer will be contacted by the Adult Ed Provider within 24 hours for services



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<b>PROGRAM</b>	<b>SERVICES PROVIDED THROUGH <i>OWN STAFF</i></b>	<b>SERVICES PROVIDED THROUGH <i>CROSS-TRAINED PARTNER STAFF</i></b>	<b>SERVICES PROVIDED THROUGH <i>CONTRACTOR PROVIDER</i></b>	<b>SERVICES PROVIDED THROUGH <i>DIRECT LINKAGE</i></b>
Title III: Employment Programs under Wagner-Peyser	Outreach, Intake, Orientation <ul style="list-style-type: none"> <li>• Labor Exchange services including job search and placement assistance</li> <li>• Referral and Coordination with Other Programs</li> <li>• Workforce and Labor Market information and statistics</li> <li>• Performance Info for the local area as a whole</li> <li>• Information on the Availability of Supportive Services</li> <li>• Information and meaningful assistance with UI</li> <li>• Comprehensive and specialized assessments</li> <li>• Development of an Individual Employment Plan</li> <li>• Career Planning</li> <li>• Short-term pre-vocational services</li> <li>• Internships and work experience</li> <li>• Workforce Preparation Activities</li> </ul>	Services:     Partner:	Services:     Provider:	Services:     Method:
Title IV: Rehabilitation Services	<ul style="list-style-type: none"> <li>• Outreach, Intake, Orientation</li> <li>• Initial Skills Assessment</li> <li>• Labor Exchange services including job search and placement assistance</li> <li>• Referral and Coordination with Other Programs</li> </ul>	Services:	Services:	<ul style="list-style-type: none"> <li>• Outreach, Intake, Orientation</li> <li>• Initial Skills Assessment</li> <li>• Labor Exchange services including job search and placement assistance</li> <li>• Referral and Coordination with Other Programs</li> </ul>

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

PROGRAM	SERVICES PROVIDED THROUGH <i>OWN STAFF</i>	SERVICES PROVIDED THROUGH <i>CROSS-TRAINED PARTNER STAFF</i>	SERVICES PROVIDED THROUGH <i>CONTRACTOR PROVIDER</i>	SERVICES PROVIDED THROUGH <i>DIRECT LINKAGE</i>
	<ul style="list-style-type: none"> <li>• Workforce and labor market information and statistics</li> <li>• Performance and Cost Information on providers of education, training and workforce services.</li> <li>• Performance Info for the local area as a whole</li> <li>• Information on the Availability of Supportive Services</li> <li>• Assistance Establishing eligibility for financial aid for non-WIOA training and education</li> </ul>			<ul style="list-style-type: none"> <li>• Workforce and labor market information and statistics</li> <li>• Performance and Cost Information on providers of education, training and workforce services.</li> <li>• Performance Info for the local area as a whole</li> <li>• Information on the Availability of Supportive Services</li> <li>• Assistance Establishing eligibility for financial aid for non-WIOA training and education</li> </ul>
Post-secondary Career and Technical Education under Perkins		Partner:     Services:	Provider:     Services:	Method: phone/videophone Services:   Referral and Coordination with Other Programs <ul style="list-style-type: none"> <li>• Workforce and labor market information and statistics</li> <li>• Performance and Cost Information on providers of education, training and workforce services.</li> <li>• Information on the Availability of Supportive Services</li> <li>• Assistance establishing eligibility for financial aid for non-WIOA training and education</li> <li>• Comprehensive and specialized assessments</li> </ul>

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				<ul style="list-style-type: none"> <li>• Individual Counseling</li> <li>• Career Planning</li> <li>• Internships and work experience</li> <li>• Workforce Preparation Activities</li> <li>• Financial Literacy</li> <li>• Financial Aid</li> <li>• Out-of-Area job search assistance</li> </ul>
		Partner:	Provider:	Method:   The One Stop Center will create an electronic referral via email and/or fax to Post-secondary CTE providers. A copy of the referral will be given to the customer. The customer will be provided a dedicated phone number and access to a One Stop Center phone line to contact the provider. The customer will be contacted by the provider within 24 hours for services
Unemployment Insurance		Services:	Services:	Services:   <ul style="list-style-type: none"> <li>• Outreach, Intake, Orientation</li> <li>• Referral and Coordination with Other Programs</li> <li>• Information and meaningful assistance with UI</li> </ul>
		Partner:	Provider:	Method:   Direct Linkage via direct phone Telephone line
		Services:	Services:	Services:   Outreach, Intake, Orientation

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Job Counseling, Training and Placement Services for Veterans				<ul style="list-style-type: none"> <li>• Labor Exchange services including job search and placement assistance</li> <li>• Referral and Coordination with Other Programs</li> <li>• Workforce and Labor Market Information Statistics</li> <li>• Performance Info for the local area as a whole</li> <li>• Information on the Availability of Supportive Services</li> <li>• Development of an Individual Employment Plan</li> <li>• Career Planning</li> <li>• Short-term pre-vocational services</li> <li>• Workforce Preparation Activities</li> </ul>
		Partner:	Provider:	Method:   Direct Linkage via direct Telephone line and Email
Trade Readjustment Allowance (TRA)		Services:	Services:	Services:   <ul style="list-style-type: none"> <li>• Outreach, Intake, Orientation</li> <li>• Referral and Coordination with Other Programs</li> <li>• Information and meaningful assistance with UI</li> </ul>
		Partner:	Provider:	Method: Direct Linkage via direct Telephone line at the Center in Marion
Trade Adjustment Assistance (TAA)	<ul style="list-style-type: none"> <li>• Eligibility for Title 1B</li> <li>• Outreach, Intake, Orientation</li> <li>• Initial Skills Assessment</li> </ul>	Services:	Services:	Services:
		Partner:	Provider:	Method:

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	<ul style="list-style-type: none"> <li>• Labor Exchange services including job search and placement assistance</li> <li>• Referral and Coordination with Other Programs</li> <li>• Performance and Cost Information on providers of education, training and workforce services.</li> <li>• Performance Info for the local area as a whole</li> <li>• Information on the Availability of Supportive Services</li> <li>• Assistance Establishing eligibility for financial aid for non-WIOA training and education</li> <li>• Comprehensive and specialized assessments</li> <li>• Development of an Individual Employment Plan</li> <li>• Group Counseling</li> <li>• Individual Counseling</li> <li>• Career Planning</li> <li>• Short-term pre-vocational services</li> <li>• Internships and work experience</li> <li>• Workforce Preparation Activities</li> <li>• Out-of-Area Job Search Assistance</li> </ul>			

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	<ul style="list-style-type: none"> <li>Follow-up Services for participants in adult and dislocated worker programs</li> </ul>			
Migrant and Seasonal Farmworkers	<ul style="list-style-type: none"> <li>Outreach, Intake, Orientation</li> <li>Labor Exchange services including job search and placement assistance</li> <li>Referral and Coordination with Other Programs</li> <li>Information on the Availability of Supportive Services</li> <li>Assistance Establishing eligibility for financial aid for non-WIOA training and education</li> <li>Development of an Individual Employment Plan</li> <li>Career Planning</li> <li>Short-term pre-vocational services</li> <li>Workforce Preparation Activities</li> </ul>	Services:	Services:	Services:
		Partner:	Provider:	Method:
National Farmworker Jobs Program	N/A	Services:	Services:	Services:
		Partner:	Provider:	Method:
Community Services Block Grant (CSBG)	<ul style="list-style-type: none"> <li>Outreach, intake and orientation</li> <li>Program coordination and referral</li> <li>Information about the availability of supportive services and referral to these services</li> </ul>	Services:	Services:	
		Partner:	Provider:	

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Senior Community Services Employment Program (SCSEP)	<p>Referral and Coordination with other programs</p> <ul style="list-style-type: none"> <li>• Comprehensive and specialized assessments</li> <li>• Development of an Individual Employment Plan</li> <li>• Career Planning</li> <li>• Internships and work experience</li> </ul>	Services:	Services:	<p>Services: Referral and Coordination with other programs</p> <ul style="list-style-type: none"> <li>• Comprehensive and specialized assessments</li> <li>• Development of an Individual Employment Plan</li> <li>• Career Planning</li> <li>• Internships and work experience</li> </ul>
	<p>Method: : The One Stop Center will create an electronic referral 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 phone number and access to a One Stop Center phone line to contact the provider. The customer will be contacted by the provider within 24 hours for services.</p>	Partner:	Provider:	<p>Method: : The One Stop Center will create an electronic referral 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 phone number and access to a One Stop Center phone line to contact the provider. The customer will be contacted by the provider within 24 hours for services.</p>
TANF	<p>*Outreach, Intake, Orientation</p> <p>*Referral and Coordination with other programs</p> <p>*Information on the availability of supportive services</p> <p>*Assistance establishing eligibility for financial aid for non-WIOA training and education</p>	Services:	Services:	Services:

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	*Comprehensive and specialized assessments *Development of an IEP *Career Planning Short-term Pre-Vocational services *Internships and Work Experience *Workforce Preparation Activities			
		Partner:	Provider:	Method:
Second Chance		Services:	Services:	Services: <ul style="list-style-type: none"> <li>• Outreach, Intake, Orientation</li> <li>• Initial Skills Assessment</li> <li>*Workforce and labor market information and statistics</li> <li>• Referral and Coordination with Other Programs</li> <li>• Assistance Establishing eligibility for financial aid for non-WIOA training and education</li> <li>• Comprehensive and specialized assessments</li> <li>• Development of an Individual Employment Plan</li> <li>• Career Planning</li> <li>• Workforce Preparation Activities</li> <li>*Financial Literacy  </li> </ul>
		Partner:	Provider:	Method: : The One Stop Center will create an electronic



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				referral 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 phone number and access to a One Stop Center phone line to contact the provider. The customer will be contacted by the provider within 24 hours for services.
Housing and Urban Development Employment and Training Activities	N/A	Services:	Services:	Services:
		Partner:	Provider:	Method:
Job Corps	N/A	Services:	Services:	Services:
		Partner:	Provider:	Method:
YouthBuild		Services:	Services:	Services: •Outreach, Intake and Orientation •Initial Skills Assessment •Referral and coordination with other programs •Information on availability of supportive services •Assistance establishing eligibility for financial aid •Development of an IEP •Career Planning •Short-term prevocational services •Workforce Prep Activities •Financial Literacy
		Partner:	Provider:	Method:
Other (specify):		Services:	Services:	Services:

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		Partner:	Provider:	Method:
Other (specify): 		Services:	Services:	Services:
		Partner:	Provider:	Method:
Other (specify): 		Services:	Services:	Services:
		Partner:	Provider:	Method:

## IDES NON-DISCLOSURE AGREEMENT

### Attachment No. ND19 to Amendment No. PY19 to LWIA #25 MOU

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 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 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. Executed Amendment. RECIPIENT acknowledges and agrees that by signing Amendment No. PY19 to the MOU (“Amendment”) it agrees to be bound by the terms and conditions of this Agreement, which are incorporated into the MOU by the Amendment. RECIPIENT’s execution of the Amendment is a prerequisite for receiving any confidential information under this Agreement.
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 Amendment 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.

### 9. Entire Agreement. This Agreement contains the entire agreement between the Parties and supersedes all previous agreements and proposals, oral or written, regarding the matters

## **IDES NON-DISCLOSURE AGREEMENT**

addressed herein. This Agreement may be amended upon the mutual written agreement of the Parties. In the event of conflict, this Agreement shall prevail over the MOU.

10. 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.