

**Attachment No. 1 to Amendment No. 2 to LWIA #4 MOU**

**LOCAL MOU TEMPLATE**

**MEMORANDUM OF UNDERSTANDING  
BETWEEN  
NORTHWEST CENTRAL IL WORKS (NCI WORKS)  
AND  
THE PARTNERS LISTED IN SECTION 1 BELOW**

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

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Tim Harmon, Workforce Enterprise Services  
**Impartial individual designated by the Local  
Board Chair to lead annual budget  
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**1. PARTIES TO MOU (SEC. 121 (C)(1)) (Governor’s Guidelines, Section 1, Item 8(b))**

- List the required partner providing services in the local area
- List the partner agency providing services of each required partner

PARTIES TO MOU	TYPED NAME
Local Workforce Innovation Board Chair	Linda Burt and Cary Robbins (co-chairs)
Chief Elected Official	Kim Gouker, Chair of CEO's of WDA #4
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	Business Employment Skills Team, Inc. (BEST, Inc.)
Title II: Adult Education and Literacy	Illinois Valley Community College (IVCC) and Sauk Valley Community College (SVCC)
Title III: Employment Programs under Wagner-Peyser	IL Dept. of Employment Security (IDES)
Title IV: Rehabilitation Services	Division of Rehabilitation Services (DRS)
Perkins/Post-secondary Career & Technical Education	IVCC & SVCC
Unemployment Insurance	IL Dept. of Employment Security (IDES)
Job Counseling, Training, Placement Services for Veterans	IL Dept. of Employment Security (IDES)
Trade Readjustment Assistance (TRA)	IL Dept. of Employment Security (IDES)
Trade Adjustment Assistance (TAA)	BEST, Inc.
Migrant and Seasonal Farmworkers	IL Dept. of Employment Security (IDES)
Community Services Block Grant (CSBG)	Tri-County Opportunities Council and Northwestern Illinois Community Action Agency
Senior Community Services Employment Program (SCSEP)	Nat'l Asian Pacific Center on Aging/National Able Network
TANF	IL Dept. of Human Services - Division of Family and Community Services (TANF)
Second Chance	N/A
<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	
Housing and Urban Development Employment and Training Activities <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Job Corps <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Youth Build <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
<b>ADDITIONAL PARTNERS AS PARTIES TO MOU</b>	<b>ENTITY ADMINISTERING PROGRAM</b>

**2. PURPOSE AND SCOPE OF MOU (Governor's Guidelines, Section 1, Item 1)**

- Describe the general purpose and scope of the umbrella MOU

The partners in Local Workforce Area #4 are committed to providing an integrated delivery of federally-funded workforce services throughout our 8-county area, including at the comprehensive one-stop center identified in Section V of this MOU.

The purpose of this MOU is to define each partner's contribution, specifically identifying the services and method of delivery that will contribute to supporting our vision. It will also document how each partner will contribute its proportionate share of infrastructure costs for the comprehensive one-stop

center. LWA #4 partners have agreed to use an umbrella MOU that will be in effect for three years, with the shared system costs reviewed and negotiated annually.

Furthermore, NCI Works and the partners party to this MOU agree in general that they will:

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*

All partners support our vision "To offer a fully integrated and accessible employer-driven local workforce system in LWA #4 that maximizes the resources of our education, workforce and economic development partners to develop the abilities and talents of our students, job seekers and workers which will enable them to work and our businesses to compete". It should be noted that this vision is the same vision for the local workforce system, and is consistent with the priorities of EDR #6 and the State of Illinois.

Many of the partners have a long history of collaboration and cooperation in providing services to both individual and business customers. Currently partners share general program information with customers and make referrals to other agencies as determined appropriate. Business Service Teams have successfully existed in our area for years. However, all parties to this MOU agree that significant efforts need to be made to go beyond these basic initial services, specifically: to enhance both the referral and tracking of all customers between partner agencies; to gain an in-depth working knowledge of each other's programs and services; to build a fully-aligned career pathways system for our business and job-seeking customers that is supported through the delivery of coordinated and integrated services; and, to keep the lines of communication open in order to address rising needs and challenges that may require a fully collaborative response.

At the MOU March 17, 2016 Meeting, partners agreed that the first task to be undertaken would be to enhance the referral and tracking system between agencies, not only at the comprehensive center but throughout the entire workforce system for the 8-county area. They decided that during PY '16, they would work on an on-line directory that would include contact information and preferred method of referral (e.g., on-line, phone, etc.) that would allow us to make and track referrals, including a mechanism for following up. Until that is developed, however, a very simple spreadsheet directory may be utilized. This task is not yet completed and therefore we are still using a manual system.

Other options are currently being explored for implementing an integrated local workforce system: the use of a 211-like hotline with a unique phone number for each partner and an answering machine to make sure no calls are missed and appropriate referrals, tracking, and other basic career services could be done; Skype with video capability which would provide a face-to-face virtual meeting and can be offered by all partners at this time except for DHS (though they are looking into the possibility); and, the development of a one-stop center website, or minimally webpage, with links to each partner's individual website, that will list all programs and services available at the comprehensive one-stop center and the access sites. The website/webpage is being designed as a class-project at IVCC, and will begin with the core partners. [The website has been completed.](#)

Future projects that will simplify and expedite the referral process include, to the extent possible, the development of a common Release of Information form and in our "dream one-stop", a common intake form. Partners present at this meeting acknowledge that both forms will probably require the support and involvement of state-level directors. Because the completion of this goal is really beyond the partners' control, no expected date of completion has been set.

Acknowledging that a functionally-aligned system depends upon all partners having an in-depth working knowledge of the programs and services that make up the business and career services system, partners intend to have appropriate staff cross-trained in the more essential elements of other partner programs. These elements include: program eligibility, services offered to both job seekers and businesses as well as how those services will contribute to career pathways and sector strategy initiatives, a designated point of contact for each agency, and any prohibitions and/or restrictions that apply to a specific program. Cross-training and/or information exchange [has been going on and will continue to do so as needed.](#)

Developing career pathways in a demand-driven system will require strong partnerships with local businesses who will define the specific essential and occupational skills needed to meet their workforce needs. Through alignment and integration of partner services and resources, new and existing career pathway opportunities will be made available to our students, job seekers and workers, including those facing multiple barriers to employment. A "journey-mapping" strategy will serve as the linkage connecting career pathways with in-demand industries and occupations. [Policies, procedures and sector initiatives will be fully addressed in the PY '20 MOU as part of the services integration policies section required by the Governor's Guidelines.](#)

Finally, the key to carrying out our vision on an on-going basis will be continuous communication. Agency managers and designated staff in both the comprehensive and access sites will meet on a monthly basis for the purpose of sharing general information; discussing issues or challenges that might arise, especially during the first year of this MOU; jointly developing policies and procedures related to journey mapping for individuals or businesses; serving as the vehicle for cross-training staff, with each agency "spotlighted" at one meeting; and providing the opportunity to our business service team members to share information on the local business environment. Not only will this be an effective way for everyone to stay on track with our MOU goals, but it will also be a great opportunity for our staff members to get together, get to know one another on a more personal basis, and foster personal and professional relationships. Timing of the first meeting will be determined at an appropriate time, but as soon as possible. Partner agencies that are not directly connected to the one-stops, but are an integral part of the local workforce system across the 8 counties will be encouraged to attend these meetings.

#### **4. MOU DEVELOPMENT (Governor's Guidelines, Section 1, Items 2-8)**

- *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*

LWIA #4 used Workforce Services Enterprise, Inc. to be the independent negotiator for the budget negotiations and acquired his services through a competitive process. Two on-site meetings were held, plus one conference call. Below is the step-by-step, process for the entire process. If consensus on the MOU is not reached, LWA #4 will follow State guidance and do whatever we can to reach consensus. However, all partners must be willing to pay their fair share in accordance with Act and Governor's Guidelines. Pam Furlan will serve as the lead for any changes to the programs and services component.

January 23, 2019 - Executive Committee approved the negotiation process for the MOU Resource Sharing Agreement.

An on-site meeting was held on February 4, 2019 for the partners to review the programs and services component of the PY '19 MOU and provide input. In attendance: CSBG, IDES, BEST, Inc., Adult Ed, DHS-TANF, DHS-DRS. Not in Attendance: National Able, Perkins/CTE.

February 26, 2019 – Second meeting of the partners was held via conference call for budget revisions and approvals. On the call were IDES, National Able, BEST, Inc., DHS-DRS, Adult Ed, Perkins/CTE. Not on the call were CSBG, DHS-TANF.

March 20, 2019 - Third meeting on -site for all partners to develop the preliminary budget. In attendance: BEST, Inc., National Able, Adult Ed, CSBG, IDES. Not in attendance: DHS - DRS, DHS-TANF, Perkins/CTE.

April 15 - Submitted Report of Outcomes to DCEO, indicating National Able did not agree with the FTE Allocation

May 21 - Date planned to send final budget to NCI Works in time for action at their May meeting.

May 28 - Anticipated date for approval of the final PY '19 Budget and revisions to the MOU programs and services components by NCI Works. This is the last meeting before the June 30 deadline for submission of the MOU to the State.

June 17 - Date planned for final Budget and MOU to be sent out to the CEOs in time for action at their June meeting.

June 24 - Anticipated date for approval of final MOU and Cost sharing agreement by the CEO's. This is the last meeting before the June 30 deadline for submission of the MOU to the State.

**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*

Comprehensive One Stop Center: NCI Works! One Stop Center  
1550 First Street  
Ottawa, IL 61350  
815-640-9407

Access Sites: Business Employment Skills Team, Inc. (BEST, Inc.)  
2323 East Lincolnway  
Sterling, IL 61081  
815-625-9648

Business Employment Skills Team, Inc. (IVCC)  
815 N. Orlando Smith Avenue  
Oglesby, IL 61348  
815-224-0370

BEST, Inc. – Princeton  
225 E. Backbone Road  
Princeton, IL 61356  
815-872-0255

BEST, Inc. – Oregon  
810 S. 10th Street  
Oregon, IL 61061  
815-732-0148

BEST, Inc. – Dixon  
112 E. 2nd Street  
Dixon, IL 61021  
815-288-1260

BEST, Inc. – Mt. Carroll  
301 N. Main Street  
Mount Carroll, IL 61053  
815-244-2522

BEST, Inc. – Galena  
9483 W. US Highway 20  
Galena, IL 61036  
815-777-6177

**6. DESCRIPTION OF COMPREHENSIVE ONE-STOP SERVICES (Sec. 121 (c)(2)(i)) (Governor's Guidelines, Section 1, Item 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

[As stated previously, all partners support our vision "To offer a fully integrated and accessible employer-driven local workforce system in LWA #4 that maximizes the resources of our education, workforce and economic development partners to develop the abilities and talents of our students, job seekers and workers which will enable them to work and our businesses to compete". That vision certainly speaks to the combined commitment of all partners. To further demonstrate this commitment, our "dream one-stop" has been at the center of discussions regarding the delivery of services, and what has been implemented as a result of the Process Mapping project will be utilized and expanded where necessary to help us to achieve that goal.

Specific methods being used to demonstrate this commitment include the following, which have been described elsewhere: cross-training staff at monthly meetings; Skype with video option (available for most partners); and the one-stop center website. Methods being explored include: common referral, release and other forms as/if possible; and, each agency should subscribe to their local 211 resource through the United Way. ]

**Title I (Adult, Dislocated Worker and Youth)** – [As the Title IB provider in LWA #4., Business Employment Skills Team, Inc. (BEST, Inc.) has a full-time presence in the comprehensive center and either a full- or part-time presence at its BEST, Inc. access sites, with employees who will offer the career services (listed in the matrix) to customers. The access sites housed throughout the workforce area to better assist customers with either transportation issues or the convenience of a more local office setting. All have access to TTY services. BEST, Inc. will provide cross-training on all of its basic services. BEST, Inc. as the Title IB provider will participate in all of the coordinated efforts that are available and has so noted its intent to coordinate with other partners on the attached Career Services Matrix. ]

**Title II (Adult Education and Literacy)** – [Adult Ed - IVCC

Adult Education will provide cross-training on Adult Education services for One-Stop staff. To meet the "on-demand access to required career services" at the One-Stop, Adult Education will administer a needs assessment with ADA accommodations, if necessary, through:

- The Adult Education web site (Spanish/English)
- Phone calls (Spanish/English)

- Email (Spanish/English)
- Skype

Needs assessment follow-up will include:

- Intake and orientation for adult education classes
- Employment and education transition services
- ADA services
- Individual career and academic counseling
- College placement testing
- Career Planning

Adult Education will also provide supportive services such as constitution testing, online learning, academic referrals, and assistance with HSE testing accommodations as well as coordination with other social service agencies to avoid duplication of services.

Adult Ed – SVCC

Sauk Valley Community College Adult Education partners with the Sterling access site in several ways. First, the location of the Sterling center houses both BEST, In., the Title 1B provider and the IDES office which also serves as a location for an SVCC Adult Education class site. This means that we can accommodate any client seeking a GED who comes in to the center instantly. BEST staff simply walks the client to our classroom where the instructor will provide information about classes and GED requirements. The instructor can also register and provide services for the student on the premises. Secondly, once the client engages in class and passes the GED test, SVCC provides transitional support into college/certificate programs that Sauk has to offer. We work with BEST to provide the necessary information and services to make the client become a successful student.

Furthermore, both of our Adult Ed partners will participate in all of the coordinated efforts that are available and have so noted its intent to coordinate with other partners on the attached Career Services Matrix. IVCC will be available through direct linkage through SKYPE with video option. SVCC will be available through direct linkage through telephone.]

**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. Services available onsite. Furthermore, our IDES partner will participate in all of the coordinated efforts that are available and has so noted its intent to coordinate with other partners on the attached Career Services Matrix.

**Title IV (Rehabilitation Services)** – As a One Stop partner, DRS is committed to providing world class customer service to individuals accessing the One Stop Center. The agency will provide an on-site counselor at least one day per week for approximately 5 hours to work with customers with disabilities access appropriate services. In addition to meeting with his current customers for regular appointments at the center to give them exposure to all services., he will be available to meet with walk ins to discuss DRS and serve as a referral source for other community agencies appropriate for individuals with disabilities. We will be able to take referrals for the vocational rehabilitation program, complete an initial interview or forward the referral to the appropriate office. Additionally, DRS will be involved in cross training with partner agencies in hopes of better overall knowledge of various programs. Similar

services will also be available to customers at the Sterling access site on an as needed or appointment basis. Furthermore, our DRS partner will participate in all of the coordinated efforts that are available and has so noted its intent to coordinate with other partners on the attached Career Services Matrix.

DRS will be available on-site [and via direct linkage](#) when needed.

**Perkins/Post-Secondary Career and Technical Education** – [The Carl Perkins/CTE partner utilizes a uniform paper referral form to be available at the workNet One-Stop Center that staff can use to refer clients to CTE programs & Perkins supported services at IVCC. In addition, a contact phone number, e-mail, and Skype a Counselor will be available.]

**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. Services available onsite. Furthermore, our IDES partner will participate in all of the coordinated efforts that are available and has so noted its intent to coordinate with other partners on the attached Career Services Matrix.]

**IDES/Job Counseling, Training and Placement Services for Veterans** – [IDES provides veterans with priority of service over all other job applicants, actively promotes and develops employment opportunities, and provides placement and vocational guidance services. Services available onsite. Furthermore, our IDES partner will participate in all of the coordinated efforts that are available and has so noted its intent to coordinate with other partners on the attached Career Services Matrix.]

**IDES/Trade Readjustment Assistance** – [IDES administers Trade Readjustment Allowances, a benefit under the TAA program, providing income support to persons who have exhausted unemployment compensation and whose jobs were affected by foreign imports. Services available onsite. Furthermore, our IDES partner will participate in all of the coordinated efforts that are available and has so noted its intent to coordinate with other partners on the attached Career Services Matrix.]

**Trade Adjustment Assistance (TAA)** – [As the Title IB provider in LWA #4., Business Employment Skills Team, Inc. (BEST, Inc.) has a presence in the comprehensive center and at the access site in Sterling with full time employees who will offer the career services (listed above) to customers. In addition, multiple offices are housed throughout the workforce area to better assist customers with either transportation issues or the convenience of a more local office setting. All have access to TTY services. Due to the complexity of TAA, BEST, Inc. will provide cross-training on all the basics of the program, as well as a simple explanation of the services. BEST, Inc. as the TAA provider has staff at both the comprehensive center and the access site and other offices throughout the 8-county area, will participate in all of the coordinated efforts that are available and has so noted its intent to coordinate with other partners on the attached Career Services Matrix.]

**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. Services available onsite. Furthermore, our IDES partner will participate in all of the coordinated efforts that are available and has so noted its intent to coordinate with other partners on the attached Career Services Matrix.]

**National Farmworker Jobs Program (NFJP)** – [Unfortunately, due to budgetary constraints, the Illinois Migrant Council will no longer be able to provide services in LWA #4. However, should staff

need a place at which to meet customers, they will always be welcome at either the comprehensive center or access site.

**Community Service Block Grant (CSBG)** – ~~As the primary CSBG Program for the comprehensive one-stop center, Tri-County Opportunities Council will have an Outreach Specialist working out of the one-stop one day per week. An intake application will be taken on those individuals interested in their supportive services at the one-stop on the day that the Outreach Specialist is on-site. At that time, appropriated services and/or referrals will be provided. Clients interested in supportive services at other times may contact their main office at 800/323-5434 and ask for the CSBG department. The staff in that department will determine where the client resides and provide client information to our Outreach Specialist in the respective area. The Outreach Specialist will contact the client directly and make arrangements for an intake meeting. The CSBG partner for the northern part of the LWA, Northwest Illinois Community Action Agency, will provide similar services at any of the partner locations throughout the one-stop area. Furthermore, our CSBG partner will participate in all of the coordinated efforts that are available and have so noted its intent to coordinate with other partners on the attached Career Services Matrix.~~ As the primary CSBG Program for the comprehensive one-stop center, Tri-County Opportunities Council will have an Outreach Worker working out of the one-stop one day per week. An intake application will be taken on those individuals interested in their supportive services at the one-stop on the day that the Outreach Worker is on-site. At that time, appropriated services and/or referrals will be provided. Clients interested in supportive services at other times may contact 800/323-5434. The staff will provide direct linkage to services and/or referrals based on the information obtained in that call. The CSBG partner for the northern part of the LWA, Northwest Illinois Community Action Agency, will provide similar services at any of the partner locations throughout the one-stop area. Furthermore, our CSBG partner will participate in all of the coordinated efforts that are available and have so noted its intent to coordinate with other partners on the attached Career Services Matrix.

**Senior Community Services Employment Program (SCSEP)** – Senior Community Services Employment Program (SCSEP) – Technology - 103 W. Cumberland, Greenup ( Bureau, LaSalle and Putnam) 567 W. Lake Street, Suite 1150 Chicago (Carrol, Jo Daviess, Lee, Ogle, and Whiteside) - National Able, through the Senior Community Service Employment Program (SCSEP), assists eligible individuals, participate in paid community service assignments at local public and nonprofit organizations. These assignments are a stepping stone to employment. We help foster individual economic self-sufficiency and promote useful part-time opportunities in community service assignments for unemployed low-income persons who are 55 years of age or older, particularly persons who have poor employment prospects, and to increase the number of older persons who may enjoy the benefits of unsubsidized employment in both the public and private sectors. Through these community services and related activities, the SCSEP enhances the skills and abilities of participants, increases their employability, develops appropriate job opportunities, and assists in placing them in unsubsidized employment after the completion of their community-service assignments.

In addition to the community service assignment, participants in the SCSEP get help accessing needed services, updating their employment skills, and developing a job search plan. Furthermore, the SCSEP program will be available via direct linkage through Skype with video linkage.

**DHS/TANF** – Illinois Department of Human Services, LaSalle County Family Community Resource Center is located within the same building as the One-Stop. TANF staff is available all day, every day, to assist those wishing to apply for TANF benefits. In addition, customers can apply for benefits online using computers in the resource room at the One-Stop. Furthermore, our DHS/TANF partner will

participate in all of the coordinated efforts that are available and have so noted its intent to coordinate with other partners on the attached Career Services Matrix. The local TANF Office is located in the one-stop facility so they will be able to participate via direct linkage when needed.]

**IDOC Second Chance** – [N/A]

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

**Job Corps** – [N/A]

**YouthBuild** – [N/A]

**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)*

**One Stop Operator Process for LWIA #4**

The NCI Works Executive Committee met on March 15, 2018 and recommended that the LWIA #4 Consortium consisting of the Illinois Department of Employment Security, Illinois Department of Human Service/Vocational Rehabilitation Services, IL Valley Community College Adult Education, and Business Employment Skills Team, Inc. be approved as the One Stop Operator in LWIA #4. Carrie Folken with Business Employment Skills Team, Inc. recused herself from the discussion and vote on this action item. This action was ratified by NCI Works at their meeting on March 20, 2018.

The One-Stop Operator agreement between the One-Stop Consortium, NCI Works, and the Chief-Elected Officials of LWIA #4 specifies that the roles and responsibilities of the Operator would include but not be limited to:

Service Coordination:

- Coordination of delivery of services among the partners.
- Ensure that customer calls to the One-Stop Center are handled timely and in accordance with procedures established for the center.
- Coordinate services to businesses.
- Coordinate services to individuals.
- Ensuring effective referral processes are in place for all partner services.
- Assist with the transitioning to an integrated, technology enabled intake and case management information system.

Facilities and Operations:

- Facilitate the resolution of issues related to space usage, facility location and customer flow within the facility.
- Coordinate the center calendar to schedule facility usage for use of classrooms, workshops and conference rooms.
- Assist in coordination with access sites.
- Assure One-Stop partners follow policies of the career center.
- Address and resolve issues related to One-Stop Delivery System operations.
- Promote the services available throughout the One-Stop Delivery System.

One-Stop Center Staffing:

- Coordinate staffing approaches that promote service integration.
- Facilitate cross training among One-Stop System partner staff.
- Ensure meaningful access to all required programs in the center. In their response to the RFP, the consortium members stated they would act as the overseer of the day-to-day operation of the Comprehensive One-Stop Center for the LWA, coordinate the cross-training of center staff and ensure integrated services are being provided to the public, active customers and local businesses.

Furthermore, the consortium is fully aware of the proscribed functions that the OSO may NOT perform, described in Section 678.620.(b) to avoid conflict of interest. These include: Convene system stakeholders to assist in the development of the local plan; prepare and submit local plans (as required under sec. 107 of WIOA); 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; or develop and submit budget for activities of the Local WDB in the local area. This will be addressed in the formal agreement which all members of the consortium must acknowledge and attest to. As required, the designation of the OSO will be fully operational by July 1, 2017. |

**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.*

|Based on the work from an independent contractor, the referral system is a paper-pencil referral with manual tracking. The universal form that was created by Workforce Enterprise Service, Inc. is used by all the partners in the NCI Works One-Stop System. The referring agency will complete the universal referral form and return it via fax or e-mail to the receiving agency. A copy will be sent to Business Employment Skills Team, Inc. via fax or e-mail in the comprehensive center. A manual report is created and forwarded to the Oversight Committee of the Board. |

**Title I (Adult, Dislocated Worker and Youth)** – |BEST, Inc. will refer Veterans to the IDES Veterans Program; Individuals with disabilities to DRS; Farmworkers to either IDES MFSW or IL Migrant

Council NFJP Programs, whichever is more appropriate; unemployed individuals to IDES/UI and Wagner Peyser Programs, as well as to TCOC or NICAA if individual is looking for short-term certificate program, or to National Able if the individual is 55+. For immediate financial assistance and if the individual meets the appropriate criteria, referral will be made to the TANF partner. For individuals needing academic services and/or vocational training, other than what BEST, Inc. can provide, it will refer to Adult Ed and/or Perkins/CTE. Finally, BEST, Inc. and IDES coordinate TAA/TRA services. Currently, referrals are done partner-to-partner or through e-mails/phone calls, and are tracked through a simple paper and pencil system. However, other options are being explored, such as Skype with video capability and the one-stop center website/webpage. |

**Title II (Adult Education and Family Literacy)** – |Adult Ed will refer Veterans to the IDES Veterans Program; Individuals with disabilities to DRS; Farmworkers to either IDES MFSW or IL Migrant Council NFJP Programs, whichever is more appropriate; unemployed individuals to IDES/UI and Wagner Peyser Programs, as well as to BEST, Inc. if the person is appropriate for their services and meets their criteria, and to TCOC or NICAA if individual is looking for short-term certificate program, or to National Able if the individual is 55+. For immediate financial assistance, and if the individual meets the appropriate criteria, to the TANF partner. For individuals needing academic services and/or vocational training, other than what it can provide, it will refer to BEST, Inc. if the individuals are appropriate for their services and meet their eligibility criteria, and/or to Perkins/CTE. Currently, referrals are done partner to partner or through e-mails/phone calls, and are tracked through a simple paper and pencil system. However, other options are being explored, such as Skype with video capability and the one-stop center website/webpage. |

**Title III (Employment Services under Wager-Peyser)** – |IDES will refer Veterans to its Veterans Program; Individuals with disabilities to DRS; Farmworkers to either its MFSW or IL Migrant Council NFJP Programs, whichever is more appropriate; unemployed individuals to its UI Program, as well as to BEST, Inc. if they are appropriate for their services and meet their eligibility criteria, or to TCOC or NICAA if individual is looking for short-term certificate program, or to National Able if the individual is 55+. For immediate financial assistance, and if the individual meets the appropriate criteria to the TANF partner. For individuals needing academic services and/or vocational training, it will refer to BEST, Inc. if appropriate for its services and meets eligibility criteria, and to Adult Ed and/or Perkins/CTE if appropriate. Currently, referrals are done partner to partner or through e-mails/phone calls, and are tracked through a simple paper and pencil system. However, other options are being explored, such as Skype with video capability and the one-stop center website/webpage. |

**Title IV (Rehabilitation Services)** – |DRS will refer Veterans to the IDES Veterans Program; Farmworkers to either IDES MFSW or IL Migrant Council NFJP Programs, whichever is more appropriate; unemployed individuals to IDES/UI and Wagner Peyser Programs, to BEST, Inc. if s/he is appropriate for their services and meets their eligibility criteria, as well as to TCOC or NICAA if the individual is looking for short-term certificate program, or to National Able if the individual is 55+. For immediate financial assistance, and if the individual meets the appropriate criteria to the TANF partner. For individuals needing academic services and/or vocational training, other than what it can provide, it will refer to Adult Ed and/or Perkins/CTE. Currently, referrals are done partner to partner or through e-mails/phone calls, and are tracked through a simple paper and pencil system. However, other options are being explored, such as Skype with video capability and the one-stop center website/webpage. |

**Perkins/Post-Secondary Career and Technical Education** – |Perkins/Post-secondary CTE will refer Veterans to the IDES Veterans Program; Individuals with disabilities to DRS; Farmworkers to either IDES MFSW or IL Migrant Council NFJP Programs, whichever is more appropriate; unemployed individuals to BEST, Inc. if they are appropriate for their services and meet their eligibility criteria, and to IDES/UI and Wagner Peyser Programs, as well as to TCOC or NICAA if individual is looking for short-term certificate program, or to National Able if the individual is 55+. For immediate financial

assistance, and if the individual meets the appropriate criteria, to the TANF partner. For individuals needing academic services and/or vocational training, other than what it can provide, it will refer to BEST, Inc., again if meet criteria and are appropriate for its services, and/or to Adult Ed. Currently, referrals are done partner to partner or through e-mails/phone calls, and are tracked through a simple paper and pencil system. However, other options are being explored, such as Skype with video capability and the one-stop center website/webpage. ]

**IDES/Unemployment Insurance (UI)** – IDES/UI will refer Veterans to its Veterans Program; Individuals with disabilities to DRS; Farmworkers to either its MFSW or IL Migrant Council NFJP Programs, whichever is more appropriate; it will register all unemployed individuals in its Wagner Peyser Program, and will refer them to BEST, Inc. if they are appropriate for their services and meet their eligibility criteria, or to TCOC or NICAA if individual is looking for short-term certificate program, or to National Able if the individual is 55+. For immediate financial assistance, and if the individual meets the appropriate criteria to the TANF partner. For individuals needing academic services and/or vocational training, other than what it can provide, it will refer to BEST, Inc. if they are appropriate for their services and meet their eligibility criteria, and/or to Adult Ed and/or to Perkins/CTE. Currently, referrals are done partner to partner or through e-mails/phone calls, and are tracked through a simple paper and pencil system. However, other options are being explored, such as Skype with video capability and the one-stop center website/webpage. ]

**IDES/Job Counseling, Training and Placement Services for Veterans** – IDES provides veterans with priority of service over all other job applicants, actively promotes and develops employment opportunities, and provides placement and vocational guidance services. Services available onsite. Furthermore, our IDES partner will participate in all of the coordinated efforts that are available and has so noted its intent to coordinate with other partners on the attached Career Services Matrix. [IDES will use in person contact, emails or phone calls to refer clients to all core and required partners.](#)

**IDES/Trade Readjustment Assistance** – IDES and BEST, Inc. coordinate on all Trade customers. Currently, referrals are done partner to partner or through e-mails/phone calls, and are tracked through a simple paper and pencil system. However, other options are being explored, such as Skype with video capability and the one-stop center website/webpage. ]

**Trade Adjustment Assistance (TAA)** – IDES and BEST, Inc. coordinate on all Trade customers. Currently, referrals are done partner to partner or through e-mails/phone calls, and are tracked through a simple paper and pencil system. However, other options are being explored, such as Skype with video capability and the one-stop center website/webpage. ]

**IDES/ Migrant & Seasonal Farmworkers (MSFW)** – IDES will refer Veterans to its Veterans Program; Individuals with disabilities to DRS; Farmworkers not appropriate for its MFSW to the IL Migrant Council NFJP; it will refer all unemployed veterans to its Wagner Peyser and UI Programs, and will refer them to BEST, Inc. if they are appropriate for their services and meet their eligibility criteria, or to TCOC or NICAA if individual is looking for short-term certificate program, or to National Able if the individual is 55+. For immediate financial assistance, and if the individual meets the appropriate criteria to the TANF partner. For individuals needing academic services and/or vocational training, other than what it can provide, it will refer to BEST, Inc., again if meet criteria and are appropriate for its services, and/or to Adult Ed and/or to Perkins/CTE. Currently, referrals are done partner to partner or through e-mails/phone calls, and are tracked through a simple paper and pencil system. However, other options are being explored, such as Skype with video capability and the one-stop center website/webpage. ]

**National Farmworker Jobs Program (NFJP)** – Though it will no longer be able to provide services in LWA #4, it is expected that the IMC will still be a part of the local workforce system. Therefore, it

will refer Veterans to the IDES Veterans Program; Individuals with disabilities to DRS; Farmworkers not appropriate for its NFJP to the IDES MSFW Program; it will refer all unemployed veterans to the IDES Wagner Peyser and UI Programs, and will refer them to BEST, Inc. if they are appropriate for their services and meet their eligibility criteria, or to TCOC or NICAA if individual is looking for short-term certificate program, or to National Able if the individual is 55+. For immediate financial assistance, and if the individual meets the appropriate criteria to the TANF partner. For individuals needing academic services and/or vocational training, other than what it can provide, it will refer to BEST, Inc., again if meet criteria and are appropriate for its services, and/or to Adult Ed and/or to Perkins/CTE. Currently, referrals are done partner to partner or through e-mails/phone calls, and are tracked through a simple paper and pencil system. However, other options are being explored, such as Skype with video capability and the one-stop center website/webpage. ]

**Community Service Block Grant (CSBG)** – Tri-County Opportunities Council and Northwest Illinois Community Action Agency will refer Veterans to the IDES Veterans Program; Individuals with disabilities to DRS; Farmworkers to either the IMC NFJP or to the IDES MSFW Program; it will refer all unemployed veterans to the IDES Wagner Peyser and UI Programs, and if not appropriate for their own services, they will refer customers to BEST, Inc. if they are appropriate for their services and meet their eligibility criteria, or to National Able if the individual is 55+. For immediate financial assistance, and if the individual meets the appropriate criteria to the TANF partner. For individuals needing academic services and/or vocational training, other than what it can provide, it will refer to BEST, Inc., again if meet criteria and are appropriate for its services, and/or to Adult Ed and/or to Perkins/CTE. Currently, referrals are done partner to partner or through e-mails/phone calls, and are tracked through a simple paper and pencil system. However, other options are being explored, such as Skype with video capability and the one-stop center website/webpage. ]

**Senior Community Services Employment Program (SCSEP)** – National Able Network SCSEP will refer Veterans to the IDES Veteran Program; Individuals with disabilities to DRS; Farmworkers to either its MFSW or IL Migrant Council NFJP Programs, whichever is more appropriate; it will refer all unemployed to the IDES Wagner Peyser and UI Programs, and will refer them to BEST, Inc. if they are appropriate for their services and meet their eligibility criteria, or to TCOC or NICAA if the individual is looking for short-term certificate program. For individuals needing academic services and/or vocational training, it will refer to BEST, Inc., again if meet criteria and are appropriate for its services, and/or to Adult Ed and/or to Perkins/CTE. Currently, referrals are done partner to partner or through e-mails/phone calls, and are tracked through a simple paper and pencil system. However, other options are being explored, such as Skype with video capability and the one-stop center website/webpage. ]

**DHS/TANF** – DHS/TANF will refer Veterans to the IDES Veteran Program; Individuals with disabilities to DRS; Farmworkers to either its MFSW or IL Migrant Council NFJP Programs, whichever is more appropriate; it will refer all unemployed to the IDES Wagner Peyser and UI Programs, and will refer them to BEST, Inc. if they are appropriate for their services and meet their eligibility criteria, or to TCOC or NICAA if the individual is looking for short-term certificate program, or to National Able if the individual is 55+. For individuals needing academic services and/or vocational training, it will refer to BEST, Inc., again if meet criteria and are appropriate for its services, and/or to Adult Ed and/or to Perkins/CTE. Currently, referrals are done partner to partner or through e-mails/phone calls, and are tracked through a simple paper and pencil system. However, other options are being explored, such as Skype with video capability and the one-stop center website/webpage. ]

**IDOC Second Chance** – [N/A]

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

**Job Corps** – [N/A]

YouthBuild – [N/A]

**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*

[The Ottawa NCI Works' One-Stop Center meets all criteria for compliance with physical accessibility as required by the ADA, including having dedicated parking lot spaces designated for individuals with disabilities. The Center is located in a former shopping mall along IL State Route 23 in Ottawa, and is identified with a large sign outside the building. In terms of public transportation, taxi cabs and North Central Area Transportation (NCAT) are available for scheduling rides to the one-stop center, with drop offs at the front door of the building. To reinforce their commitment to assuring complete physical accessibility, the partners will request the State's EO Officer to conduct a monitoring of the center. ]

**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*

[BEST, Inc. (Title I), IDES, DRS, TANF and Tri-County Opportunities Council (CSBG) will be housed either part-time or full-time at the Comprehensive One-Stop on a regular basis, and therefore the 13 Career Services will be offered onsite for individuals who are seeking their services. All other required partners have agreed that they can and will be available on-site on an as-needed basis. (See the matrices attached to this agreement for information on which services are provided by the specific partners.) Furthermore, all Staff Members will be trained to provide services to all, regardless of the range of abilities, mobility, age, language, learning style and intelligence or education level. Additionally, assistive devices, such as screen-reading software programs and assistive listening devices will be available. Partners will draw upon the expertise within the partnership to address specific issues; i.e.: Illinois Department of Human Services - Division of Rehabilitation Services to address accommodations in providing services for individuals with individuals.

Through a combination of physical meetings and conference calls, all core and required partners agreed that alternative methods of direct linkage should be available as well. The preferred option is Skype, with the video capability, since this provides a face-to-face virtual meeting and can be offered by all

partners except DHS. It is hoped that at some time in the near future, both DHS partners will be able to offer access through Skype so this direct linkage option will be universally available. Because Skype capability is available to all programs except those of DHS, an individual, including those with disabilities, can go to any local partner office/field office and access the services at the one-stop. If someone needs to meet with or set up an appointment with DRS, the staff person from DRS can utilize any partner's Skype access. If someone needs to meet with or set up an appointment with TANF, a staff person from TANF can walk across the hall to utilize a partner's Skype access. For example, BEST, Inc. has offices in 7 or the 8 counties which all have Skype capability and would be available to any individual, including those with disabilities, to use for appointments, scheduling appointments or inquiries.

Two other alternative direct linkage options were discussed, one is completed, and the other will be pursued in the future. First of all, we now have a one-stop center webpage, with links from each Core Partner's individual websites, that will list all programs and services available at or through the one-stop center. As suggested, we used an intern to design and develop the website which helped reduce costs for the system. Access to the One-Stop Center website is available to everyone, including individuals with disabilities, and the link from each partner's individual webpage will ensure complete access.

The other idea that will be explored is a hotline, similar to the 211 programs, with a unique phone number for each partner as a way of tracking calls for reporting purposes. The hotline would also have an answering machine to assure no calls are missed. All agencies are encouraged to subscribe to their local United Way 211.

In any of the above situations, should a customer or call come in to the center that should be directed to another partner, follow-up will be done through referral forms.

Technology costs that are addressed in the MOU Resource Sharing Agreement will be used to purchase a new computer and place it in a secure office where clients can Skype other partners to receive immediate assistance. Remaining technology costs include internet services, upgrade printers, etc.]

#### **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*

Currently, there are data sharing agreements between IDES and BEST, Inc., and between DHS and BEST, Inc. Therefore, where statewide data sharing agreements exist, agencies that can sign onto those agreements will do so. All other partners in LWIA 4 agree to share data to the fullest extent possible through agreements and practices that allow each program to comply with the state and federal laws governing it to protect personally identifiable information while working toward greater integration of services across programs. Partners will share the number of customers served and program performance to assure that all common primary performance indicators are achieved. The implementation of an integrated technology-enabled intake and case management information system for programs carried

out under WIOA is being implemented and will be implemented as soon as practical following guidance from the State of Illinois Department of Innovation Technology.

Until a data system solution is implemented the partners agree to pursue other means of securely sharing information relevant to improved outcomes for customers and businesses. For example, Title II Adult Literacy and the Perkins Post-Secondary Career and Technical Education programs are at both IVCC and SVCC, and share a common client database so students move from non-credit to credit programs seamlessly. Both community colleges follow FERPA (Family Educational Rights and Privacy Act) federal requirements to assure that student data is confidential. All employees are trained on FERPA rules and sign as a requirement of their employment that they will follow FERPA regulations of data access and use. These are signed by all new employees and continuing employees are trained and must update their commitment to following FERPA on a regular basis to have access to information needed to perform their duties at the college.

Recognizing that data sharing agreements are not always going to be the proper protocol, a common Release of Information form is being developed collaboratively for use by all partners to share appropriate information allowing coordinated and/or integrated service delivery to individuals and businesses. This will allow staff to share necessary and appropriate information while still guaranteeing that Personal Identifiable Information will be kept confidential unless authorized by the customer in accordance with state and federal laws.

Finally, 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.

**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.*

- 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 each “Center” tab, 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).
    - iv. Name the one-stop operator model (consortium, single entity or other). If the operator model is a consortium, provide the names of the entities that comprise the consortium.
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 3, 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, 2019 through June 30, 2020.
3. Specify in the narrative whether the budget submitted represents an 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. Affirm in the narrative that each required partner meets the minimum FTE commitment of .25 FTEs in each comprehensive one-stop center and each designated affiliate site.
  - a. If a required partner commits to less than .25 FTEs in any service location, then a waiver must be submitted using the waiver request form included in the Report of Outcomes template (Appendix G of the Governor’s Guidelines – Revision 3).
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 shared cost allocations

*will be reduced in correlation with the number of FTEs that will be cross-trained to provide another partner's programs.*

7. *Complete an "Outcome Report for Annual Budget Negotiations for PY19 (Appendix Item G of the Governor's Guidelines – Revision 3)" and submit the completed form with a draft one-stop operating budget to the individual designated by the Governor by April 15, 2019.*
8. *Submit the following to the individual designated by the Governor by June 30, 2019:*
  - a. *Amended Section 6*
  - b. *Amended Section 12*
  - c. *Any other sections of the MOU that are amended*
  - d. *One-stop operating budget*
  - e. *All required partner signatures*
  - f. *Cover Page for Submittal of MOU Amendments and Annual One-Stop Operating Budgets (Appendix Item H of the Governor's Guidelines – Revision 3)*
9. *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 2019; 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.*

The time period for which this Infrastructure Funding Agreement (IFA) is effective is July 1, 2018 through June 30, 2019 (i.e., PY 2018/SFY 2019). The attached IFA reflects a final budget agreement for this period. The required partners have negotiated infrastructure and shared local service delivery system costs specific for this period for the single comprehensive one-stop center in the local workforce area, as shown in Tabs B and D of the IFA. No access sites or specialized centers have been designated by the local workforce board, therefore no costs associated with such are included in the IFA.

The local board, chief elected officials, and required partners used a neutral third party to negotiate the budget. A total of three meetings (either in person, or conference call) were held. The initial meeting was held on March 29, 2018, during which budget proposals were discussed, and a draft budget was distributed to partners later that day. A second meeting was held on April 13, 2018, during which budget revisions were agreed to and a budget was approved by the partners. In addition, allocation of costs were discussed and partners provided their proposed FTE contributions for the coming year. An approved budget with proposed allocation of costs was distributed to partners later that day. A third and final meeting was held on April 27, 2018, during which the final budget and cost allocation was approved by the partners.

The agreed-upon method through which each partner will contribute its proportionate share of costs to support the services and operations of the local service delivery system is the FTE contribution method as described in the State of Illinois MOU guidelines and supported through the State of Illinois IFA worksheet. The FTE contribution from each required partner is shown in Tab C of the IFA worksheet. Each required partner meets the minimum FTE commitment of .25 FTEs in the comprehensive one-stop center. No cost offsets due to staff being cross-trained to provide services on behalf of another required partner have been requested by any partner.

The local workforce board will ensure that a designated entity will reconcile budgeted to actual shared costs in the Infrastructure Funding Agreement on a semi-annual basis. The designated entity for this

purpose is BEST, Inc. BEST, Inc. is providing partner invoicing, collection of cash contributions, disbursement to partners with costs, and reconciliation of costs on behalf of the MOU partners.

The Outcome Report for Annual Budget Negotiations for PY18 was submitted on April 16, 2018.

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) if 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.

By their signatures attached to this Section 12 Amendment to the MOU, the partners have indicated their agreement with the above terms and the amounts included in the attached IFA for PY 2018. The table below provides the total cash contribution anticipated from each required partner under this amendment, as well as an amount that reflects a ten percent variance above the agreed cash contribution. The partners acknowledge that a budget variance up to the second amount shown in this table may occur without the requirement to modify this section or the IFA.

The effective date of the MOU is July 1, 2017. The MOU will expire 3 years from the original effective date, i.e., June 30, 2020, with the cost sharing agreement reviewed annually and amended if needed each year.

This MOU may be amended or terminated at any time in writing and through a two-thirds vote of the signatory parties. It is understood that circumstances both outside the control of the partners or with control of the partners, including one or more of the following reasons may cause the agreement to be amended:

1. The addition or removal of a partner from this MOU.
2. Removal or addition of program responsibilities for any partner that administers more than one federal program.
3. A change in the one-stop operator or a change in the physical location of the comprehensive one-stop center.
4. A change in the services, service delivery methods currently utilized, referral methods, or methods to allocate costs.
5. 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.
6. Incorporate final approved budget on an annual basis.
7. Resolving any disputes that evolve after agreement is reached.

All amendments will involve the following process:

The Parties seeking an amendment will submit a written request to the Local Workforce Innovation Board of Area 4 that includes:

- The requesting party's name.
- The reason(s) for the amendment request.
- Each Article and 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 by two thirds majority of the signators, LWIB 4 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 Local Workforce Innovation Board. 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 LWIB 4 within the specified timeframe.

LWIB 4 will review the listed questions/concerns and will issue a response within fifteen (15) days of receipt of the list. If LWIB 4 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 Local Workforce Innovation Board for Area 4 for the final signature. LWIB 4 will distribute copies of the fully executed amendment to all Parties.

		Partner's Total Cash Contribution	Dollar Amount of 10% Variance from Total Cash Contribution (if applicable)
Commerce	Title IB - Adult, Youth, & Dis. Workers	36,262	39,888
	TAA	4,897	5,387
	CSBG	4,897	5,387
IDES	Title III - Wagner-Peyser	17,358	19,094
	Title III - MSFW	2,480	2,728
	Veterans Services	9,919	10,911
	UI Comp Programs	17,358	19,094
	TRA	2,480	2,728
ICCB	Title II - Adult Education	4,897	5,387
	Career & Tech Ed - Perkins	4,897	5,387
DHS	Title IV - Vocational Rehab	4,897	5,387
	TANF - DHS	4,897	5,387
Aging	SCSEP	4,897	5,387
DOC	Second Chance		
HUD			
Title IC - Job Corp			

<b>Title ID - National Farmworkers</b>		
<b>Title ID - YouthBuild</b>		
<b>Other 1</b>		
<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*

[This MOU may be amended or terminated at any time in writing and through a two-thirds vote of the signatory parties. It is understood that circumstances both outside the control of the partners or with control of the partners, including one or more of the following reasons may cause the agreement to be amended:

1. The addition or removal of a partner from this MOU.
2. Removal or addition of program responsibilities for any partner that administers more than one federal program.
3. A change in the one-stop operator or a change in the physical location of the comprehensive one-stop center.
4. A change in the services, service delivery methods currently utilized, referral methods, or methods to allocate costs.
5. 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.
6. Incorporate final approved budget on an annual basis.
7. Resolving any disputes that evolve after agreement is reached.

All amendments will involve the following process:

The Parties seeking an amendment will submit a written request to the Local Workforce Innovation Board of Area 4 that includes:

- The requesting party's name.
- The reason(s) for the amendment request.
- Each Article and 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 by two thirds majority of the signators, LWIB 4 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 Local Workforce Innovation Board. 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 LWIB 4 within the specified timeframe.

LWIB 4 will review the listed questions/concerns and will issue a response within fifteen (15) days of receipt of the list. If LWIB 4 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 Local Workforce Innovation Board for Area 4 for the final signature. LWIB 4 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*

During the January - March quarter of Year 3 of this agreement, the parties to this MOU will meet and review the most recently-approved document to determine if significant changes have been or will be made, thus requiring a modification. If not, then they will all determine by consensus to do a simple renewal of the agreement for another 3 years.

If significant changes are made, then the Amendment Process in Section 13 will be followed.

**15. ADDITIONAL LOCAL PROVISIONS (OPTIONAL) (Sec. 121(c)(2)(B)) (§678.500(c))**

None at this time

**16. ADDITIONAL PARTNERS (Sec. 121 (b)(2))**

[None at this time]

**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 the MOU is July 1, 2017. The MOU will expire 3 years from the original effective date, i.e., June 30, 2020, with the cost sharing agreement 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 individuals signing this MOU all have the authority to represent and sign on behalf of their programs under WIOA.]

**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)**

<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	
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 Family Literacy	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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 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"/>	
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 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"/>	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
TANF	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Second Chance	<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"/>	
Housing and Urban Development	<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"/>	

**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 type="checkbox"/>	<input checked="" type="checkbox"/>								
Title II: Adult Education and Family Literacy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" 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 checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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 type="checkbox"/>	<input type="checkbox"/>	<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 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 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>	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
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 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"/>
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 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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TANF	<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"/>
Second Chance	<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"/>
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 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"/>
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)**

REQUIRED PARTNER	OTHER PROGRAMS AND ACTIVITIES PROVIDED
Title I (Adult, Dislocated Worker, Youth)	Issuance of ITAs; Career Exploration; Youth Leadership Activities; Business Services including job fairs and hiring events.
Title II: Adult Education and Family Literacy	HSE online learning opportunities will be available for students who cannot attend classes. In addition, computer accessibility will allow access to the Career Cruising website for career exploration activities.
Title III: Employment Programs under Wagner-Peyser	Hiring events; workshops
Title IV: Rehabilitation Services	OJE/OJT, job retention services, support for education and training
Post-secondary Career and Technical Education under Perkins	Program information and referrals for CTE programs and events
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; HSE online learning opportunities will be available for students who cannot attend classes. In addition, computer accessibility will allow access to the Career Cruising website for career exploration activities.; claims filing
Trade Adjustment Assistance (TAA)	
Migrant and Seasonal Farmworkers	Hiring events; workshops
National Farmworker Jobs Program	
Community Services Block Grant (CSBG)	Comprehensive needs assessment, case management
Senior Community Services Employment Program (SCSEP)	Case management, workshops, job fairs, needs assessment
TANF	
Second Chance	
Housing and Urban Development Employment and Training Activities	
Job Corps	

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

<b>REQUIRED PARTNER</b>	<b>OTHER PROGRAMS AND ACTIVITIES PROVIDED</b>
YouthBuild	

**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)	All career and training services allowed under Title IB of WIOA	Services:	Services:	Services:
		Partner:	Provider:	Method:
Title II: Adult Education and Literacy		Services:	Services:	Services: Screenings and eligibility for Adult Education Services
		Partner:	Provider:	Method: Skype <u>and</u> <del>or</del> phone calls <del>or emails</del>
Title III: Employment Programs under Wagner-Peyser	Outreach, intake and orientation Labor exchange services Program coordination and referral Labor market information Information about the availability of supportive services and referral to these services	Services:	Services:	Services:
		Partner:	Provider:	Method:
Title IV: Rehabilitation Services	Outreach, intake, and program orientation. Information and referral, counseling and guidance. Program information.	Services:	Services:	Services:
		Partner:	Provider:	Method: <del>Telephone</del>
Post-secondary Career and Technical Education under Perkins		Services:	Services:	Services: Program information on CTE programs and events
		Partner:	Provider:	Method: Skype, phone calls <del>and emails</del>
Unemployment Insurance	Establishing eligibility for UI	Services:	Services:	Services:
		Partner:	Provider:	Method:
Job Counseling, Training and Placement Services for Veterans	Outreach, intake and orientation	Services:	Services:	Services:
		Partner:	Provider:	Method:

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

<b>PROGRAM</b>	<b>SERVICES PROVIDED THROUGH OWN STAFF</b>	<b>SERVICES PROVIDED THROUGH CROSS-TRAINED PARTNER STAFF</b>	<b>SERVICES PROVIDED THROUGH CONTRACTOR PROVIDER</b>	<b>SERVICES PROVIDED THROUGH DIRECT LINKAGE</b>
	Program coordination and referral Information about the availability of supportive services and referral to these services			
Trade Readjustment Allowance (TRA)	Assistance in establishing eligibility for TRA	Services: Partner:	Services: Provider:	Services: Method:
Trade Adjustment Assistance (TAA)	Assisting for providing training and supportive services for TAA	Services: Partner:	Services: Provider:	Services: Method:
Migrant and Seasonal Farmworkers	Outreach, intake and orientation Program coordination and referral	Services: Partner:	Services: Provider:	Services: Method:
National Farmworker Jobs Program		Services: Partner:	Services: Provider:	Services: Method:
Community Services Block Grant (CSBG)	Outreach, referral and coordination, supportive services, needs assessment, career planning, workforce preparation, financial literacy	Services: Partner:	Services: Provider:	Services: Outreach, referral and coordination, supportive services Method: Skype
Senior Community Services Employment Program (SCSEP)	-----	Services:	Services:	Services: <u>Outreach, intake and orientation. Skills and supportive service, needs assessment, Labor exchanges services, program coordination and referral. Information about availability of supportive services and referral to these services are available through SKYPE with video linkage.</u> -----

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

<b>PROGRAM</b>	<b>SERVICES PROVIDED THROUGH OWN STAFF</b>	<b>SERVICES PROVIDED THROUGH CROSS-TRAINED PARTNER STAFF</b>	<b>SERVICES PROVIDED THROUGH CONTRACTOR PROVIDER</b>	<b>SERVICES PROVIDED THROUGH DIRECT LINKAGE</b>
		Partner:	Provider:	Method:
TANF	<del>Intake, Assessment and Eligibility Determination for individuals applying for benefits. Referral and coordination with other programs; Supportive Services for eligible individuals</del>	Services:	Services:	<del>Intake, Assessment and Eligibility Determination for individuals applying for benefits. Referral and coordination with other programs; Supportive Services for eligible individuals</del> Services:
		Partner:	Provider:	Method:
Second Chance		Services:	Services:	Services:
		Partner:	Provider:	Method:
Housing and Urban Development Employment and Training Activities		Services:	Services:	Services:
		Partner:	Provider:	Method:
Job Corps		Services:	Services:	Services:
		Partner:	Provider:	Method:
YouthBuild		Services:	Services:	Services:
		Partner:	Provider:	Method:
Other (specify):		Services:	Services:	Services:
		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. 2 to Amendment No. 2 to LWIA #4MOU

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 #4 (“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. 2 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

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information by any means, destroying all confidential information in the manner directed 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.

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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 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.