



## Agenda

### Workforce Innovation Board

Tuesday, March 19, 2024; 10:30 am – 12:00 pm

Physical Location: Northern Trust - Gold Coast Conference Room 181 W. Madison, Floor MB-07, Chicago, Illinois, 60602

- 10:30 – 10:33**            **Welcome; Attendance**  
Amelia Fulgham, Board Liaison
- 10:33 – 10:37**            **Minutes of September & December Meeting\***  
Jacki Robinson-Ivy and Smita Shah, Co-Chair
- 10:37 – 10:52**            **CEO Update**  
George Wright, CEO
- 10:52 – 11:17**            **Committee Reports**
- Service Delivery**  
Pam McDonough, Co-Chair & Amy Santacaterina, Director of WIOA Programs
- New Arrivals
  - WIOA Updates
    - Vote to Transfer Funding\*
  - WIOA Local Plans\*
  - Eligible Training Providers\*
  - Policy Letters\*
  - Revised PY23 MOU\*
- Youth**  
Adam Hecktman, Chair
- Revisions to Youth Follow-Up Policy Letter\*
- Finance**  
Jacki Robinson-Ivy, Treasurer & Jose Mota, Director of Finance
- 11:17 – 11:32**            **Development Update (Jobs Report)**  
Jasmine William, Senior Research Analyst
- 11:32 – 11:42**            **Communications Update**  
Susan Massel, Director of Communications
- 11:42 – 12:00**            **Public Comment and Adjournment**

\*Denotes items requiring a vote.



Dear Executive Committee Members.

I hope this email finds you well. I would like to inform you that Monica Haslip, who has been serving as the **WIB Youth Committee Chair**, has left that role. We sincerely appreciate Monica's dedication and contributions during her tenure.

As a result of her departure, there is now a vacancy for the role of Youth Committee Chair. I'm pleased to inform you that, pending the required approvals, Adam Hecktman has agreed to accept the role of Youth Committee Chair. Adam brings a wealth of experience and dedication to our organization, and I am confident that he will contribute significantly to the growth and success of our Youth Committee. His passion for empowering young leaders aligns perfectly with our mission.

Therefore, I am asking this group to approve his appointment at your March meeting; if approval is granted, the full WIB board will be asked to approve the change at their March meeting.

Please feel free to reach out to me with any questions.

See you all in March,

George



## Workforce Innovation Board

### Meeting Minutes

Tuesday December 12, 2022; 10:30am – 11:45pm

Physical Location: 69 W Washington, 22 Floor, Chicago, IL, 60602

**In Attendance:** Jacki Robinson-Ivy, George Wright, Pam McDonough, Amy Santacaterina, Susan Massel, Becky Raymond, Marisa Lewis, Xochitl Flores, Adam Hecktman, Michael Jacobson, Rahnee Patrick, Donovan Pepper, Nora Cay Ryan for Robert Reiter, Sarah Lichtenstein Walter for Juan Salgado, Marc Schulman, Jason Spigner, Tom Evenson for Liisa Stark, Carrie Thomas, Jose Mota, Amelia Fulgham, Kit White, Jan Terry

### **Welcome; Attendance; Minutes of September Meeting \***

*Jacki Robinson-Ivy and Smita Shah, Co-Chairs*

The Workforce Innovation Board (WIB) meeting was called to order at 10:33 am by Chairwoman Jacki Robinson-Ivy. Jacki Robinson-Ivy called for a motion to approve the September WIB minutes. Tom Evenson for Liisa Stark seconded the motion, the motion was moved. As quorum was not met, items on the agenda needing votes will be held until the following meeting in March.

### **CEO Update**

*George Wright, CEO*

George Wright begins with an overview of the accomplishments that The Partnership has made over the last five and a half months. These accomplishments do not strictly pertain to WIOA, which is what this body oversees, but to The Partnership as a 501(c)(3) entity. George advises that he separates his comments into three categories, the people, the finances, and the processes.

As for the people, we promoted 9 individuals within the Partnership. These promotions have never happened since The Partnership's inception 11 years ago. This is to ensure we have the right people in the right jobs. We have also hired about 11 new employees. Three of these staff have been brought back to The Partnership after a layoff due to funding tied to a specific program. These three staff members have been brought back into The Partnership in various roles. We created a SWAT team to focus on the migrant population. This is an example of focusing our efforts to create a specialized team that is working with our migrant population endeavors and initiative. This in turn gives our people within The Partnership expanded responsibilities, pushes them, and lifts up their skills. We have realigned some internal units, and dedicated staff charged with raising funds. We promoted the former board liaison, Marisa Lewis into the newly created director of development role to oversee these staff members. Amelia Fulgham is taking over the role of board liaison.



In terms of finances, George advises that when he came into the organization the audit was late. This this point the audit is no longer late as it has been ahead of schedule for over five months. We have also hired a firm called KEB to review our processes from a financial perspective. George advises he has just received the first draft report. Due to KEB's findings, we have established new policy and procedures, along with updating established policy and procedure. Over the last five months we have eliminated \$250000 in expenses. Cutting unnecessary and redundant costs is needed to be good stewards of our dollars. Marisa Lewis's department has started to reach out to organizations that can provide us funding supporting so we may diversify our funding sources. Union Pacific has come to the table again.

In terms of processes, we have been focusing on creating a robust IT process and building our IT team. Historically, our IT team of two full time staff have been focused on outcomes and not impacts. Due to understaffing we have been unable to respond to IT requests in a timely manner and did not have staff working on our systems. George advises that we have more than doubled our capacity with five staff members working in IT. We plan to gather data points that can take us from simple outcomes to understanding how we are impacting communities and people in a positive way. We are also utilizing full time IT staff to move from our current record system to the states system as our current record system is redundant.

George concluded his updates at 10:59 am by stating that this progress is due to the effort of dedicated employees within The Partnership.

Jacki Robinson-Ivy states that we will pass over the committee reports due to not meeting the quorum for voting. These items will be voted on in the March 2024 session. We will move into the financial report from Jose Mota.

### **Committee Reports**

#### *FY23 WIOA Financials for the period ending 9/30/23 – Jose Mota*

Jose Mota begins his financial report for PY23 by stating that his team is checking expenses as we obligate 80% of these funds to the sub-grantees. We are ensuring we are compliant at the state level and meeting the 3 WIOA fiscal requirements of an 80% requirement for obligation, 50% requirement for direct training, and 20% to work based learning training for youth. As we are in the first quarter we are not meeting these percentages. This is typical as we will pick up in the second quarter due to increased expenses for the contracts starting 10/ through September of 2024. When these expenses hit the general ledger in the second quarter, our obligation requirement will increase which will increase our direct training requirements. Jose advises that the 20 percent requirement is usually not met in the first year but is met in the second year.

Jose advises that as of now we are 5 months into the program year and at 70 percent of the ITA budget. Going into the new year we must closely monitor this budget. If these funds are over issued, we will have to find the funds to pay for these ITAs. To help alleviate the over-issuance.



we will apply to transfer 1-D expenses to the 1-E grant to spend that down alleviating some of those 1-D dollars to be transferred into the adult funding stream. For PY22. The second year of the grant, Jose advises that all contracts have ended as of 9/30. We are beginning to re-class expenses from PY23 to PY22 to spend down the grant to 100%.

### **New Arrivals Task Force Work**

*Amy Santacaterina, Director of WIOA Programs*

Amy Santacaterina advises that we are part of a team with the city, the State, and a team of pro bono attorneys to help process work applications, work authorizations and temporary protective status applications for new migrant arrivals. We are hosting a series of workshops located at the Metcalfe Building where primarily Venezuelan new arrivals are being bussed from the shelters. After people have gone through their work authorization processing, they will be surveyed for assistance with and given information about how we can help with placement services and jobs. To date we have surveyed 567 people. We are hoping that work authorizations will take 30 to 45 days to process. We will be reaching out to the people we have surveyed so that we may offer services and placement as soon as work authorization is complete. We are connecting with our employer networks to identify groups that are interested in specifically hiring new arrivals.

Amy shared that from a sample of 400 people, a little less than 50% have a high school diploma, and some have trade school experience. Amy states that 90 people from the sample, or 22% have some college education.

Xochitl Flores asked Amy how many of these new individuals have gotten the ability to work? Amy stated roughly 60 people have gotten their work authorization so far.

Jacki Robinson-Ivy asked if the new arrivals are already in the pipeline for processing?

Amy Santacaterina confirmed this. She stated that people who arrived a year ago from countries like Ukraine, Afghanistan, and Hati have already been processed. The government is trying to fast track work authorizations for the new arrivals.

Xochitl Flores asked if the business who have expressed interest are from any specific sector?

Amy stated that the hospitality sector has expressed interest, and we are going to start reaching out to the employers we are currently working with.

Sarah Lichtenstein Walter asked of One-Stop Operator is making referrals to City Colleges for ESL?

Amy stated Yes, ESL and Title 2 is a big partner with us in processing and handing out resources.

Sarah Lichtenstein Walter stated we've also had a couple of colleges develop some ESL for kids while the adults are in our Title 2 courses.

Becky Raymond advised that One Stop Operator did a survey of the area planning council 508, which is the adult education convening entity here in the City to identify which programs have capacity to

take referrals, which programs have capacity to set up classes. She advised that City College responded to that survey, so One Stop Operator is trying to connect the dots between what we're seeing at the Metcalfe Building with the workshops and what's happening.

Jacki Robinson-Ivy opened the floor for any other comments or commentary.



Xochitl Flores advised Amy, if 211 is not already being utilized to connect this information, I would recommend connecting with 211. The 211 line is now set up in our region. This service is a call center where individuals can call for any social service needed. Several languages are available. The pandemic highlighted the need to have a centralized phone system where individuals could call-in for help with food, jobs, housing and more. The call center has the ability to answer questions submitted online as well.

Marc Shulman stated that his organization employs Afghans and Ukrainians, and it seems that those funding sources are running out as money is now being directed to newer immigrants. Are there other services or are you getting more involved with those populations because they for the most part have work permits?

Amy confirmed that individuals with work permits can come to our network for assistance and are typically qualified under our adult funding.

There were no additional questions or comments. Jacki Robinson-Ivy opened the floor for the communications update from Susan Massel.

### **Communications Update**

*Susan Massel, Director of Communications*

Susan advised that we recently held an Opportunity Works graduation at Prairie State with about 40 graduates. Susan shared a variety of events that The Partnership hosted, lifted up, or collaborated with over the last quarter. This included career connect events for Cook County, convening a discussion about the manufacturing industry, and hosting The Partnership holiday party at the South Shore Cultural Center.

Susan shared that George Wright has been hosting a show on WVON every Saturday morning with Danny Marshall. They receive live callers and host guests from a variety of different sectors. We also host our own podcast called Higher Frequency which continues to be successful.

Susan advised that George will be the keynote speaker at the Calumet Area Industrial Commission (CAIC) holiday luncheon.

Susan shared that we had good coverage with ABC news during a Veterans day segment, and the previous week George spoke with Mark Rivera of ABC news about the Level UP AJC campaign.

Susan shared the click rates for our external newsletter and reviewed our website and social media engagement rates. We are experiencing growth and positive engagement across our social media and website. We ensure to leverage special holidays, or recognized months such as manufacturing month or friendship week in our social media posts. This is to humanize our social media presence along with honoring and recognizing the people we serve.

Susan advised that we are working with the State to add translated language to our Level Up webpage that states we are here to work with anybody authorized to work in the US.

Susan advises we are also updating the names and signage of our American Job Center locations to be aligned with how they are colloquially referenced.



There were no additional questions or comments. Jacki Robinson-Ivy opened the floor for the One Stop Operator quarterly report from Becky Raymond.

### **One Stop Operator Quarterly Report**

*Becky Raymond, Executive Director, ScaleLIT*

Becky advises that One Stop Operator continues to have regular communications by having meetings at the American Job Centers. Becky advises tomorrow One Stop Operator will have a system-wide meeting where we're expecting 130 practitioners from across the network to join us to hear the updates that are in this pamphlet. This update has a lot of information about facilities, especially what Susan just referred to in terms of name change and signage. We continue to have the customer satisfaction survey and maintaining cross-training for the network, and the biggest roll-out in the past quarter has been our development of an Airtable referral system. Becky states that inquiries into the Level Up campaign are dropped into One Stop Operators Airtable platform and referrals amongst partners at the centers are all recorded through Airtable. Becky advises that there have been more than a thousand partner referrals made. Through Airtable, One Stop Operator can track the completion status of those referrals and build this connective tissue between partners at the American Job Centers. Becky advises we can get better at nuancing these referrals in making sure that the partners know when to make appropriate referrals. Becky states that this is important is because we believe that when individuals receive more than one service, they'll be more successful because they'll have greater support. Becky advises we need to make sure all of the partners understand how to bolster an individual, and how to galvanize resources around an individual. We are also coordinating and rolling out business services across the partners.

There were no additional comments.

### **Public Comment and Adjournment**

There were no public comments.

At 11:25 am Jacki Robinson-Ivy called for a motion to adjourn the meeting. Meeting adjourned at 11:26 am.

*\* Denotes items requiring a vote*





## Chicago Cook Workforce Innovation Board

September 26, 2023

### Meeting Minutes

*Hybrid Meeting: Zoom and in person*

Present: Jacki Robinson-Ivy, Co-Chair, Smita Shah, Co-Chair, Colin Cosgrove, Ed Cabezas for Michael Fassnacht, Xochitl Flores, Jennifer Foster, Adam Hecktman, Michael Jacobson, Dan Lyonsmith, Pam McDonough, Sarah Lichtenstein for Juan Salgado, Marc Schulman

Quorum? Yes

Jacki Robinson-Ivy called the meeting to order at 10:40 am. She called for a motion to approve the minutes from the June 26, 2023 meeting. Motion to approve the minutes was made by Adam Hecktman and seconded by Pam McDonough. Motion was approved with one abstention.

CEO remarks were made by George Wright. George shared that we have created an internal New Way Committee for high potential staff; we have reorganized the WIOA programs team to include the Business Relations function; we support our staff and encourage them to engage in employee development activities such as Apprenticeship Boot Camp; AFP Fundamentals in Fundraising course and the Goodwill Workforce Development panel.

In terms of finance, our focus has been People, Money, Process. We have been awarded an additional \$2.376M via the state for the Program Year beginning July 1, 2023. The Partnership has continued to curry favor with funds going from Department of Labor to the state to us. They know that we spend down the funds we receive and that are redirected for us to use.

From these funds, we received \$1.5M in Quest funding from DCEO; \$168,000 for the Apprenticeship Expansion grant and \$708,000 in State Supplemental funds. The Partnership has continued to significantly reduce expenses, resulting in an additional \$500K. George thanked the fiscal team for working overtime to get this accomplished.

We have successfully closed out the following grants: PY21 Formula; CAREERS; National Dislocated Worker/Employment Recovery (supplemental funding from DCEO); and 1E Supplemental (supplemental funding from DCEO).

The Partnership has also hired an outside firm, KEB (Kerber Eck & Braeckel LLP) to complete the scan of financial policies and procedures and we expect to have their recommendations shortly. They will be assisting with policy support and ensuring that the best practices are used. This is the first time The Partnership has had this analysis of our fiscal department. It will be very beneficial for us moving forward. Next for us will be soliciting proposals to complete a policies and procedures scan/best practices analysis for human resources, communications, IT and facilities. George also expressed that he was glad that we began work on the FY23 audit





ahead of schedule. We will never be late with our audit while I am at the head of this organization.

Discussion regarding what the impacts were that resulted from the late audit. George responded that we submitted the audit on the last possible date, so we avoided monetary penalties. For this recent audit, Jose Mota spent countless hours over those last 10 days to ensure we crossed the finish line in a timely fashion.

George added that he met with 85% of the staff to learn about their aspirations and roles within The Partnership. He also will visit all the American Job Centers.

Jacki added that the Board appreciates all that George has accomplished since he came on board. It's been remarkable what has occurred over the past 120 days and its not lost on the Board. Everyone has done such a great job at The Partnership; we can see and feel what has occurred. Applause from the Board members.

Pam McDonough, Co-Chair of the Service Delivery Committee provided an overview of the Committee activities.

Training Provider Recertifications were presented, discussed and voted on at the Service Delivery Committee meeting. Discussion regarding the programs that are recommended for continued eligibility. Some of the programs are up for renewal currently. We show several training providers applying for initial certification. Some programs have been removed at the request of the training provider as they no longer offer the specific program.

Jacki called for a motion to approve the Training Provider Recertifications. Moved by Pam McDonough, seconded by Michael Jacobson. Motion passed with one vote "present".

WIOA Funding Recommendations for Delegate Agencies (Adult and Dislocated Worker). Amy Santacaterina provided an overview of the WIOA outcomes for Program Year ending June 30, 2023. She focused on Training Provider recertifications and WIOA Funding Recommendations, including Delegate Agencies (Adult and Dislocated Workers), Career Pathways Programs, Bridge Programs, and the One Stop Operator renewal.

She noted that it is possible if there is a government shutdown there could be delays in us receiving our allocations for Adult and Dislocated Worker funding. The Department of Labor funds go to Illinois via DCEO, which then has a specific amount that we can draw down on for the first quarter.

Amy noted that there are key benchmarks established for each agency that we are recommending. There are specific ratings for program compliance scores and a fiscal capacity score. Depending on their score agencies, agencies might be put on an automatic program or fiscal improvement plan. Being placed on an improvement plan they will still be funded but we will monitor them closely throughout the year.



Jacki called for a motion to approve the WIOA Funding Recommendations for Delegate Agencies. Moved by Pam McDonough, seconded by Sarah Lichtenstein. Motion passed with one vote “present”.

WIOA Funding Recommendations for Career Pathway and Bridge Programs. Jacki called for a motion to approve the WIOA Funding Recommendations for Delegate Agencies. Moved by Pam McDonough, seconded by Adam Hecktman. Motion passed with one vote “present”.

WIOA Funding Recommendations for One Stop Operator to continue with the funding for three quarters instead of one year to have the One stop operator be in line with the MOU for the American Job Centers.

Jacki called for a motion to approve the WIOA Funding Recommendation for the One Stop Operator. Moved by Pam McDonough, seconded by Dan Lyonsmith. Motion passed with one vote “present”.

Jose Mota, Interim Director of Finance, provided highlights of the draft WIOA FY24 budget. See handouts for specific details.

PY22 Formula fund expenses for the first year totaled \$36,306,807. The balance of \$14,448,371 is carried over into FY24 budget of which \$6,493,825 is obligated for ITAs, OJTs and contracts that have an end date of 9/30/2023. The difference of \$7,954,546 is carried over into FY24 Budget and is obligated and utilized in combination with PY23 funds to award funding to all agencies in FY24.

PY23 Original Allocations of Formula funds budget for PY24 is \$56,722,939. After including the PY22 Carry in (including funds obligated) the total is \$71,171,310.1

Jacki asked for a motion to approve the WIOA FY24 Budget. Pam McDonough moved to approve the WIOA budget, seconded by Adam Hecktman. Motion passed with one vote “present”.

Susan Massel, Director of Communications, presented information on the Level Up Campaign to increase awareness of the American Job Centers (AJCs) that are available to job seekers and employers. We will increase outreach to ensure that AJCs become a household name. The campaign will help to attract new customers, both job seekers and employers. We will develop a meaningful message and encourage our AJCs to communicate with a unified voice and message.

Susan added that we will be sending out a message on Monday and she hopes that all Board members will share this email with their contacts. We need everyone’s input for this campaign to be successful. Here is the link to the landing page for the video: <https://levelupajc.org>

Susan noted that we are working to change the names of the American Job Centers to be more consistent across the board. She added that we’ve had some great media over the past quarter.



For example, George has been on WGN radio; we've had articles and quotes in the Chicago Sun-Times and the Daily Herald. George will soon be hosting a podcast on Saturday mornings at WVON. Our social media is picking up, especially our LinkedIn page. The Partnership has participated in several regional job fairs; and 2 Career Connector events were held in June with 4 more events occurring between September and November.

Susan shared a video showing the genesis of The Chicago Cook Workforce Partnership and how we came to be. The Board members applauded when the video was over.

Becky Raymond, Executive Director of ScaleLit provided the One Stop Operator quarterly report. We continue to bring our AJCs together and our primary focus is to support the customers and employers that access our centers.

Jacki Robinson-Ivy called for public comments. Ted Stalnos with the Calumet Area Industrial Commission (CAIC) didn't have a comment, but he introduced himself.

Hearing no comments, Jacki adjourned the meeting at 11:30 am.

**Programs Recommended for Continued Eligibility December 2023**

Provider Name	Program Name	Certification	Industry	Initial or Continued	Starting Wage	#Exited	SC	CAR	TREE
Diverse Note Mobility	Introduction to Computer Programming	PCEP or CPA C++	IT	I	N/A	N/A	N/A	N/A	N/A
Diverse Note Mobility	Introduction to Cybersecurity	Cisco Badge and Peason Cybersecurity IT Specialist	IT	I	N/A	N/A	N/A	N/A	N/A
Diverse Note Mobility	Intermediate Computer Programming	CPP C++	IT	I	N/A	N/A	N/A	N/A	N/A
Diverse Note Mobility	Intermediate Cybersecurity	Cisco Certified CyberOps Associate	IT	I	N/A	N/A	N/A	N/A	N/A
Diverse Note Mobility	Customer Service-Technical Support	PCEP or CPA C++	IT	I	N/A	N/A	N/A	N/A	N/A
Diverse Note Mobility	Customer Service-Sales Support	Microsoft 365 Customer Service Functional Consultant	IT	I	N/A	N/A	N/A	N/A	N/A
Diverse Note Mobility	Intro to Data Analytics	CompTIA Data +	IT	I	N/A	N/A	N/A	N/A	N/A
Diverse Note Mobility	Into to Networking	Cisco CCNA	IT	I	N/A	N/A	N/A	N/A	N/A
Diverse Note Mobility	Career Mobility Dash	Microsoft 365 Customer Service Functional Consultant	IT	I	N/A	N/A	N/A	N/A	N/A
Division Truck Driving School*	Class A CDL Truck Driver Training Cours-240 Hours	Secretary of State CDL	TWL	C	\$24.87	11	63.64%	54.55%	83.33%
Harper College	Graphic Arts Interactive Technology Certificate	Harper College Certificate	IT	I	N/A	1	N/A	N/A	N/A
Harper College	Physical Therapist Assistant-AAS	AAS	HSS	C	N/A	N/A	N/A	N/A	N/A
Kennedy King College	Addiction Studies (BC)	College Certificate	HSS	C	N/A	N/A	N/A	N/A	N/A
L.A. Style School of Cosmetology LLC	Cosmetology	IDPFR Cosmetology License	BUS	I	N/A	N/A	N/A	N/A	N/A
Lab Girls Phlebotomy Training	Phlebotomy	CPI, CPT	HSS	I	N/A	N/A	N/A	N/A	N/A
National Lewis University	Medical Assistant	CCMA	HSS	I	N/A	N/A	N/A	N/A	N/A
Northeastern Illinois University	Data Analytics	College Certificate	IT	C	N/A	N/A	N/A	N/A	N/A
Northeastern Illinois University	User Experience Design UX/UI	Certificate of Completion	IT	C	\$19.23	1	N/A	N/A	N/A
Northeastern Illinois University	EKG Technician	CET or NHA	HSS	C	\$25.00	1	N/A	N/A	N/A
Northeastern Illinois University	Healthcare IT Professional	CompTIA, Microsoft	HSS	C	N/A	N/A	N/A	N/A	N/A
Northeastern Illinois University	Hemodialysis Technician with Externship	CHT or CCHT	HSS	C	N/A	N/A	N/A	N/A	N/A
Northeastern Illinois University	Medical Administration Assistant	CMAA	HSS	C	N/A	N/A	N/A	N/A	N/A
Northeastern Illinois University	Medical Scribe	AHDPG	HSS	C	N/A	N/A	N/A	N/A	N/A
Northeastern Illinois University	Phlebotomy Technician	CPT	HSS	C	N/A	N/A	N/A	N/A	N/A
Northeastern Illinois University	Physical Therapy Office Professional	CPTAS	HSS	C	N/A	N/A	N/A	N/A	N/A
Oakton Community College	Automation Programming Certificate	College Certificate	MAN	C	N/A	N/A	N/A	N/A	N/A

Measure	Goal	Meeting Range
WIOA Training-Related Entered Employment Rate	70%	63%-70%
Successful Training Completion Rate	70%	63%-70%
Credential Attainment Rate	60%	54%-60%

Met Measure
Exceeded Measure
Failed Measure
Requesting Waiver

\* Meet performance after additional review

**Programs Recommended for Initial Eligibility December 2023**

<b>Provider Name</b>	<b>Program Name</b>	<b>Certification</b>	<b>Industry</b>
Chicago State University	Medical Billing and Coding	CBCS/CPC/CCA	Healthcare
<b>Illinois School of Health Careers</b>	<b>Dental Assistant Program</b>	<b>DA.CDE</b>	<b>Healthcare</b>
<b>Illinois School of Health Careers</b>	<b>Orthodontic Technician Program,</b>	<b>Certified Ortho Tech</b>	<b>Healthcare</b>
<b>Illinois School of Health Careers</b>	<b>Certified Medical Assistant</b>	<b>CCMA</b>	<b>Healthcare</b>
<b>Illinois School of Health Careers</b>	<b>Certified Phlebotomy Technician</b>	<b>CPT</b>	<b>Healthcare</b>
<b>Illinois School of Health Careers</b>	<b>Certified Billing and Coding Specialist</b>	<b>CBCS</b>	<b>Healthcare</b>
<b>Illinois School of Health Careers</b>	<b>Medical Office Administrative Assistant</b>	<b>CMOA</b>	<b>Healthcare</b>
<b>Northwestern College</b>	<b>Registered Dental Assistant</b>	<b>Registered Dental Assistant (ADA)</b>	<b>Healthcare</b>
<b>Northwestern College</b>	<b>Registered Medical Assistant</b>	<b>Registered Medical Assistant (RMA)</b>	<b>Healthcare</b>
<b>Telsa Training Center</b>	<b>Electrical Technician</b>	<b>EPA 608</b>	<b>Manufacturing</b>
<b>Telsa Training Center</b>	<b>HVAC/R Technician</b>	<b>Certified Electrician</b>	<b>Manufacturing</b>
<b>*Bold denotes new provider</b>			

**Bold** denotes new provider

**Programs Not Recommended December 2023**

Provider Name	Program Name	Reason
None	N/A	N/A

### Programs No Longer Offered December 2023

<b>Provider Name</b>	<b>Program Name</b>	<b>Reason</b>
Haper College	Community Health Worker	No Longer Offered
Haper College	Java	No Longer Offered
Haper College	Python + Big Data + R Programming + MOS Excel	No Longer Offered
CTU dba Coding Dojo	Cybersecurity	No Longer Offered
CTU dba Coding Dojo	Data Science	No Longer Offered



**LWIA #7 Programs Recommended for Continued Eligibility March 2024**

Provider Name	Program Name	Credential	Industry	Initial or Continued	#Exited	Average Wage	SC	CAR	TREE		
Avid	Patient Care Technician Program	Certified Patient Care Technician(NHA)	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A		
Chicago Instruction Center	Phlebotomy Technician Program	Certified Phlebotomist Technician (CPT)	Healthcare & Social Services	C	N/A	N/A/	N/A	N/A	N/A		
Chicago State	AWS System Operations Certification Bundle	(AWS) Certified Systems Ops Administrator	Information Technology	C	N/A	N/A	N/A	N/A	N/A		
Chicago State	Senior Professional in Human Resources	SHRM Certification	Business & Professional Services	C	1	N/A	N/A	N/A	N/A		
Chicago State	Agile/Scrum/Product/Project Management-Bundle	Chicago State University Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A		
Chicago State	Master's Certificate in Agile Management-Bundle	Chicago State University Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A		
Chicago State	Advanced Master's Certificate in Agile Management-Bundle	Chicago State University Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A		
Chicago State	Medical Scribe	Certified Medical Scribe Professional	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A		
Chicago State	CNC Machinist	Chicago State University Certificate	Manufacturing	C	N/A	N/A	N/A	N/A	N/A		
Chicago State	Certified Medical Administrative Assistant w/Medical Billing and Coding	Chicago State University Certificate	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A		
Coding Clarified	Medical Coding	AAPC National Certification Exam	Healthcare & Social Services	6	3	\$19.00	N/A	N/A	N/A		
Coding Temple	Python + Data	Certified Assoc. in Python Programming (PCAP)	Information Technology	C	N/A	N/A/	N/A	N/A	N/A		
Dawson Technical Institute	Combination Welder	City Colleges of Chicago Certificate	Construction	C	N/A	N/A	N/A	N/A	N/A		
Dawson Technical Institute	Construction Carpentry (BC)	City Colleges of Chicago Certificate	Construction	C	N/A	N/A	N/A	N/A	N/A		
Dawson Technical Institute	Plumbing and Fire Protection	City Colleges of Chicago Certificate	Construction	C	N/A	N/A	N/A	N/A	N/A		
DePaul University	American Payroll Association PayTrain Certificate	DePaul University Certificate	Business & Professional Services	C	N/A	N/A	N/A	N/A	N/A		
DePaul University	Automated Software Testing Program	DePaul University Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A		?
DePaul University	Professional in Human Resources Certificate Program	Professional in Human Resources Certificate	Business & Professional Services	C	N/A	N/A/	N/A	N/A	N/A		
Excelsior Healthcare Academy	Patient Care Technician 11	Illinois Department of Public Health: plus PCT Exam	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A		
Harry S. Truman	Cosmetology, Advanced Certificate	College Certification	Business & Professional Services	C	N/A	N/A	N/A	N/A	N/A		
IT Experts	Business Analysis Combo	ECBA/CCBA/CBAP/PMP/PSM/CSM/SAFE, Tableau Desktop	Information Technology	C	N/A	N/A	N/A	N/A	N/A		
IT Experts	Database Analytics Combo Course	Oracle/SQL Server Database,Tableau,Data Analytics (CAP)	Information Technology	C	N/A	N/A	N/A	N/A	N/A		
IT Experts	Dev Ops Combo	Agile Scrum,AWS,Cloud/Azure,ITIL,CCKS,Linux+,Docker	Information Technology	C	N/A	N/A	N/A	N/A	N/A		
IT Experts	Software Test Automation Combo	JAVA,ISTQB,AWS Cloud PR actioner and Solution Architect	Information Technology	C	N/A	N/A	N/A	N/A	N/A		
Jane Addams	Mechanical Assembly	Certified Manufacturing Support	Manufacturing	C	N/A	N/A	N/A	N/A	N/A		
Magnificent Health Care & CPR	Basic Nurse Assistant Training Program	IL Department of Public Health	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A		
Malcolm X College	Physical Therapy Assistant	NPTAE Certification	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A		
Malcolm X College	Community Health Worker	Malcolm X College Certificate	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A		
Management and Information Tech Solutions (MITS)	12 Weeks IT Elite: Agile SAFe, DevOps, AI Machine and AWS	ACP, Safe, AWS	Information Technology	C	N/A	N/A	N/A	N/A	N/A		
Midwestern Career College	Dialysis Technologist Training Program	BONET Certified Hemodialysis Technician	Information Technology	C	N/A	N/A	N/A	N/A	N/A		
Midwestern Career College	Associate of Applied Science in Noninvasive Medical Sonography	Certified Cardiographic Technician (CCT)	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A		
Midwestern Career College	Phlebotomy Technician	National Certified Phlebotomy Technician	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A		
Midwestern Career College	Associate of Applied Science in Information Technology	ISQTB Agile Tester, Professional Scrum and Product Owner (PSPO)	Information Technology	C	N/A	N/A	N/A	N/A	N/A		
Midwestern Career College	Associate of Applied Science in Medical Imaging Radiography	American Registry of Radiographic Technologists (ARRT)	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A		
Midwestern Career College	Associate of Applied Science in Diagnostic Medical Sonography	ARDMS Registered Medical Sonographer	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A		
Midwestern Career College	Associate of Applied Science Magnetic Resonance Imaging (MRI) Technologist	AMRIT Magnetic Resonance Imaging	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A		
Midwestern Career College	Surgical Technologist Training Program	AST Certified Surgical Technologist	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A		
Midwestern Career College	Electro neurodiagnostic (END) Technologist Training Program	ABRET Certification	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A		
Midwestern Career College	Associate in Applied Science in Business Administration	Associates Degree in Business	Business & Professional Services	C	N/A	N/A	N/A	N/A	N/A		
Moraine Valley Community College	Accounting Assistant/Clerk	Moraine Valley Community College Certificate	Business & Professional Services	C	N/A	N/A	N/A	N/A	N/A		
Moraine Valley Community College	Certified Logistics Associate Program	Manufacturing Skills Standards Council	Transportation, Distribution & Logistics	C	N/A	N/A	N/A	N/A	N/A		
Moraine Valley Community College	Certified Logistics Technician Program	Manufacturing Skills Standards Council	Transportation, Distribution & Logistics	C	N/A	N/A	N/A	N/A	N/A		
Moraine Valley Community College	Microsoft Associate Certificate	Moraine Valley Community College Certificate	Information Technology	C	N/A	N	N/A	N/A	N/A		
Morton College	Office Technology Specialist	Morton College Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A		
Morton College	Web Site & Multimedia Design Certificate	Morton College Certificate	Information Technology	C	N/A	N/A/	N/A	N/A	N/A		
Morton College	Emergency Medical Technician	IL Department of Public Health Certificate	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A		
Northeastern Illinois University	CCNP Security	Cisco Imp. & Op.Cisco Security Core Tech (SCOR 350-701)	Information Technology	C	N/A	N/A	N/A	N/A	N/A		
Northeastern Illinois University	Data Science Bootcamp	Microsoft Certified: Data Analyst Associate Exam-DA 100	Information Technology	C	N/A	N/A	N/A	N/A	N/A		
Northeastern Illinois University	Microsoft Certified Azure Administrator Associate	Microsoft Certified Azure Administrator Associate (AZ-104)	Information Technology	C	N/A	N/A	N/A	N/A	N/A		

LWIA #7 Programs Recommended for Continued Eligibility March 2024

Northwestern University School of Professional Studies	Northwestern Coding Boot Camp	Northwestern University School of Professional Studies Certificate	Information Technology	I	N/A	N/A	N/A	N/A	N/A		
Northwestern University School of Professional Studies	Northwestern Data Science and Visualization Boot Camp	Northwestern University School of Professional Studies Certificate	Information Technology	I	N/A	N/A	N/A	N/A	N/A		
Northwestern University School of Professional Studies	Northwestern UX/UI Boot Camp	Northwestern University School of Professional Studies Certificate	Information Technology	I	N/A	N/A	N/A	N/A	N/A		
Northwestern University School of Professional Studies	Northwestern Cybersecurity Boot Camp	Northwestern University School of Professional Studies Certificate	Information Technology	I	N/A	N/A	N/A	N/A	N/A		
Olive Harvey College	Commercial Driver License (CDL) Training Class A	Illinois Secretary of State	Transportation, Distribution & Logistics	C	N/A	N/A	N/A	N/A	N/A		
Per Scholars	IT Support Program	CompTIA A+ Certification/Google IT Professional Certificate	Information Technology	I	N/A	N/A	N/A	N/A	N/A		
Per Scholars	End User Desktop Support Program	CompTIA A+ Certification	Information Technology	I	N/A	N/A	N/A	N/A	N/A		
Roosevelt University	Paralegal	Roosevelt University Certificate	Business & Professional Services	C	N/A	N/A	N/A	N/A	N/A		
Scott School of Careers	Practical Nursing	Licensed Practical Nurse	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A		
Scott School of Careers	Certificated Pharmacy Technician	NHA-ExCPT	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A		
South Suburban College	Radiologic Technology	ARRT Certification	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A		
South Technical Center	Communications Information Systems	CompTIA	Information Technology	C	N/A	N/A	N/A	N/A	N/A		
Triton College	Mastering Project Management with PMP	Project Management Professional (PMP)	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A		
Triton College	Pharmacy Technician	Certified Pharmacy Technician (CPT)	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A		
Triton College	Medical Assistant with Medical Billing and Coding	Triton College Certificate	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A		
Triton College	A+ Microcomputer Technician	Triton College Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A		
Triton College	Automotive Engine Repair	Triton College Certificate	Transportation, Distribution & Logistics	C	N/A	N/A	N/A	N/A	N/A		
Triton College	Clinical Dental Assistant	Certified Dental Assistant (CDA)	Healthcare & Social Services	C	N/A	N/A	N/A	N/A	N/A		
Triton College	CVT Brake and Suspension Certification	Triton College Certificate	Transportation, Distribution & Logistics	C	N/A	N/A	N/A	N/A	N/A		
Triton College	Carpentry	Triton College Certificate	Manufacturing	C	N/A	N/A	N/A	N/A	N/A		
Triton College	Engineering Technology/Welding	Triton College Certificate	Manufacturing	C	N/A	N/A	N/A	N/A	N/A		
Wright College	Cybersecurity AC	Chicago City Colleges Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A		
Wright College	Cybersecurity AAS	Chicago City Colleges Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A		
Wright College	Software Development BC	Chicago City Colleges Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A		
Wright College	Software Development AC	Chicago City Colleges Certificate	Information Technology	C	N/A	N/A	N/A	N/A	N/A		
Wright College	Software Development AAS	Associate Degree in Applied Science	Information Technology	C	N/A	N/A	N/A	N/A	N/A		
<b>Measure</b>	<b>Goal</b>	<b>Meeting Rage</b>									
Successful Training Completion Rate (SC)	70%	63%-70%									
Credential Attainment Rate (CAR)	60%	54%-60%									
Training-Related Entered Employment Rate (TREE)	70%	63%-70%									
Met Measure	SC=Successful Completion	I=Initial (Certified 1 year ago)									
Exceeded Measure	CAR=Credential Attainment Rate	C=Continued (Certified for 2 or more years)									
Failed Measure	TREE=Training Related Entered Employment										

**LWIA #7 Programs Recommend for Initial Certification March 2024**

<b>Provider Name</b>	<b>Program Name</b>	<b>Certification</b>	<b>Industry</b>
Chicago State University	Pharmacy Technician	State of Illinois Pharmacy Technician License	Health & Human Services
Chicago State University	Certified Nursing Assistant	Illinois Department of Public Health	Health & Human Services
Chicago State University	Certified Medical Administrative Assistant w/Medical Billing & Coding	Certified Billing and Coding Specialist (CBCS/Certified Billing Coder (CPC)/Certified Coding Associate (CCA)	Health & Human Services
Moraine Valley Community College	Data Entry ICAPS	Moraine Valley Certificate	Information Technology
<b>Phlebotomy Geek</b>	<b>Phlebotomy</b>	<b>Illinois Department of Public Health</b>	<b>Health &amp; Human Services</b>
<b>BOLD Denotes New Provider</b>			

LWIA #7 Programs not Recommended for Certification March 2024

<b>Provider</b>	<b>Program</b>	<b>Reason</b>
<b>Annie's Girls</b>	<b>Hair Braiding/Cosmetology</b>	<b>Not in business for at least a Year</b>
<b>Blessing Heathcare</b>	<b>Basic Nurse's Aide</b>	<b>Not in business for at least a Year</b>
<b>Blessing Heathcare</b>	<b>Phlebotomy</b>	<b>Not in business for at least a Year</b>
<b>Jump for Joy</b>	<b>Childcare Provider</b>	<b>Not certified by IBHE</b>
<b>Positive Action Taking Control</b>	<b>Certified Sanitizing Professional</b>	<b>Not certified by IBHE and Other Issues</b>

**Bold Denotes New Provider**

**LWIA #7 Programs No Longer Being Offered March 2024**

<b>Provider Name</b>	<b>Program Name</b>	<b>Industry</b>
Chicago State	AWS Systems Operations Certification Bundle	Information Technology
Northwestern University School of Professional Studies	Northwestern FinTech Boot Camp	Information Technology
Taylor Business Institute	Accounting Technician	Information Technology
Taylor Business Institute	Medical Billing & Coding Specialist	Healthcare & Human Services

## WIOA Policy Letters Essential Elements and Key Features

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Policy Letter	Essential Elements
<b>Local WIOA Dislocated Worker Policy</b>	<ol style="list-style-type: none"> <li>1) Establishes that lay-offs from specific identified sectors or occupations can qualify as substantial lay off.</li> </ol>
<b>Follow Up Policy – Adult &amp; Dislocated Workers</b>	<ol style="list-style-type: none"> <li>1) Local Policy now aligns the State’s Follow Up policy.</li> <li>2) Clarifies that Follow Up services must be provided for 12 months after the first date of employment.</li> <li>3) Clarifies that Follow-up services are not allowed when an Adult or Dislocated Worker does not obtain employment.</li> </ol>
<b>Selective Service Policy</b>	<ol style="list-style-type: none"> <li>1) Made changes to reflect WIOA from WIA</li> <li>2) Made changes to reflect Career Connect from IWDS</li> <li>3) Clarifies that in this policy the term male refers to gender assigned at birth.</li> <li>4) Clarifies that all male customers must fill out DCEO Selective Service Verification Form #001</li> <li>5) Added 2 attachments to the Policy Letter               <ol style="list-style-type: none"> <li>a. DCEO Selective Service Verification Form #001</li> <li>b. Locally Approved Selective Service Waiver Form</li> </ol> </li> </ol>



**Local Workforce Innovation and Opportunity (WIOA) Policy No. 2023XXXXX**

**To:** All American Job Centers, Delegate Agencies, and Sector Centers

**From:**

George Wright, CEO  
Chicago Cook Workforce Partnership

**Subject:** Selective Service Requirement for WIOA Title 1B Eligibility

**Date:** November 8, 2023

**Purpose:**

To define the policy and procedures for Selective Service compliance for delegate agencies using WIOA funds expended under the Chicago Cook Workforce Partnership Workforce Innovation and Opportunity Act (WIOA) contracts.

**References:**

DOL Training and Employment Guidance Letter No. 11-11, Change 2; DCEO WIOA Policy Letter No. 11-PL-02, DCEO ePolicy Selective Service Policy 5.1.3

**Background:**

The Chicago Cook Workforce Partnership is releasing the Selective Service policy to ensure accountability and compliance that aligns with DOL and DCEO policy and other applicable rules and regulations.

**Policy:**

Section 189(h) of the Workforce Innovation and Opportunity Act (WIOA) requires that a determination of the Selective Service registration status of all males be made prior to enrollment in any WIOA Title 1-B funded programs. Local areas shall ensure that each male applicant participating in any local program or activity in the local area or receiving any assistance or benefit under Title 1-B, is in compliance with Sec. 3 of the Military Selective Service Act (MSSA).

**Chicago Cook Workforce Partnership Selective Service Registration Policy**

It is the policy of the Chicago Cook Workforce Partnership that prior to enrollment in any WIOA service, the delegate agency shall ensure that all male (**the term male refers to gender assigned at birth**) WIOA applicants 18 years of age and born on or after January 1, 1960, have registered with the Selective Service System or have properly documented an acceptable reason why registration did not occur prior to the individual's 26<sup>th</sup> birthday. In addition, all male youth, who reach their 18<sup>th</sup> birthday while participating in a WIOA program, must register with Selective Service within 30 days of their 18<sup>th</sup> birthday (i.e. 30 days before or 30 days after their birthday). The Selective Service website at [www.sss.gov](http://www.sss.gov) should be referenced to support participants through the registration and verification process.



## **DCEO Selective Service Verification Form #001**

**All males born on or after January 1, 1960, are required to complete and sign the verification form to determine their status in the Selective Service system and which applicable requirement should be applied. The signed Form #001 must be placed in the customer file and one of the four following procedures must be followed.**

### **1. Selective Service Registration Exceptions**

As outlined in DCEO WIOA Policy Letter No. 11-PL-11, Change 2, Selective Service registration is required for all males prior to their 26<sup>th</sup> birthday unless one of the following conditions is met:

- *U.S. Citizens*
  - a) Males who are serving in the military on full-time active duty;
  - b) Males attending the service academies;
  - c) Disabled males who are continually confined to a residence, hospital, or institution; and/or
  - d) Males who are hospitalized, institutionalized, or incarcerated are not required to register during their confinement; however, must register within 30 days of being released.
  
- *Non-U.S. Citizens*, registration is required within 30 days of becoming a resident unless the male falls into one of the following:
  - a) Male who came into this country for the first time after his 26<sup>th</sup> birthday and can provide one of the following supporting documentations:
    - Date of entry stamp on passport;
    - I-94 stamped with date of entry; or
    - Letter from the U.S. Citizenship and Immigration Services (USCIS) indicating the date of entry to the U.S. presented in conjunction with documentation establishing the individual's age.
  - b) Male who entered the U.S illegally after his 26<sup>th</sup> birthday and can provide proof that he was not living in the U.S. from age 18 to 25.
  - c) Male on a valid non-immigrant visa.
  
- **Locally Approved Selective Service Waiver:** The Locally Approved Selective Service Waiver must be used for the above exceptions when the customer did not register. The delegate agency must place a copy of the documentation verifying the exception in the participant's file. Also, agency must record compliance through the selection of the Career Connect status "Locally Approved Selective Service Waiver" along with a case note detailing the determination that is titled "Selective Service." This document can be found as an attachment to this Policy Letter.

### **2. WIOA Youth Registration Requirements**

- a) For youth males that have not reached age 18, and will not within the next 30 days, the Military Selective Service Act (MSSA) is not applicable. Selective Service compliance within Career Connect should be marked "not applicable."

- b) Youth males who reach their 18<sup>th</sup> birthday while participating in WIOA services must register with the Selective Service within 30 days of reaching his 18<sup>th</sup> birthday or 30 days after their birthday.
- WIOA Youth delegate agencies must develop effective methods for the tracking of male registrants approaching their 18<sup>th</sup> birthdays.
  - WIOA Youth delegate agencies will provide male registrants, prior to reaching their 18<sup>th</sup> birthday, with information on how to access official Selective Service information on the registration requirement and process that they can share with their parents or guardians.
  - WIOA Youth delegate agencies must provide registrants access to resources that will assist in their registration in the Selective Service.
  - Youth males who entered the WIOA Program while under the age of 18 and who do not register with Selective Service within 30 days upon turning 18 will be placed on hold and all active services must be closed until he becomes compliant with Selective Service. No services, including support services, may be provided until the participant becomes compliant with Selective Service. A case note explaining the reason for the hold on services must be written.
  - Costs associated with the delivery of services to male WIOA Youth registrants who failed to comply with the requirement to register with the Selective Service, beyond the 30<sup>th</sup> day after the 18<sup>th</sup> birthday will be disallowed.
  - Youth males who continue to be not compliant with Selective Service, 90 days after his services were closed, must be exited from the WIOA Program.
- c) Youth males who comply with Selective Service within 30 days of reaching his 18<sup>th</sup> birthday or 30 days after their birthday.
- The delegate agency must place a copy of the documentation verifying compliance with Selective Service in the participant's file. This also must be recorded in Career Connect under the customer profile section and selected as "Yes" compliance with selective service.

### **3. WIOA Registration Requirements for Males between 18 and 26**

- a) Male WIOA applicants between the ages of 18 and 26 are required to register and the delegate agency must verify whether the customer has complied with the MSSA and place documentation in the case file.

- i. Verification must be documented in the customer file through collection of one of the documents:
  1. Selective Service Registration Acknowledgement Letter;
  2. Form DD-214, "Report of Separation;"
  3. Screen printout from the Selective Service Verification site, [www.sss.gov/Reg/Ver/wfVerification.aspx](http://www.sss.gov/Reg/Ver/wfVerification.aspx);
  4. Selective Service Registration Card;
  5. Selective Service Verification Form (Form 3A); or
  6. Stamped Post Office Receipt of Registration.
- ii. Once verification has been established with the MSSA and the corresponding documentation has been obtained, no further action is necessary, and an otherwise eligible male may participate in WIOA services. Career Connect compliance status should be recorded with a "Yes."
- iii. Any male between the ages of 18 and 25 unable to register online must complete the fillable registration form. The fillable registration form must be printed, signed, and mailed to Selective Service.

- b) If the male applicant has not complied with MSSA, the contractor must advise them to register with the Selective Service at [www.sss.gov](http://www.sss.gov) and provide documentation of registration.

#### **4. WIOA Registration Requirements for Males 26 Years and Over**

Males over 26 years of age that have failed to comply with the MSSA and are no longer able to register to achieve compliance are required to request a Status Information Letter (SIL) through Selective Service.

- a) The applicant must provide documentation that he has contacted MSSA and initiated the request of the SIL by providing a copy of the SIL request form.
  - i. The request for SIL form can be found by accessing [www.sss.gov/Status.html](http://www.sss.gov/Status.html) and by clicking on "Request for Status Information Letter."
  - ii. The SIL may take 4 to 6 weeks to arrive.
  - iii. A copy of the SIL request must be placed in the customer file.
- b) The delegate agency must interview the customer to determine if knowing and willful failure to register is present.
  - i. Should the failure be deemed **not** knowing and **not** willful, the customer could be granted a local Waiver in order to enroll in services while awaiting the SIL only if 4.d) below applies.

- ii. Should the failure be deemed knowing and willful, the customer must be denied WIOA services. Customers denied access to services due to Selective Service status must be advised of available WIOA grievance procedures as outlined by the Chicago Cook Workforce Partnership.
- c) **In those instances where delaying a participant’s enrollment services or training would harm the participant’s progress through the program, delegate agencies are no longer required to wait for the Status Information Letter (SIL) from the MSSA to determine WIOA eligibility.**
- i. For delegate agencies to approve eligibility and enroll the participant prior to receipt SIL, the Workforce Center Manager or Director must approve and sign the attached Waiver as designated by the Chicago Cook Workforce Partnership to ensure justification is present that indicates the participant’s failure to register was non-knowing and non-willful.
  - ii. The justification for granting the waiver must be documented and placed in the participant’s case file along with a case note in Career Connect documenting the circumstances that is titled “Selective Service.”
  - iii. Select “Locally Approved Waiver” for the Selective Service status in Career Connect
  - iv. Upon receipt of the SIL, the delegate agency must examine the letter to determine if the additional information gained indicates that the individual was required to and did not register and now disqualifies the individual from participation in WIOA funded activities.
    - 1. If the failure is deemed knowing and willful, then the participant is no longer eligible for WIOA services and must not receive any further services.
    - 2. Place a copy of the SIL in the customer file.
    - 3. A case note documenting receipt and final determination must be documented in Carer Connect.
- d) If a male who is age 26 or older, is a veteran who served on active duty in the armed forces did not register with Selective Service then the DD 214 - Record of Discharge is the only supporting documentation needed for a “Locally Approved Selective Service Waiver”. All males that possess a DD214 between ages 18 and 25 will still be required to register for Selective Service.

**Effective Date:**

Immediately upon approval



**Local Workforce Innovation And Opportunity (WIOA) Policy No. 2023XXXXXX**

**To:** All Delegate Agencies, American Job Centers and Sector Centers

**From:** \_\_\_\_\_  
George Wright, CEO  
Chicago Cook Workforce Partnership (The Partnership)

**Subject:** Follow-up Policy for WIOA Adult and Dislocated Worker Participants

**Date:** November 8, 2023

**Purpose:**

The purpose of this communication is to establish policy and provide guidance to delegate agencies on the implementation, and management of their follow-up systems as required under the Workforce Innovation and Opportunity Act (WIOA).

**References:**

WIOA sec. 134 (c) (2) (A) (xiii)  
20 CFR 678.430 (c) – adult/dislocated worker

**Background:**

20 CFR 678.430 (c) specifies that follow-up services for Adult and Dislocated Workers, must be **made available** for a minimum of 12 months after the first day of employment, to registered participants who are placed in unsubsidized employment.

**Policy:**

1. Training and Employment Guidance Letter (TEGL) 19-16 requires that Follow-up services **must be provided** for up to twelve (12) months **after the first date of employment** for adults and dislocated workers who are **placed in unsubsidized employment**.
  - a. For participants in work-based learning opportunities that result in unsubsidized employment, such as On-the-Job Training (OJT), this would be the first day after the OJT is no longer subsidized by local area funds.
2. Follow-up services are tied to the first date of unsubsidized employment and are not tied to the date of program exit for adults and dislocated workers who have been placed in unsubsidized employment.

3. Follow-up services are not allowed under the Workforce Innovation and Opportunity Act (WIOA) when an Adult or Dislocated Worker does not obtain unsubsidized employment.
4. Follow-up services are provided in support of unsubsidized employment, whereas Career and Training Services support the Participant's ability to enter unsubsidized employment.
5. At the point adults and dislocated workers are placed in unsubsidized employment during program participation, the career coach must transition the participant into follow-up services when the last service has been received, and no future services are planned.
  - a. This allows the career coach to provide follow-up services during the ninety (90) day program exit clock so that if the participant needs additional assistance, it can be provided even though they already started follow-up since they are still a participant.
    - 1) If the participant needs services within the ninety (90) day timeframe, the follow-up can count as career planner contacts.
6. When an adult or dislocated worker participant obtains unsubsidized employment while still receiving an active, open WIOA service, currently, Career Connect does not allow a Follow-Up Service to be opened; however, follow-up must be provided.
  - a. In this instance, documenting the follow-up in Case Notes should be included and recorded during the routine, two-way communication between the Career Coach and the participant.
    - 1) Career Coaches should enter case notes along the lines of “transitioned to follow-up services today, as the participant is done receiving services” or “closed this case administratively (not an exit) and am moving into follow-up because the participant needs no more services.”
  - b. Only when the individual completes Career, Training, and Supportive Services planned and outlined in the Individual Employment Plan (IEP) and the services are closed can a career coach open a follow-up service and enter a case note of the action in Career Connect.
  - c. Career Coaches must understand program exit, which is ninety (90) days after the last enrolling service has been closed, is separate from providing follow-up services for adults and dislocated workers.
7. Follow-up services must be provided as appropriate.
  - a. Participants with multiple employment barriers and limited work histories may need more significant follow-up services.
  - b. Additionally, this helps to identify an area of weakness that will affect their ability to progress further in their occupation or in retaining employment.
  - c. A variety of follow-up services may meet the needs of the participant. Below is a list of activities, but is not limited to the following:

- 1) Counseling individuals about the workplace;
  - 2) Contacting individuals or employers to help secure better-paying jobs, additional Career Planning, and counseling for the individual;
  - 3) Assisting individuals and employers in resolving work-related problems;
  - 4) Connecting individuals to peer support groups;
  - 5) Providing individuals with information about additional educational or employment opportunities; and
  - 6) Providing individuals with referrals to other community resources.
8. The documentation addressing the need and type of the activities provided in follow-up must be entered into general case notes.
- a. Case notes are not to be added to the Individual Employment Plan (IEP) or any other enrolling service such as Career Planning and will alter the true last day of services and, therefore, the exit date.
- 9. Supportive services cannot be provided in association with follow-up services for WIOA Adult and Dislocated Worker participants.**
- a. **However, a participant could receive supportive services associated with an active enrolling career and/or training service if they are concurrently receiving Follow-up Services following the first date of unsubsidized employment.**
10. After ninety (90) days following exit, if a former participant is not responsive, cannot be located, or refuses to provide information, the career coach may close follow-up services.
- a. The case notes must document the unresponsiveness of the former participant as the thirty (30) day contact requirements outlined in our Case Notes Guide.
11. Upon completing all follow-up services, the service must be closed, and the end date populated in Career Connect.





**Local Workforce Innovation and Opportunity (WIOA) Policy No. 2023XXXXXX**

**To:** All American Job Centers, Delegate Agencies, and Sector Centers

**From:** \_\_\_\_\_  
George Wright, CEO  
Chicago Cook Workforce Partnership (The Partnership)

**Subject:** Sectors that qualify as Substantial Layoffs in

**Date:** November 30, 2023

**Purpose:**

The purpose of this communication is to establish policy and provide guidance to WIOA delegate agencies as to those Sectors identified by Local Workforce Innovation Board (LWIB) as substantial and significant to our region for purposes of dislocated worker eligibility.

**References:**

WIOA Policy ([illinoisworknet.com](http://illinoisworknet.com)) Dislocated Worker Eligibility, Chapter 5, Section 3 (2)(a)(1)(a)(iii) of the DCEO WIOA ePolicy, as amended updated May 12, 2023.

**Background:**

Per DCEO Policy, Local Workforce Innovation Boards may designate certain sectors or occupations as substantial or significant to the regional or local workforce or economy, qualifying layoffs from those sectors or occupations as a substantial layoff for dislocated worker eligibility.

**Policy:**

Applicants laid off from any of the below listed sectors shall be considered to have been part of a substantial layoff for purposes of WIOA Dislocated Worker Eligibility.

**QUALIFYING SECTORS:**

- Leisure and Hospitality
- Manufacturing, Total
- Trade, Transportation and Utilities
- Retail Trade
- Accommodation and Food Services



**Local Workforce Innovation and Opportunity (WIOA) Policy No. 2023XXXXXX**

**To:** All American Job Centers, Delegate Agencies, and Sector Centers

**From:** \_\_\_\_\_  
George Wright, CEO  
Chicago Cook Workforce Partnership (The Partnership)

**Subject:** Follow-up Policy for WIOA Youth Participants

**Date:** November 8, 2023

**Purpose:**

The purpose of this communication is to establish policy and provide guidance to delegate agencies on the implementation, and management of their follow-up systems as required under the Workforce Innovation and Opportunity Act (WIOA).

**References:**

WIOA sec. 134 (c) (2) (A) (xiii)  
20 CFR 681.580 – Youth

**Background:**

20 CFR 681.430 (c) specifies that follow-up services must be made available to all Youth for a minimum of twelve (12) months, unless the participant declines to receive follow up services or the participant cannot be located or contacted.

**Policy:**

1. Under WIOA Follow-up services are critical services provided following a Participant's exit from the program to help ensure their success in Employment and/or Postsecondary Education and Training.
2. The goal of follow-up services for youth is to enable participants to continue life-long learning and achieve a level of Self-sufficiency to ensure Job Retention, wage gains, and postsecondary education and training progress.
3. Follow-up services **must be made available** to all Workforce Innovation and Opportunity Act (WIOA) youth for a minimum of twelve (12) months from the date of program exit.
4. The date of program exit:
  1. Cannot be determined until ninety (90) consecutive days have lapsed since the last qualifying participant-level service;

2. Is set retroactively back to the date of the last enrolling/qualifying service; and
  3. Is further outlined in the General Requirements for Program Exit section of the policy manual.
5. Follow-up services do not change or delay exit as they can only occur after program exit in the Title I Youth program.
  6. Follow-up must include more than contact or attempted contact and follow-up activities must be provided.
  7. Follow-up services for youth may include, but are not limited to, the following program elements:
    1. Supportive Services, if funding is available and the need for supportive services are supported in the Individual Service Strategy (ISS);
    2. Adult mentoring;
    3. Financial Literacy education;
    4. Services that provide labor market and employment information (LMI) about in-demand industry sectors or occupations available in the Local Area, such as career awareness, career counseling, and career exploration services;
    5. Activities that help youth prepare for and transition to postsecondary education and training; and
    6. Other services necessary to ensure the success of the youth in employment and/or postsecondary education.
  8. The documentation addressing the need and type of the activities provided in follow-up must be added to the ISS since that is a non-enrolling service and will not alter the true last day of services and, therefore, the exit date.
    1. Case Notes in the ISS must provide documentation of the need for youth to be provided an allowable youth program element (i.e., supportive services) as part of follow-up services.
  9. However, the Final Regulations at Section 681.580 allow for youth to decline follow-up services altogether.
    1. There are two (2) options for youth who are not responsive to attempted contacts for follow-up and those youth who cannot be located making it impossible to provide follow-up services during the twelve (12)-month follow-up period.
      1. **Unable to Locate (Youth Only)**. The career planner has determined that in the event a youth participant cannot be located, the case notes should record all efforts that were taken to locate the individual. These same methods must be periodically utilized through at least the first two (2) quarters following exit.

2. **Opting Out (Youth Only)**. Youth in the twelve (12)-month follow-up period may request to opt out of follow-up services at any time. The request to opt-out or discontinue follow-up services must be clearly documented in the case notes. Career Coaches should not encourage youth to opt out of these services.
  2. In instances where well-documented case notes that the youth opted out or were not responsive to follow-up, career planners may wish to reach out to employers to confirm employment and wages. It is especially important for those individuals who work for an employer who does not pay into the Illinois Department of Employment Security (IDES).
  3. If the youth is participating in post-exit education or training, the career coach may wish to contact the educational institution.
  4. Neither are allowable follow-up activities, but they will provide meaningful information for the Youth program and could assist in identifying a positive performance outcome.
  5. While it can be documented in a case note, it cannot be recorded as a follow-up service in Career Connect
10. When reaching out to an exited youth to secure documentation for reporting, a performance outcome does not constitute an allowable follow-up activity.
    1. Although this is an acceptable follow-up activity allowed under the Adult and Dislocated Worker programs, it is not for the Youth program.
    2. Although contacting an individual to secure documentation to report a performance outcome does not constitute a follow-up service, it can be used in conjunction with other follow-up activities.
  11. Upon completing all follow-up services, the activity must be closed, and the end date populated in Career Connect.



**Local Workforce Innovation and Opportunity (WIOA) Policy No. 2023XXXXXX**

**To:** All American Job Centers, Delegate Agencies, and Sector Centers

**From:** \_\_\_\_\_  
George Wright, CEO  
Chicago Cook Workforce Partnership (The Partnership)

**Subject:** Career Planning Policy

**Date:** March 19, 2024

**Purpose:**

The purpose of this communication is to establish policy and provide guidance to delegate agencies on the implementation, and management as required under the Workforce Innovation and Opportunity Act (WIOA).

**Policy:**

Career Planning is a Customer-centered approach in delivering services to prepare and coordinate comprehensive career (employment) plans for participants that ensures Access to workforce activities and Supportive Services during program participation and continuing for one (1) year after job Placement. Career planning is a continual service provided to adults, dislocated Workers, and youth to ensure their success in the Workforce Innovation and Opportunity Act (WIOA) services.

Successful career planning is a collaborative and ongoing process rather than a one-time activity. The process is individualized to the job seeker and prepares them to obtain employment leading to self-sufficiency and placing them on a lifelong learning path. Effective career planning includes assessment, career readiness activities, preparation, and training, along with appropriate job matching and placement ending with one (1) year of Follow-up. Providing supportive services and conducting follow-up are essential to the success of the jobseeker.

Key components of career planning include building rapport, effectively communicating, identifying appropriate services, convening key service providers, connecting participants with services, creating a strong employment plan, motivating and encouraging, following up after an appointment(s), monitoring services, and follow-up after exit. Additionally, keeping accurate, timely, and descriptive records of career planning efforts through appropriate case management is essential.

For more detailed information please refer to the Scope of Services and established procedures for entering and recording data (LINK:

<https://workforceboard.zendesk.com/hc/en-us/categories/115001022927->)

**Local Workforce Innovation and Opportunity (WIOA) Policy No. 2023XXXXXX****To:** All WIOA Agencies, LWIB and Governance**From:**

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George Wright, CEO  
Chicago Cook Workforce Partnership (The Partnership)

**Subject:** One-Stop Operator Procurement**Date:** March 19, 2024**Policy:**

The Workforce Innovation and Opportunity Act (WIOA) requires that all one-stop operators be selected or designated through a competitive process even if the Local Workforce Innovation Board (LWIB) is considering being an operator. Training and Employment Guidance Letter 15-16 (TEGL 15-16) Competitive Selection of One-Stop Operators (January 17, 2017) provides information on the requirements for the competitive process as set forth in Section 121(d)(2)(A) of WIOA.

TEGL 15-16 establishes that one-stop operators are subrecipients of federal funds that must follow the Uniform Guidance at 2 CFR part 200, including the contractual provisions in 2 CFR 200.318 through 200.326. Part of this requirement is for the LWIB and the selected One-Stop Operator to enter into a legally binding agreement which may take the form of a written contract or another type of agreement, such as a Memorandum of Understanding (MOU) which is explained in the One-Stop Operator Procurement Competition Requirements section of this policy.

The Chicago Cook Workforce Partnership will follow the provisions outlined in TEGL 15-16, the key elements of which are summarized in the subsections of this policy.

**The Role of the One-Stop Operator**

The basic role of a one-stop operator is to coordinate the service delivery of participating one-stop partners and service providers.

At a minimum, states and LWIBs must ensure that one-stop operators do the following:

- a) Disclose any potential conflicts of interest arising from the relationships of the one-stop operators with particular training service providers or other service providers, including, but not limited to, career services providers;

- b) In coordinating services and serving as a one-stop operator, refrain from establishing practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term services, such as intensive employment, training, and education services; and
- c) Comply with federal regulations, and procurement policies, relating to the calculation and use of profits.

LWIB's may establish additional roles for the one-stop operator, including the following:

- a) Being the primary provider of services within the center;
- b) Providing some of the services within the center;
- c) Coordinating service providers within the center and across the one-stop system; and
- d) Coordinating service delivery in a multi-center area, which may include affiliated sites.

The role of the one-stop operator must be clearly articulated in all phases of the procurement process, as well as in the legally binding agreement between the LWIB and the one-stop operator.

One-stop operators may not perform the following functions:

- a) Convene system stakeholders to assist in the development of the local plan;
- b) Prepare and submit local plans;
- c) Be responsible for oversight of itself;
- d) Manage or significantly participate in the competitive selection process for one-stop operators;
- e) Select or terminate one-stop operators, career service providers, and youth providers;
- f) Negotiate local performance accountability measures; or
- g) Develop and submit budgets for activities of the LWIB in the local area.

### **Eligible One-Stop Operator Entities**

The *One-Stop Operator* must be an entity (public, private, or non-profit) or a consortium of entities that, at a minimum, includes three (3) or more of the required one-stop partners in the *Local Area*.

While certain entities are eligible to serve as one-stop operators, an entity's eligibility to be the one-stop operator in a specific local area is affected by the nature of the procurement process, particularly as it relates to conflict of interest and avoiding "less-than arms-length" relationships.

LWIBs may serve as one-stop operators, however, they must still participate in the competition to be the *One-Stop Operator* and meet the mandatory requirements in 20 CFR 678.605(c) and 678.615(a).

1. LWIBs may not deem themselves as the one-stop operator due to lack of bids received.



2. As stated above, the eligibility of the one-stop operator is affected by the nature of the process, particularly as it relates to conflict of interest and avoiding “less-than arms-length” relationships.
3. One way to avoid a conflict of interest is for the *LWIB* to contract with a separate and independent outside entity to conduct the competition.
  - Outsourcing the entire process (including development of requirements, drafting the Request for Proposal (RFP) or Information for Bid (IFB), evaluation of proposals/bids, and identification of the best proposer) to an alternate entity would be the best practice in this circumstance to avoid a conflict of interest.
  - If the outcome of the competitive process is the selection of the *LWIB* itself as the one-stop operator, the *Governor* and the *Chief Elected Official (CEO)* must agree to the selection of the *LWIB*.
    - *LWIBs* must submit the Request for Approval – *LWIB to Serve as the One-Stop Operator* to obtain the Governor’s approval.

### **Timing for the One-Stop Operator Procurement**

*TEGL* 15-16 requires that all one-stop operators be selected by July 1, 2017.

1. The competitive process must be conducted at least once every four (4) years.

### **One-Stop Operator Procurement Competition Requirements**

The *WIOA* Joint Final Rule requires that the *LWIB*’s competitive process be based on local procurement policies and procedures as well as the principles of competitive procurement in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance) at 2 CFR part 200, including the *Department of Labor’s (DOL’s)* specific requirements at 2 CFR part 2900, and other applicable regulations and policies.

Appendix I of the Uniform Guidance outlines what the federal government has identified as the information that should be included in a competitive solicitation. Under *WIOA*, and consistent with the Uniform Guidance, the general procurement requirements include:

- a) Written Policies and Procedures;
- b) Methods of Procurement for Competitions;
- c) Full and Open Competition;
- d) Written Standards of Conduct;

- e) Transparency and Responsibility; and
- f) Recordkeeping.

All procurement transactions must be conducted using full and open competition.

- a) In order to ensure objective contractor performance and eliminate unfair competitive advantage, contractors that develop or draft specifications, requirements, statements of work, or invitations for bids or requests for proposals must be excluded from competing for such procurements.
- b) Some of the situations considered to be restrictive of competition include, but are not limited to:
  - i. Placing unreasonable requirements on firms in order for them to qualify to do business;
  - ii. Requiring unnecessary experience and excessive bonding;
  - iii. Noncompetitive pricing practices between firms or between affiliated companies;
  - iv. Noncompetitive contracts to consultants that are on retainer contracts;
  - v. Organizational conflicts of interest;
  - vi. Specifying only a “brand name” product instead of allowing “an equal” product to be offered and describing the performance or other relevant requirements of the procurement; and
  - vii. Any arbitrary action in the procurement process.

Persons and entities involved in the competitive process to select a *One-Stop Operator* using federal funds must be free of apparent or real conflicts of interest.

- a) LWIBs are required to make available to the public:
  - i. The *LWIB*'s written conflict of interest policy;
  - ii. The *LWIB*'s written procurement policies;
  - iii. The procurement solicitation itself;
  - iv. A listing of the entities that submitted bids or proposals;
  - v. An abstract of those bids or proposals;
  - vi. The identity of the selected one-stop operator; and
  - vii. Total award amount and duration of the contract with the one-stop operator.

viii. This list is not all inclusive.

*WIOA* law and governing regulations also require that any organization or entity that has been selected to perform multiple functions in a *Local Area* must develop a written agreement with the *LWIB* and the *CEO* to clarify how the organization will carry out its responsibilities while demonstrating compliance with *WIOA* and corresponding regulations, the Uniform Guidance, and conflict of interest policies of both the state and the organization or entity performing multiple functions.

- a) The possibility that a conflict of interest may arise is inherent when entities are performing, or seeking to perform, multiple functions within the workforce development system.
- b) Proper firewalls must be in place to ensure the transparency and integrity of the procurement process and demonstrate to the public as well as the state that the selection process was impartial and that no preferential treatment was given to the awardee.

All *One-Stop Operator* Agreements must include the essential elements of a legally binding written agreement, and contain, at a minimum, a Statement of Work, Authorized Officials and Purpose, and Additional contractual terms and conditions.

- a) The *One-Stop Operator* Agreement must identify that the one-stop operator is a subrecipient of federal funds and must comply with the Uniform Guidance at 2 CFR part 200, including DOL's specific requirements at 2 CFR part 2900. The Agreement must include the information required by the Uniform Guidance at 2 CFR 200.331.
- b) The *One-Stop Operator* Agreement must include a provision that outlines how the Agreement may be modified or amended.
- c) Note that an amendment to the *One-Stop Operator* Agreement may be required if there are substantive regulatory and/or policy changes at the federal, state, and local level with the implementation of *WIOA*.

*One-Stop Operator* procurement must be conducted in accordance with the local procurement policies that are consistent with the procurement standards of the Uniform Guidance at 2 CFR 200.318 through 200.326.

The *LWIB* must complete, sign and submit the *One-Stop Operator* Procurement Attestation along with other documentation outlined in the Attestation within thirty (30) days of the execution of the *One-Stop Operator* Agreement.

- a) Any LWIB that has awarded a One-Stop Operator Agreement must ensure that the process used complies with *WIOA* rules and regulations as well as the Uniform Administrative Requirements.
- b) If this process was not followed, the contract must be terminated and the process must be restarted in accordance with *TEGL* 15-16.

WIOA requires the LWIB to conduct monitoring of its one-stop operator.

- a) When the *Local Board* is the one-stop operator, there is an inherent conflict of interest in that the local board cannot effectively monitor itself.
- b) In such circumstances, an outside entity must conduct the monitoring and report the monitoring results to the *CEO*.
- c) The State of Illinois will verify compliance to the oversight and monitoring requirements of the one-stop operator as part of the annual monitoring review.

Since the Uniform Guidance is applicable to all contracts with federal funds, the *TEGL* suggests the advice relating to the *One-Stop Operator* competitive process may be useful to consider when procuring other program activities or services, including selection of a fiscal agent, or procuring elements of the youth program, career services, and/or *Training Services*.

- a) LWIBs are encouraged to select providers of career services through a competitive procurement process, though *WIOA* law and proposed rules do not require this.
  - i. LWIBs can provide basic and individualized career services by agreement of the local *Chief Elected Official* and *Governor* which can be obtained by submitting a Request for Approval – *LWIB to Provide WIOA Career Services*.
- b) WIOA further stipulates that LWIBs cannot provide training services unless the LWIB submits a written waiver request based on satisfactory and demonstrable evidence to the Governor to waive the limitation in Section 107(g)(1).
  - i. The waiver request shall be made through submission of the Request for Approval – *LWIB to Provide WIOA Adult and/or Dislocated Worker Training Services*.
- c) WIOA specified that one-stop operators must be in place by July 1, 2017, but there is no similar deadline requirement for other roles such as staff to the LWIB.
  - i. The U.S. *Department of Labor* Regional Office for our state has suggested the LWIBs should first define the roles of the one-stop operator and issue the RFP.
  - ii. RFPs should not be tailored based on the current or future functions of an applicant.

- iii. This has the appearance of potentially influencing prospective bidders and setting up an unfair advantage to other potential entities wishing to apply.
- iv. The LWIB or outside entity would need to ensure that appropriate firewalls and conflict of interest agreements are in place during the negotiation and selection phase of procurement.
- v. Since the one-stop operator should be procured and in place prior to determining staff to the LWIB, *DOL* has instructed the state to not address LWIB staffing questions during the procurement process time period.
- vi. LWIB staffing policy will be issued at a later date.

LWIA #7MOU

LOCAL MOU TEMPLATE

MEMORANDUM OF UNDERSTANDING
BETWEEN
THE WORKFORCE INNOVATION BOARD OF LWIA 7
AND
THE WORKFORCE SYSTEM PARTNERS OF LWIA 7

Marisa Lewis
Individual designated by the Local Board
Chair to lead MOU negotiations

mlewis@chicookworks.org
Email address

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

jmota@chicookworks.org
Email address

1. PARTIES TO MOU (SEC. 121 (C)(1)) (Governor's Guidelines, Section 1, Item (b))

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

Note: Please ensure abbreviations and acronyms are accurate and up to date for each required partner and partner agency.

Table with 2 columns: PARTIES TO MOU and TYPED NAME. Rows include Local Workforce Innovation Board Chair, Chief Elected Official, Mayor Brandon Johnson, and various required partners like Title I: Adult, Dislocated Worker, Youth, Title II: Adult Education and Literacy, etc.

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

Trade Readjustment Assistance (TRA)	Illinois Department of Employment Security
Trade Adjustment Assistance (TAA)	National Able Network
Migrant and Seasonal Farmworkers	Illinois Department of Employment Security
Community Services Block Grant (CSBG)	City of Chicago DFSS & Cook Co. CEDA
Senior Community Services Employment Program (SCSEP)	National Able Network Community Assistance Programs, National Caucus on Black Aging EasterSeals National Asian Pacific Center for Aging (NAPCA)
TANF	Illinois Department of Human Services
Second Chance	None
<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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No Chicago Cook Workforce Partnership (for Chicago Housing Authority)
Job Corps	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Paul Simon Job Corps Center
Youth Build	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Bethel Family Services, Community Assistance Programs, & Community Youth Development Institute, Metropolitan Family Services
<b>ADDITIONAL PARTNERS AS PARTIES TO MOU</b>	<b>ENTITY ADMINISTERING PROGRAM</b>
None	

**2. 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 (not the MOU Amendment).
- List the agreed upon expiration date (cannot exceed three years).
- Confirm the purpose of the umbrella MOU.

The effective date of the original MOU: July 1, 2023  
Termination date of the MOU: June 30, 2026

Purpose of the umbrella MOU: To define the workforce services that WIOA required partners will provide in LWIA 7, the methods WIOA partners will use to provide these services and the roles and responsibilities of all WIOA partners related to service delivery. The LWIA 7 and WIOA partners enter into the agreement with the following general objectives to:

- Implement the vision for the Chicago Cook one-stop delivery system
- Determine the amount of contribution by each WIOA partner for infrastructure and shared system costs to support the Chicago Cook one-stop delivery system
- Establish procedures and tracking methods for referrals between partners
- Provide assurance of physical and programmatic accessibility, specifically addressing adults, individuals with disabilities, dislocated workers, youth and individuals with barriers to employment
- Explain data sharing methods between partners to measure achievement of performance goals
- Describe the process by which disputes will be resolved; and identify the way this agreement may be amended, modified and renewed.

An additional explanation of the MOU: The Chicago Cook Workforce Partnership (The Partnership) works on behalf of the Chicago Cook Local Workforce Innovation Board (LWIB or Chicago Cook LWIB) under the WIOA legislation and is responsible for coordinating and facilitating the integration and operation of the four (4) Comprehensive One Stop Centers referenced in this MOU. WIOA Section 121 requires that The Partnership sign an agreement with all WIOA Required Partners. This MOU sets forth agreements for creating cooperative working relationships among the mandatory partners and The Partnership, who agree to abide by these terms while complying with regulatory and statutory provisions of the Workforce Innovation and Opportunity Act and other applicable laws.

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

- *Describe the shared vision for the system and the role 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).*

This local MOU is intended to reflect the shared vision and commitment of the Board and Partners to a high-quality workforce development system and One Stop Centers and be consistent with the vision articulated by the Federal, State, regional and local planning priorities. Local Workforce Area 7 adopts the State of Illinois vision to “promote business driven talent solutions that integrate education, workforce and economic development resources across systems to provide businesses, individuals, and communities with the opportunity to prosper and contribute to growing the state’s economy.” In addition, the LWIA 7 one-stop delivery system has a shared vision consistent with federal and state planning priorities that “Every person has the opportunity to build a career; every business has the talent to grow and compete in a global economy.”

Toward that end, this MOU supports the vision to ensure collaboration among education, workforce, economic development and required partners as they provide program participants the ability to move along their chosen career pathway, leading to high paying jobs in growing sectors of the economy that offer long-term opportunities for stable employment and ultimately assist businesses in Illinois to be competitive in a global economy.

One on-going aspect to this vision is the focus on continuous improvement and innovation. Through regular partner meetings, all Center Staff meetings, WIB review, and customer/staff suggestions, the services and activities of the Center will change and develop to ensure that customer (both business and job seeker) needs are met.

### **4. SERVICE INTEGRATION ([Illinois Service Integration: Overview and Self-Assessment Guide](#))**

- *Identify commitments that required partners will make within the term of this MOU to implement strategies described in the area’s Service Integration Action Plan, which is hereby incorporated into this MOU.*

*Note that this section will change in future years of the MOU as more state guidance becomes available.*

In furtherance of the above vision, the workforce system partners in LWIA 7 commit to the following in support of the Service Integration Action Plan:

- To participate in monthly center-level partner meetings and quarterly systemwide meetings convened by the One Stop Operator
- To contribute information about programming and events to monthly center-level newsletters, and to review newsletter content provided by other partners
- To make customer service surveys available and encourage their use; and to review results and work with other partners to use customer feedback to improve service coordination
- To make relevant staff available to participate in cross training with other onsite and direct



- linkage partners at the One Stop centers
- To play an active role in service integration improvement initiatives, including the universal shared referral system implementation launching in PY2023.

**5. MOU DEVELOPMENT (Governor’s Guidelines, Section 1, Items 3-8)**

- Fully describe the process and efforts of the Local Workforce Innovation Board and required partners to negotiate the MOU, including draft and final versions of MOUs and annual amendments.*
- Explain the process to be used if consensus on the MOU is not reached by partners during MOU negotiations.*
- Explain the process and roles for conflict resolution in daily operations, including the protocol and authority of each entity in decision-making (e.g., leaseholders, one-stop operators, LWIB, State program administrators and local program partners).*

The WIOA MOU negotiation process for PY2023 proceeded as follows:

- March 16, 2023:** WIOA MOU partners met for the first time via Zoom. The Chicago Cook Workforce Partnership (The Partnership) and Kerber, Eck & Braeckel LLP (KEB) presented preliminary budgetary spreadsheets for review and discussion. The meeting went smoothly since most of the partners participated in the previous year's process. Partners were tasked to confirm their FTE commitments, methods of service delivery, designated MOU signatory and budget negotiation representative.
- March 31, 2023:** The second negotiation meeting occurred via Zoom. KEB and The Partnership presented an edited draft budget and asked partners to review narrative language. MOU partners were reminded to notify KEB of any changes to their FTE contribution, method of service delivery and method of contribution for meeting their allocated amounts of the shared costs by
- April 14, 2023:** The third and final meeting was held via Zoom. KEB and The Partnership presented the final draft budget. All partners expressed agreement with the final draft budget.
- April 17, 2023:** The Chicago Cook Workforce Partnership submitted the form “Outcome Report of Annual Budget Negotiations for PY2023 to the Illinois Department of Commerce and Economic Opportunity indicating that WIOA partners in LWIA #7 have reached agreement on the annual One Stop Operating budget for the year beginning July 1, 2023.

All partners agree that if consensus cannot be reached specific to any portion of the MOU after negotiations, the partner(s) objecting may submit in writing a formal justification for their objection(s). This justification should be submitted to the Co-Chairs of the Workforce Innovation Board for review by the Executive Committee of the WIB. The Executive Committee will review the objection(s) and provide recommendations on how to reach consensus on the outstanding issue(s). The recommendations will be forwarded to the MOU negotiation team for review and approval.

Once consensus is reached and the MOU is executed, a partner may only object during the MOU duration period if there has been a significant change in funding or administrative services. These objections will follow the same procedure as defined above.

In the event of conflicts in daily operations, the One Stop Operator will work as a neutral intermediary between local program partners. Should these conflicts involving other parties (leaseholders, state program administrators, or the One Stop Operator itself) the Partnership, as the local LWIA administrator, will take a leadership role in mediating and resolving those conflicts.

**6. NAME AND LOCATION OF ALL SERVICE LOCATIONS (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.
- Clearly identify and list any designated affiliate sites and specialized centers, clearly indicating which type of site has been designated.<sup>2</sup>

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

Comprehensive One-Stop Center(s)	Designated Affiliate Sites	Designated Specialized Centers
Near West Comprehensive One Stop Center (Pilsen) 1700 West 18th Street, Chicago, Illinois 60624		
Mid-South Comprehensive One Stop Center 4314 South Cottage Grove, Chicago, Illinois 60653		
South Suburban Cook County Comprehensive One Stop Center (Chicago Heights) Prairie State College, ATOC Building, Suite 148, 202 S. Halsted, Chicago Heights, Illinois 60411		
North Suburban Cook County Comprehensive One Stop Center (Wheeling), 1400 South Wolf Rd., Wheeling, Illinois 60090		

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

- *In the spaces provided below:*
  - Explain the programs and services that correlate with the boxes checked in the Career Service Matrices.
  - For each program, describe the staffing plan around which services will be provided by in-person staff, cross-trained partner staff (include the partner’s name) or contract provider (include the provider’s name), or direct linkage (include the specific method of direct linkage).
  - Describe how each required program’s services are provided in real time in all service locations during all regular business hours.

<sup>2</sup> All designated affiliate sites and specialized centers must be included in the Infrastructure Funding Agreement.

### **Title I (Adult, Dislocated Worker and Youth) – On-Site at 4 Comprehensive One Stops**

WIOA Title IB career services will be provided **on-site** at the workNet Centers. The Chicago Cook Workforce Partnership provides the services for Adult, Dislocated Worker and Youth programs.

- The WIOA Adult Formula Program provides career and training services through the American Job Center Network to help job seekers who are at least 18 years old succeed in the labor market. In the provision of individualized career services and training services, WIOA established a priority for serving low-income individuals, recipients of public assistance, as well as individuals who are basic skills deficient.
- The WIOA Dislocated Worker Program provides career and training services to help job seekers who meet the definition of a dislocated worker. The goal of the program is to help individuals return to the workforce with the skills they need to obtain quality employment in "in demand" industries. These career and training services are provided through the One-stop Delivery System at the American Job Center.
- The WIOA Youth Program provides services for young adults to succeed in education and the workforce. WIOA provides a significant opportunity for coordination across all core and partner programs including planning, reporting, and service delivery. This creates an opportunity for the WIOA Adult program to work closely with the WIOA Youth program.

### **Title II (Adult Education and Literacy) – On-Site or Direct Linkage at 4 Comprehensive One Stops**

Adult Education and Literacy provides programming in Adult Basic Education, Adult Secondary Education (High School Equivalency preparation), English Language Acquisition, bridge, and career pathway programs. Students gain educational skills in reading, writing, math, social studies, science, English speaking, grammar and writing, employability skills and college success skills, essential digital literacy abilities, and access to technology in an educational setting.

- Near West Comprehensive One Stop Center (Pilsen): **On-Site**. 12 Title II funded programs are represented by a full time Career Pathways navigator, with an equivalent of 1.0 FTE. The 12 Adult Education programs are A Safe Haven, Chinese Mutual Aid Association, CCC Richard Daley, CCC Malcolm X, Greater West Town Community Development Project, Instituto del Progreso Latino, Literacy Chicago, Pui Tak Learning Center, Poder Learning Center, PACE Institute, St. Augustine College, and Universidad Popular. The navigator interfaces with customers, providing referrals to Title II services, with information on instructional options available at each of the 12 Adult Education partners as well as through the other titles.
- South Suburban Comprehensive One Stop Center (Chicago Heights): **Direct Linkage**. Prairie State College classroom space will be available for partners in the early afternoon after each Fall and Spring semester's classes are scheduled; PSC will do its best to accommodate all WIOA partner requests as they arrive.
- Mid-South Comprehensive One Stop Center: Provides **direct linkage** with the City Colleges of Chicago.
- North Suburban Comprehensive One Stop Center (Wheeling): **Direct linkage**. The FTE provided by the four Title II Partners assigned to the One Stop Center in Wheeling (Oakton C.C., Harper College, District 214 Community Education and District 211) will ensure new WIOA clients receive access to Adult Education at Orientations. Title II partners are involved in the design of the new site, and available for student access through direct linkages to programs.

### **Title III (Employment Services under Wager-Peyser) – On-Site at 4 Comprehensive One Stops**

IDES' Employment Services and Outreach is **on-site** at each of the four comprehensive AJCs. 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.

IDES and other workforce partners have formed local Business Service Teams to coordinate the agencies' employer contacts and streamline services delivered to them. The teams establish their local American Job Center as the one-stop resource for employers' employment and training needs. As part of this effort, Illinois Job Link, available to all American Job Center partners, is one of the tools that facilitate service coordination.

All Employment Services under Wagner-Peyser are offered on-site at the Near West Comprehensive One Stop Center (Pilsen) and South Suburban Comprehensive One Stop Center (Chicago Heights) Comprehensive One Stop Centers.

#### **Title IV (Rehabilitation Services) – Direct Linkage at 4 Comprehensive One Stops**

The Division of Rehabilitation Services provides individuals with qualifying disabilities services to assist them in obtaining and maintaining employment in a competitive and integrated work setting in the community. This is accomplished through a variety of means including: career counseling; job training which can range from certification to advanced degree programs; job placement services which includes job readiness training, job development and supported employment services; and job retention services to aid customers in obtaining accommodations necessary to maintain their current employment. DRS staff will make themselves available to receive referrals primarily through direct linkage, as well as onsite as available.

#### **Perkins/Post-Secondary Career and Technical Education – On-Site or Direct Linkage at 4 Comprehensive One Stops**

- Near West Comprehensive One Stop Center (Pilsen): City Colleges of Chicago - Direct Linkage
- South Suburban Comprehensive One Stop Center (Chicago Heights): Moraine Valley Community College, South Suburban College & Prairie State College - Direct Linkage
- Mid-South Comprehensive One Stop Center: City Colleges of Chicago - Direct Linkage
- North Suburban Comprehensive One Stop Center (Wheeling): Harper College – On Site & Oakton College – On Site

These services assist with educational assessment, academic planning and counseling, career planning and counseling, career and technical education and training, workforce preparation training, internships, financial aid and additional identified supportive services that will afford the needed skills and training to enter the workforce towards retaining employment with sustainable wage earnings in an economically growing industry.

#### **IDES/Unemployment Insurance (UI) – On-Site or Direct Linkage at 4 Comprehensive One Stops**

- Near West Comprehensive One Stop Center (Pilsen): On Site
- South Suburban Comprehensive One Stop Center (Chicago Heights): Direct Linkage
- Mid-South Comprehensive One Stop Center: Direct Linkage
- North Suburban Comprehensive One Stop Center (Wheeling): On Site

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.

### **IDES/Job Counseling, Training and Placement Services for Veterans – On-Site at 4 Comprehensive One Stops**

IDES provides veterans priority of service over all other job applicants, actively promotes and develops employment opportunities, and provides placement and vocational guidance services. Veteran's Representatives work in conjunction with Wagner-Peyser staff to assess the needs veterans, and assistance is then provided to ensure that the veteran is job-ready. If significant barriers to employment (SBEs) are identified, the veteran receives intensive service from a Veteran's Representative. Those with SBEs work one-on-one with a Veteran's Representative to overcome their barriers in order to become job ready. Priority is given to veterans when referring candidates to open employment positions and dedicated staff continually do outreach with local employers to find current employment opportunities in the community that are suitable for job ready veterans. Current individualized labor market information is provided to veterans to help determine if additional training is needed to obtain employment that provides sufficient earnings. Referrals to supportive and/or partner services will be made as needed.

### **IDES/Trade Readjustment Assistance – On-Site or Direct Linkage at 4 Comprehensive One Stops**

- Near West Comprehensive One Stop Center (Pilsen): On Site
- South Suburban Comprehensive One Stop Center (Chicago Heights): Direct Linkage
- Mid-South Comprehensive One Stop Center: Direct Linkage
- North Suburban Comprehensive One Stop Center (Wheeling): On Site

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.

### **Trade Adjustment Assistance (TAA) – On-Site or Direct Linkage at 4 Comprehensive One Stops**

- Near West Comprehensive One Stop Center (Pilsen): On Site
- South Suburban Comprehensive One Stop Center (Chicago Heights): On Site
- Mid-South Comprehensive One Stop Center: Direct Linkage
- North Suburban Comprehensive One Stop Center (Wheeling): Direct Linkage

National Able Network is the only provider to LWIA 7's Comprehensive One Stops that administers the Trade Adjustment Assistance (TAA) Program - a federal entitlement program that assists U.S. workers who have lost or may lose their jobs as a result of foreign trade. This program seeks to provide adversely affected workers with opportunities to obtain the skills, credentials, resources, and support necessary to become reemployed. A group of workers may be eligible for TAA if their jobs are lost or threatened due to trade-related circumstances as determined by the DOL investigation. The latest information regarding program eligibility is available on our website at [www.doleta.gov/tradeact](http://www.doleta.gov/tradeact).

### **IDES/ Migrant & Seasonal Farmworkers (MSFW) – On- Site at 4 Comprehensive One Stops**

IDES provides staff assisted services to migrant and seasonal farmworkers including job development, career guidance, and referral to training and supportive services. Wagner-Peyser staff will assist with the intake process by assessing the client's needs, assisting with UI claims, and registering with Illinois Job

Link in order for the client to immediately begin searching for work. Staff will also provide Labor Market Information to educate clients on the current employment outlook and determine if further training will be necessary to enhance employment opportunities. Clients may be directed to work-readiness workshops or referred to partner agencies and/or supportive services, depending on the needs of the client.

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

**Community Service Block Grant (CSBG) – On-Site or Direct Linkage at 4 Comprehensive One Stops**

- Near West Comprehensive One Stop Center (Pilsen): Direct Linkage with Chicago Department of Family and Support Services (DFSS)
- Chicago Heights: Direct Linkage with Cook County Community and Economic Development Administration (CEDA)
- Mid-South Comprehensive One Stop Center: Direct Linkage with DFSS
- North Suburban Comprehensive One Stop Center (Wheeling): On-Site by CEDA

Community Services Block Grant program provides a wide range of services and activities that a direct, measurable impact on the cause of poverty in the county. CSBG programming includes short-term training that will lead to employment in a high growth career as well as access to CSBG supportive services (e.g., childcare, transportation subsidies, emergency food services, etc.)

**Senior Community Services Employment Program (SCSEP) – On-site**

The SCSEP is a federally funded employment training program under the U.S. Department of Labor's Employment and Training Administration (USDOL-ETA). LWIA 7 has five SCSEP providers: National Able Network, EasterSeals, Community Assistance Programs (CAPs), National Caucus and Center on Black Aging, and National Asian Pacific Center for Aging (NAPCA). One or more SCSEP providers will be onsite at all 4 comprehensive one stops.

The SCSEP is the largest federally funded program for older adults who seek employment and training assistance, as well as civic engagement. Services include training, paid work experience, digital literacy training, job readiness skills, career coaching, and supportive services. The goal is to help participants gain the skills necessary to obtain permanent employment, helping mature workers achieve economic independence.

**DHS/TANF – Direct Linkage at 4 Comprehensive One Stops**

The Temporary Assistance for Needy Families (TANF) program is run by the Illinois Department of Human Services. The program is for families who need temporary cash assistance and supports the mission of strengthening Illinois by building up lives and communities. DHS-TANF provides intensive services and assessment to TANF recipients. DHS staff will participate in orientations at the Comprehensive One Stop Centers to introduce TANF and other DHS assistance programs to on-site partners and customers. In addition, DHS-TANF will schedule appointments and provide brochures and other informational materials to customers; and will provide cross training to other partners so they can assist customers with online applications for benefits. TANF customers may will allow customers to complete applications for benefits and manage their case. TANF recipients may be eligible for additional services including medical benefits, transportation services, and SNAP benefits.

**HUD Employment and Training Activities – Direct Linkage at 2 Comprehensive One Stops (Near West and Mid-South)**

The Chicago Housing Authority (CHA) administers HUD Employment and Training Activities including the Jobs Plus Program. The target population consists of adult residents of CHA public family housing and Housing Choice Voucher (“HCV”) participants who are not currently enrolled in the Workforce Innovation Opportunity Act (“WIOA”) program. The CHA program shall utilize its existing assessment criteria to screen potential candidates and identify the most appropriate placement and training services. The Jobs Plus program is delivered via direct linkage at the Near West Comprehensive One Stop Center (Pilsen) and the Mid-South Comprehensive One Stop Center.

**Job Corps – Direct Linkage at 2 Comprehensive One Stops (Near West and Mid-South)**

The Paul Simon Chicago Job Corps Center’s service delivery method is by direct linkage at the Pilsen and Mid-South sites. The Center:

- Provides academic, career technical, employability, and social skills training
- Academics include High School Diploma Online & High School Equivalency (HSE) obtainment
- Provides WIOA basic services applicable to the Job Corps program that augment the basic labor exchange services traditionally provided under Wagner-Peyser
- Provide work-based learning, recreation, wellness, dormitory, meals and counseling
- Career Technical Training programs include Brick Masonry, Carpentry, Material Handling and Distribution Operations, Certified Nursing Assistant, Painting, Pharmacy Technician, and Security Protective Services
- Provides training for participants in a residential or non-residential setting

**YouthBuild – Direct Linkage at 2 Comprehensive One Stops (South Suburban and Mid-South)**

YouthBuild is a community-based pre-apprenticeship program that provides job training and educational opportunities for at-risk youth ages 16-24 who have previously dropped out of high school. Services are provided via direct linkage at Mid-South by Community Assistance Programs (CAPs), Community Development Institute, and Metropolitan Family Services. Services are provided via direct linkage at the South Suburban One Stop by Bethel Family Resource Center. These organizations offer the following services:

- Recruitment services aimed toward young adults
- Pre-employment training and soft skills, including union training where applicable
- Linkages to the WIOA system for access to additional training and job search assistance
- Subsidized on-the-job training and work experience
- Job placement assistance; and
- Post-employment case management.

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

- *Describe features or methods to ensure the comprehensive one-stop center and any designated affiliate sites or specialized centers provide access to all required career services in the most inclusive and appropriate settings for each individual participant, including assuring that individuals with barriers to employment, such as individuals with disabilities, can access available services (§678.500(b)(4)).*
- *Describe any specific human or financial commitments partners are making to coordinate the customer experience through a physical or virtual front door. Examples include using career navigators, customer advocates, cross-program knowledge, frontline training, accessible technology or other support systems.*

*Note: Provide as much specificity as possible for each commitment made as a local workforce system, including whether individual partners are making a specific human or financial commitment to carry out that local system approach.*

**Part I: Features or methods:** All WIOA partners agree that they will not discriminate in their employment practices or services on the basis of race, color, creed, religion, sex (including pregnancy, childbirth and related medical conditions, sex stereotyping, transgender status and gender identity) national origin (including limited English proficiency), age, disability, or political affiliation or belief, veteran's status, or on the basis of any other classification protected under state or federal law. The Partnership and our WIOA partners have in place policies and procedures to address these issues, and those policies and procedures have been disseminated to staff/employees and otherwise posted as required by law. The Partnership and our WIOA partners further assure that all are currently in compliance with all applicable state and federal laws and regulations regarding these issues.

All WIOA partners will cooperate with compliance monitoring that is conducted at the local level to ensure that all comprehensive One-Stop centers, programs, services, technology and materials are accessible and available to all. The LWIA 7 EO Officer has over 12 years of EO experience, and her network of internal EO officer designees at each Center, continually resolve any problems or complaints that might arise expeditiously. We have in place a combination of procedures and guidelines that enables the Comprehensive One-Stop centers to successfully provide individuals with complete access to all services, such as Sign Language Interpreter Services (CAIRS) and Language Services (PROPIO). In addition to Propio services, bilingual staff is available to assist and translate at most Comprehensive One-Stop Centers. Request for Reasonable Accommodation is in place to assist individuals upon request. If additional services are required, individuals are referred to our WIOA partners (IDHS-DRS, VR, IDES). Also, technology translation assistance is available through Google Translate.

These services will be provided "on demand" and in "real time" in the physical Comprehensive One-Stop center in person or via technology consistent with the "direct linkage" requirement as defined in WIOA (WIOA Section 121(b)(1)(A) and Section 678.305(d) of the Final Rules). Additionally, staff members will be trained to provide services to all, regardless of range of abilities, mobility, age, language, learning style and intelligence or education level. An interpreter will be provided "in real time" as provided by the vendor to any customer with a language barrier.

The Comprehensive One-Stop center(s) refer individuals with barriers to employment to appropriate workshops such as reading and/or math literacy training, job readiness training, computer literacy training and/or vocation training if practical, and if it has been determined that the training will lead to employment opportunity in that field of study. The Comprehensive One-Stop center(s) are provided with other material, equipment, and software to assist and address the needs of the individual with barriers to employment, including individuals with disabilities. Individuals with disabilities accessing services at the comprehensive one-stop center(s) have access to the center's resources not limited to: TTY and/or TextNet (Internet TTY services), Sign language Interpret Service, Computer, Printer, Phone, Assistive Technology (Scanning/ Reading Software, Screen Web Page Reading Software, Enlarge Keyboard, Trackball Mouse and etc.). The One-Stop centers are educated on the Workforce Innovation and Opportunity Act (WIOA) of 2014, Title 29 Part 38, Section 188 Nondiscrimination and Equal Opportunity Regulations. The One-Stop centers adhere to and apply the EO policy and procedures to their daily operation as they assist and address the needs of individuals and individuals with disabilities.

The Comprehensive One-Stop center(s) have available for individuals with disabilities accessing the services at the Comprehensive One-Stop center(s) a selection of Assistive Technologies as listed below. The assistive technology is available upon request and/or as needed for the following services:



Orientation, Registration, Testing, Workshops, Job Fairs, Rapid Response and the Resource Room. In addition, the comprehensive one-stop center(s) has access to TextNet Services (Online TTY) to assist individuals that are Deaf and/or Hearing Impaired and Language Services to assist individuals that Limited English Proficient (LEP). If an individual needs are not within the Comprehensive One-Stop center staff ability to address, in accordance with the “direct linkage” requirement under WIOA, the comprehensive one-stop center will refer the individual to a WIOA partners (e.g., IDHS-DRS, IDES, HUD and other) that has the appropriate services and ability to assist the individual this will be done within a reasonable time by phone or real-time.

Virtual Services: If necessary and/or upon request by the customer, the Equal Opportunity Officer holds virtual meetings to review and address complaints and/or grievances. The Equal Opportunity Officer ensures that the request for American Sign Language (ASL) interpreter services is available virtually as needed and/or requested. In addition, LWIA7 ensures that our virtual meeting and/or training events has closed captioning options (CC).

Additionally, assistive devices, including but not limited to the following are currently available and being updated and distributed:

• TextNet	• Intellikeys/Keyboard	• Magnifiers
• ZoomText	• Enlarged Keyboard	• Headphones
• JAWS/Dragon (screen reader)	• Adjustable Keyboard Trays	• Audio Tape Players
• OpenBook	• Trackball Mouse	• Adjustable Table/Chairs
• Closed and open captions	• Adaptive mouse/keyboard	• Assistive Listening System
• Wynn Wizard	• Large print keyboard labels	• Staff (Real Time) Reader
• Large Screen Monitors	• Scanners	• Braille
• Large print material	• Audio and Video Tapes	• Text transcripts

**Part II: Specific Partner Commitments:** The workforce system partners in LWIA 7 commit to the following in support of coordinating the customer experience:

- Title I commits to invest in a virtual “front door” to the system in the form of web-based outreach, applications, and an improved system for referrals among all required program partners. The referral system is further detailed in Section 11 of this MOU. Title I also commits to launching a marketing campaign in support of the American Job Centers, aimed at jobseeker and employer customers. Finally, Title I commits to continuing to provide sector-based employer outreach and services through The Partnership’s Business Relations team.
- Title II providers commit to continue working together to provide a seamless customer experience at the Comprehensive One Stop Centers, and to expand and enhance the onsite Career Pathways Navigator program. Career Pathways navigators help customers access the services they need through the One Stop Network, including employment and job training, HSE, English, and Citizenship classes, job and resource fairs, resume and financial workshops, digital skills assessments by appointment, and additional supportive services. Navigators provide referrals to Title II services as well as the other titles. More information about the program, and a sign-up link for customers, can be found at <https://www.scalelit.org/navigate>.
- Title III (IDES) commits to continuing to support and market Illinois Job Link, a tool that facilitates service coordination. In addition, IDES and other workforce partners have formed local Business Service Teams and commits to coordinating the agencies’ employer contacts and streamlining services delivered to them.
- Title IV (DRS) commits to providing onsite support to customers with disabilities, assisting in accessing assistive technology and navigating service offerings.

- SCSEP providers provide greeters onsite at the Comprehensive One-Stops to welcome individuals to the centers and help with wayfinding and other information.
- All systemwide partners agree to commit staff time to participate in cross-training facilitated by the One Stop Operator, sharing cross-program knowledge, eligibility information

**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) and any designated affiliate sites or specialized centers, including the following:*
  - *The designated service location layout supports a culture of inclusiveness*
  - *The location 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*

x Please affirm that the local one-stop system will comply with all federal and State physical inclusiveness and accessibility requirements, including the Americans with Disabilities Act (ADA) of 1990, Section 188 of WIOA, the Illinois Accessibility Code, the most recent ADA standards for Accessible Design and the Uniform Federal Accessibility Standards, and all other applicable statutory and regulatory requirements.

Please affirm that the local one-stop system will comply with all federal and State physical inclusiveness and accessibility requirements, including the Americans with Disabilities Act (ADAAA) of 2008, Section 188 of WIOA, the Illinois Accessibility Code, the most recent ADA standards for Accessible Design and the Uniform Federal Accessibility Standards, and all other applicable statutory and regulatory requirements.

The Comprehensive One-Stop centers will maintain a culture of inclusiveness in compliance with Section 188 of WIOA 29 CRF 38, the Americans with Disabilities Act Amendments Act of 2008 (ADAAA), and all other applicable statutory and regulatory requirements. The WIOA Partners shall not unlawfully discriminate, harass or allow harassment against any employee, or applicant for employment or services due to gender, race, color, ancestry, religion, national origin, veteran status, physical disability, mental disability, medical condition(s), age, sexual orientation or marital status. Partners will assure compliance with the Americans with Disabilities Act of 1990 and its amendments, which prohibits discrimination based on disability, as well as other applicable regulations and guidelines issued pursuant to the Americans with Disabilities Act Amendment Act. Additionally, partners agree to fully comply with the provisions of WIOA Title I, Section 504 of the Rehabilitation Act of 1973, Title VII of the Civil Rights act of 1964, the Age Discrimination Act of 1975, and Title IX of the Education Amendments of 1972, WIOA Title IB, 29 CRF Part 38 and all other regulations implementing the laws.

In partnership and cooperation with the WIOA partners and Equal Opportunity staff of the Partnership, the LWIA 7 Comprehensive One Stop Centers have at least one fully accessible workstation with staff trained on the operations of the adaptive equipment and programs. The WIOA Title 1 partners also commit to offering priority for services to veterans, recipients of public assistance, other low-income individuals or individuals who are basic skills deficient when providing individualized career services and training services with WIOA adult funds. Additionally, the physical characteristics of the facilities, both indoor and outdoor, will meet compliance with 29 CFR Part 38, or most recent ADAAA standards for Accessible Design and the Uniform Federal Accessibility Standards by or before July 1, 2023. In some cases, the facilities are leased by neither The Partnership nor its service providers (e.g., IDES CMS or the City of Chicago). In this case, LWIA 7 is in active, urgent and ongoing negotiations with the parties to continue ADAAA compliance.

Services are available in a convenient, high traffic and accessible locations considering reasonable distances from public transportation and adequate parking (including parking clearly marked for individuals with disabilities). Indoor space will be designed in an “equal and meaningful” manner providing access for individuals with disabilities. Specifically:

- Pilsen: 1700 W. 18th St. Chicago IL 60608, corner of 18th St and Paulina St., L- Pink Line 18th St. stop, bus- #18 runs directly in front in both directions (E & W) and #9 runs along Ashland (N & S), 3 blocks away from center. Pace drops ADA customers off directly in front of the center. Signage is affixed to the large window facing the street that reads National Able Network, A Proud Partner of the American Job Center. The entryway is not shared with any other businesses, so there is no additional signage in the entryway. Just beyond the entryway there is electronic signage that rotates information on partner programs and the AJC.
- Chicago Heights: Prairie State College - 202 S. Halsted Street, ATOC Building, Suite 148, Chicago Heights, IL. From the parking lot enter the first building door labeled A1. Main streets are Halsted and Vollmer Road. Available public transportation includes PACE and Metra. Pace bus #352 – Chicago Heights has a stop at Prairie State College. From Metra stop #211 (Lincoln Hwy and Main Street), catch the Pace bus #357 East Bound to Chicago Heights terminal, transfer to Pace Bus #352 North Bound, direct stop at PSC. Free parking is available on the corner of Halsted Street and Vollmer in lots D and C. There are 197 parking spots in Lot D. There are approximately 10-15 ADA parking spaces. There is a window sign on the primary door of the ATOC Building, off Parking Lot D. Within the ATOC building, there is signage above Suite 148 and 146 (resource center). The main office has the following name above the reception desk: The Chicago Heights Workforce Center at Prairie State College.
- Wheeling: 1400 South Wolf Rd., Wheeling, IL 60090. Intersections: Wolf Road and Palatine Road. Pace Bus Routes: #234, Weekday Service from Des Plaines to Wheeling. Rush hour Service operates between Des Plaines Metra Station and PACE Buffalo Grove Terminal; Connections: # 208-Golf Rd, 209-Busse Hwy, 221-Wolf Rd, 226-Oakton St, 230-South Des Plaines, 250-Dempster St, 272-Milwaukee Ave. Metra Trains: Prospect Heights Metra North Central Service, 55 South Wolf Rd., Prospect Heights, IL is 5 mins/1.3 miles from the American Job Center; Wheeling Metra North Central Service, 400 Town St., Wheeling, is 10 mins/3.3 miles from the American Job Center; Mt. Prospect Metra UP-Northwest Line, 13 E. Northwest Hwy, Mt. Prospect, is 11 mins/ 4.7 miles from the American Job Center; Des Plaines Metra Line-UP-Northwest Line, 1500 Miner Rd, Des Plaines, IL is 13 mins/5.5 miles from the American Job Center; Buffalo Grove Metra Line—North Central Line, 825 Commerce Ct, Buffalo Grove, IL is 15 mins/6.0 miles from the American Job Center. There’s ample parking for at least 150 vehicles and there’s accessible parking spots in front of office. Paratransit will drop people off at the front door.
- Mid-South: The Mid-South American Job Center is located at 4314 S. Cottage Grove Suite 209, Chicago, IL. out of the Dr. Martin Luther King Center which is primarily operated by the City of Chicago. It is located on the Southwest corner of Cottage Grove & 43rd St. Public transportation to the Mid-South American Job Center can be accessed by bus. The bus routes are operated by the Chicago Transit Authority (CTA). The bus routes that service the Mid-South American Job Center are the #4 Cottage Grove bus and the #43 43rd St bus. The Green Line is located just 0.7 miles west of the Mid-South American Job Center. Free parking is accessible in an off-street lot to the south of the Dr. Martin Luther King Center. Directly in front of the building on Cottage Grove is reserved handicapped parking which would accommodate three vehicles. An additional three reserved handicapped spaces are available in the parking lot.

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

*[NOTE: Ensure that the following content agrees with and aligns to the budget spreadsheet and notes.]*

- *Name the procured one-stop operator and identify the agreed-upon one-stop operator model for each one-stop center in the local area. The operator may be a single entity (public, private, or nonprofit) or a consortium of entities (if the consortium of entities is composed of one-stop partners, it must include a minimum of three of the one-stop partners).*
- *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.*
- *Describe the payment provisions, including the term, frequency and method of payment for one-stop operator services.*
- *For each shared cost center, state the total cost of the one-stop operator and the required partners which are contributing to that cost.*
- *For each shared cost center, explain the method of contribution(s) (e.g., cash, non-cash, in-kind) each required partner is contributing to the cost of the one-stop operator. Example: A consortium partner contributes a non-cash contribution in the amount of the market value for specific services under the One-Stop Operator Agreement.*

*By clicking on the boxes below, required partners in the local area affirm that the one-stop operator will not perform the following proscribed functions:*

- x convene system stakeholders to assist in the development of the local plan*
- x prepare and submit local plans (as required under sec. 107 of WIOA)*
- x be responsible for oversight of itself*
- x manage or significantly participate in the competitive selection process for one-stop operators*
- x select or terminate one-stop operators, career services, and youth providers*
- x negotiate local performance accountability measures*
- x develop and submit budget for activities of the Local WDB in the local area.*

The Chicago Cook Workforce Partnership (The Partnership) competitively procured the new One-Stop Operator in October of 2020. [The Partnership contracted with ScaleLIT \(then the Chicago Citywide Literacy Coalition\) at that time.](#) The contract has since been renewed twice, for the periods covering 10/21 – 9/22, and 10/22-9/23. The procurement process was vetted by counsel at all stages to comport with the OMB Uniform Guidelines, WIOA and all other federal, state and local laws and regulations. The process was re-reviewed by counsel following additional guidance from DOL and has been found to be in compliance.

[The One-Stop Operator model is that of a single nonprofit entity providing One-Stop Operator services to each of One-Stops in LWIA7.](#)

In the procurement process, the following functions of the One Stop Operators were outlined:

- 1) Assess and coordinate WIOA in-person and virtual service delivery across required WIOA One-Stop Partners and service providers. Due to the public health and safety factors, as of the time of procurement AJCs are either seeing customers by appointment only or are closed to the public/ offering virtual services only. Because foot traffic is greatly reduced across AJCs, the One-Stop Operator should focus much of its early efforts on the virtual offerings of each AJC, and on the virtual customer experience. The focus can shift more toward physical infrastructure and in-person service delivery as conditions change. The OSO shall:

- a. Collect documentation from each AJC, including policies and procedures and self-assessments
  - b. Maintain a regular physical presence at every One-Stop center (which can be in the form of regularly scheduled meetings and “office hours” and can be virtual as necessary)
  - c. Identify ways to coordinate Partner services delivered in person and virtually through One-Stop centers, including services to shared job seekers and businesses
  - d. Ensure universal understanding and clear delineation across Partners of respective roles and responsibilities
  - e. Mediate and resolve conflicts between the Partners as needed and work with The Partnership to address and rectify instances where Partners fail to fulfill understood roles and responsibilities
- 2) Conduct **regular meetings** with Partner staff at multiple levels to further the goals of service integration; and with Partnership staff and WIB and Committees to report on progress and seek guidance and direction
    - a. Coordinate with One-Stop Partners to develop agendas and facilitate meetings
    - b. Seek consensus and agreement regarding format of meetings and scheduling and challenges regarding Partner compliance and meeting attendance issues
    - c. Convene monthly center-level Partner meetings to ensure service coordination
    - d. Convene quarterly system-level Partner meetings
    - e. Attend WIB, Executive, and Service Delivery Committee meetings; prepare and deliver presentations as requested
    - f. Convene other meetings, as necessary
  - 3) Coordinate **One-Stop center certification processes**.
    - a. Work with The Partnership and the Illinois Department of Commerce and Economic Activity, and the Partners in each of the 4 comprehensive AJCs to complete this process, following guidelines set forth in state WIOA policy Chapter 1 section 8-<https://apps.illinoisworknet.com/WIOAPolicy/Policy/Index/358>
  - 4) Facilitate the development and implementation of **service integration plans** at One-Stop centers
    - a. Oversee implementation of existing service integration plans at four (4) comprehensive One-Stop centers
  - 5) Support implementation of the **Memorandum of Understanding (MOU)** between WIOA One-Stop Partners.
    - a. Work with four comprehensive AJCs to ensure Partner compliance with PY2023 MOU
    - b. Participate in and provide feedback for MOU process
  - 6) Facilitate **cross training** of frontline staff
    - a. Facilitate cross training of WIOA One-Stop Partners
    - b. Identify professional development needs of workforce system staff.
    - c. Ensure that the staff of each Partner program learns the key program goals and eligibility criteria of other Partner programs.
    - d. Develop a comprehensive cross-training plan in collaboration with the Partners.
    - e. Maintain and update AJC training manuals
  - 7) Ensure compliance with **ADA regulations**
    - a. Assess and monitor compliance with ADA, Department of Labor, and state/local standards of practice for people with disabilities.
  - 8) Assess the customer experience at each AJC and develop a comprehensive **customer service strategy** to ensure quality service to shared job seekers.
    - a. Collect relevant documentation from each AJC, including policies and procedures, referral procedures, and customer feedback tools

- b. Ensure consistent “American Job Center” branding across AJCs;
  - c. Review existing job seeker orientation materials and processes; and develop and implement a standardized job seeker orientation presentation and procedure across all One-Stop centers. The focus should initially be on virtual orientations.
  - d. Facilitate customer flow across program services provided at One-Stop centers and through direct linkage;
  - e. Implement effective referral processes across Partner services to improve the efficiency and customer experience of referrals, including standardization of format, follow-up requirements, and reporting;
  - f. Coordinate signage, customer waiting practices, safety measures, and resource room guidelines (when public health and safety measures allow)
  - g. Maintain a calendar of virtual and/or in person activities at centers;
  - h. Coordinate with Partners to design and implement customer satisfaction feedback and reporting mechanisms;
  - i. Manage and analyze customer satisfaction data for purposes of reporting and performance improvement;
  - j. Follow up with relevant parties in cases of customer inquiry and complaint to ensure fair and equitable treatment of all shared customers;
  - k. Under The Partnership’s guidance, liaise with local government agencies and other relevant partners to coordinate services for job seekers; and
  - l. Identify and implement necessary measures to continuously improve customer service.
- 9) Assist WIOA One-Stop Partners with community outreach and the promotion of program services.
- a. Work with Partnership communications team on community outreach efforts
  - b. Promote both center activities and Partnership/City/County sponsored activities to Partners and customers
- 10) Identify ways in which technology and virtual services may be used to enhance One-Stop operations.
- a. Work with One-Stop Partners to develop and implement technological strategies to improve virtual service delivery, customer service, service integration, and reporting.
  - b. Review data collection practices with the goal of identifying areas to streamline processes, improve data quality and accuracy, and
- 11) Remain informed on relevant policies
- a. Become familiar with Federal and State One-Stop Operator policies
  - b. Become familiar with best practices related to One-Stop Operator, WIOA service delivery, and service integration.
  - c. Attend relevant webinars and in-person trainings hosted by The Partnership, the Illinois Department of Commerce and Opportunity, the U.S. Department of Labor, and other entities as relevant.
- 12) Serve as a liaison between all WIOA federal mandated partners in matters related to physical space in the 10 American Job Centers.
- a. Assist existing partners seeking physical space, and new partners joining the American Job Center network with their accommodation needs. This will include a “space audit” with recommendations on reconfiguring space to accommodate additional partners as needed.
  - b. Serve as the point of contact for technology or telecom issues, working with onsite partners to identify needs, and coordinating with outside contractors as necessary. This will include sourcing, setting up, and developing procedures around the “registration

kiosks” in each of the 10 AJCs.

- c. Serve as mediator between onsite partners in disputes over usage and configuration of shared space.
- d. Serve as point of contact for tours of American Job Centers, in coordination with Partnership communications team.
- e. Ensure that facilities and onsite procedures support the OSO’s focus on Human Centered Design
- f. Monitor the materials and equipment provided in the American Job Centers in order to ensure the availability of those items that are required in the American Job Centers.
- g. Maintain knowledge of communities served by each American Job Center and identifies potential new locations for an American Job Center as needed.
- h. Maintains current knowledge of Americans with Disabilities Act (ADA) to ensure compliance with ADA, Department of Labor, and state/local standards of practice for people with disabilities across all American Job Centers.
- i. Lead the One Stop Certification process for DCEO every 3 years.
- j. Works with all onsite partners to develop procedures related to emergency preparedness and response.
- k. Works with all onsite partners to develop plans for office closures and reopening. This includes completing all required re-opening checklists and plans as required by DCEO.
- l. Monitors physical facilities for any maintenance or safety concerns requiring the landlord’s attention. Acts as a point of contact with the various landlords of each American Job Center to address and solve these concerns. Acts as a liaison between the mandated partners and the landlords of each American Job Center.
- m. Monitors the physical facilities and addresses issues as they arise regarding all applicable federal, state and local regulations. Monitors and modifies, if necessary, space and equipment in One Stop/American Job Centers.
- n. Coordinates with The Partnership’s Communications Team to ensure American Job Center signage and marketing materials comply with DOL guidelines and The Partnership’s branding and marketing guidelines. This will include coordinating the ordering and installation of new, standardized AJC signage.
- o. Coordinates with The Partnership to initiate commercial property acquisition and lease negotiations throughout Cook County. *(May be requested to represent The Partnership in lease negotiations where The Partnership is the leaseholder of the American Job Center.)*
- p. Facilitate meetings of Center-level and/or regional leadership from on-site Partners as needed to address any of the above listed issues.

The One Stop Operator will invoice on a monthly basis for the tasks, assignments, and work performed. The invoices shall be based on the actual services provided and shall not exceed the total budget amount of \$450,000. All costs must be reasonable, allowable and necessary under the WIOA and the Uniform Administrative Requirements at 2 C.F.R. 200. The One Stop Operator annual budget of \$450,000.00 covers the cost of One Stop Operator services for the four Comprehensive One-Stop Centers and six other access sites in LWIA 7. For each shared cost center, the total cost of One-Stop Operator services is \$45,000. The partners at each of the four comprehensive One Stop Centers will share in that cost via cash contribution.

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



- Describe the local one-stop operator's role and responsibilities for coordinating referrals among required partners (§678.500(b)(3)).
- Complete the Referral System matrix included on page 11 of this MOU Template.

Beginning in PY2023, the One Stop Operator is piloting a new shared referral system among all the partners in the One Stop Centers and other access points. In 2022, the One Stop Operator convened a working group consisting of 46 individuals across 23 organizations, with cross-title representation. The working group met 8 times and analyzed 10 referral platforms. After making a recommendation, the One Stop Operator convened 3 leadership meetings to gather additional feedback. In March 2023, the One Stop Operator presented this recommendation to the LWIA 7 WIB. In the short term, the OSO will implement a simple solution using a technology called Airtable. This process will serve as a more extended pilot that allows the partners to refine the referral process and identify/tackle any challenges before investing in a more permanent solution. Both the short term and longer-term referral solutions will serve all partners providing services through the One Stop system, as well as customers receiving services. The referral system will streamline and formalize referrals among partners, reducing duplicative paperwork and reducing the administrative burden for customers and staff.

## **12. SHARED DATA AND INFORMATION (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.

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

X Please affirm that 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.

X Please affirm that participants' Personally Identifiable Information (PII) will be kept confidential.

All partners in LWIA 7 agree to share data 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 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. Examples of such a practice is the Title 1 Career Connect system which is intended to be in use by partners other than Title 1 as soon as is practicable.

Where statewide data sharing agreements exist, agencies that can sign onto those agreements will do so. However, recognizing that such agreements are not always going to be the proper protocol, a common Release of Information form may be 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.

WIOA partners agree to a data sharing agreement that allows each program to comply with the federal laws governing it and that will be used to improve mutual referrals and communication.



Partners agree to comply with federal and state laws governing protection of personally identifiable information. Notwithstanding any other provisions in this MOU, only partners who have executed a separate data sharing agreement with IDES will have access to wage records and other confidential IDES data.

#### Shared Technology and System Security

WIOA emphasizes technology as a critical tool for making all aspects of information exchange possible, including client tracking, common case management, reporting, and data collection.

To support the use of these tools, each Partner agrees to the following:

- Comply with the applicable provisions of WIOA, Rehabilitation Act, and any other appropriate statutes or requirements.
- The principles of common reporting and shared information through electronic mechanisms, including shared technology.
- Commit to share information to the greatest extent allowable under their governing legislation and confidentiality requirements.
- Maintain all records of the customers or partners (e.g., applications, eligibility and referral records, or any other individual records related to services provided under this MOU) in the strictest confidence and use them solely for purposes directly related to such services.
- Develop technological enhancements that allow interfaces of common information needs, as appropriate.
- Understand that system security provisions shall be agreed upon by all partners.
- Confidentiality
- The WIOA partners agree to comply with the provisions of WIOA as well as the applicable sections of the Rehabilitation Act, and any other appropriate statute or requirement to assure the following:
- All applications and individual records related to services provided under this MOU, including eligibility for services and enrollment and referral, shall be confidential and shall not be open to examination for any purpose not directly connected with the delivery of such services.
- No person will publish, disclose use, or permit, cause to be published, disclosed or used, any confidential information pertaining to applicants, participants, or customers overall unless a specific release is voluntarily signed by the participant or customer.
- The WIOA partners agree to abide by the current confidentiality provisions of the respective statutes to which operators and other WIOA partners must adhere and shall share information necessary for the administration of the program as allowed under law and regulation. The WIOA Partner, therefore, agrees to share client information necessary for the provision of services such as assessment, universal intake, program or training referral, job development or placement activities, and other services as needed for employment or program support purposes.

Client information shall be shared solely for the purpose of enrollment, referral or provision of services. In carrying out their respective responsibilities, each party shall respect and abide by the confidentiality policies of the other parties WIOA Partner agencies share data on a regular basis - multiple agencies work on hiring events that are made available to all WIOA partner organizations to provide the largest number of WIOA customers with access to the great variety of employment opportunities that are available.

Information about hiring fairs and job opportunities is made available to all WIOA partners and several of the WIOA organizations have robust job posting sites such as Title III, Illinois Job Link and Title1B, Illinois workNet. The Chicago Cook Workforce Partnership has job postings on Career Connect. Multiple WIOA agencies attend and help workers who are laid off from business closing after WARN notices go out. Tracking the outcomes from hiring events and other programs to help customers find jobs are reported at the monthly WIOA partner meetings at both Comprehensive One Stop locations.

**13. COSTS AND COST SHARING OF SERVICES (Sec. 121 (c)(2)(ii) (Governor’s Guidelines, Section 1, Item 1(c); Section 2) (§ 678.510(a), §678.755 and §678.760)**

*Please complete the Infrastructure Funding Agreement (fillable spreadsheet) and submit annually with the MOU or MOU Amendment.*

*In the space below and following the Governor’s Guidelines – Revision 4, 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, 20XX through June 30, 20XX.*
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 all required partners agree for a partner to commit to less than .25 FTE, then the local board may submit a waiver using the waiver request form included in the Report of Outcomes template (Appendix G of the Governor’s Guidelines – Revision 4).*
6. *Describe in the narrative whether and which staff will be cross trained to provide services on behalf of another required partner.*
  - b. *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. *Please describe the invoicing process and any special deadlines for determining actual costs for each partner included in this MOU (Please note that CSBG’s grant cycle requires the partner to pay all actual costs within 30 days of the partner’s 12/31 invoicing deadline and within 30 days of its 6/30 invoicing deadline each program year).*

*Using the table provided below, include the following additional financial information for each required program partner:*

1. *Each required program partner’s total cash contribution toward its proportionate share of infrastructure and local service delivery system costs; and*
  2. *The dollar amount of a 10% variance from each partner’s total cash contribution in the case that actual costs exceed budgeted costs.*
1. *The partners agree to share proportionately in the costs of the local one stop delivery system. These costs include shared system costs for service delivery and infrastructure costs associated with the comprehensive one-stop center(s) identified in Section VII. Shared System Costs are non-infrastructure costs to which required program partners must contribute. These shared costs may include the cost of shared services authorized for an individual participant, such as intake and assessment costs, as well as shared costs of local board functions. In-kind contributions to shared system costs are permissible. Infrastructure Costs are non-personnel costs that are necessary for the general operation of a comprehensive one-stop center, including the rental costs of facilities, the costs of utilities and maintenance, equipment (including assessment-related products and*

assistive technology for individuals with disabilities) and technology to facilitate access to the one-stop center, including the centers planning and outreach activities. Per the Governor's Guidelines, local comprehensive one-stop center infrastructure costs and local one-stop delivery system costs to be shared among all required partners are defined in the Standard Budget Format for Shared Costs. As indicated in section 4-5 (MOU Development), all partners participated in the negotiation process for infrastructure costs.

2. The cost sharing agreement is effective from July 1, 2023, through June 30, 2024. Annually, the required program partners shall negotiate infrastructure costs of the Comprehensive One-Stop Centers and other shared costs. Three MOU partner meetings were held with the WIB Co-Chairs' designated representative presiding to reach a consensus on shared costs. A summary of shared costs was distributed to partners in advance of Negotiation Meeting 1, when Partners confirmed the infrastructure and service delivery system costs to be shared for PY23 and confirmed the FTE cost allocation methodology. Questions were posed and answered during the meeting and confirmed in writing after the meeting. Draft budget spreadsheets with preliminary FTE commitments by Partner were distributed in advance of Negotiation Meeting 2, when Partners confirmed preliminary cost allocations for all comprehensive one-stop centers. A final draft budget was distributed in advance of Negotiation Meeting 3, when Partners confirmed the final draft cost allocations and contribution methods to pay their share of allocated costs for infrastructure and service delivery system costs. Between each meeting, continuous communication occurred with Partners to confirm their FTE commitments, cost allocations, contribution methods and other service delivery commitments described throughout this MOU.

All partners agree that if consensus cannot be reached specific to any portion of the MOU after negotiations, the partner(s) objecting may submit in writing a formal justification for their objection(s). This justification should be submitted to the Co-Chairs of the Workforce Innovation Board for review by the Executive Committee of the Board. The Executive Committee will review the objection(s) and provide recommendations on how to reach consensus on the outstanding issue(s). The recommendations will be forwarded to the MOU negotiation team for review and approval.

Once consensus is reached and the MOU is executed, a partner may only object during the MOU duration period if there has been a significant change in funding or administrative services. These objections will follow the same procedure as defined above.

3. The budget presented as part of this MOU is a final budget agreement.
4. As recommended in the Governor's Guidelines, an FTE method was used for each partners' proportional share of costs to support the services and operations of the system. Partners received during MOU negotiations a matrix to support the ongoing evaluation of their basic and programmatic benefits received by participating in the applicable comprehensive one-stop centers. Periodic reconciliation of budgeted to actual costs also enables partners to confirm their benefit received in proportion to the amount of shared costs allocated to their programs.
5. All core partners will provide their services either on-site or through direct linkage technology consistent with the Governor's Guidelines. Each required partner meets the minimum FTE commitment of .25 FTE in each comprehensive one-stop center.
6. The WIOA partners at the Comprehensive One Stop Centers will include cross training on WIOA partner services as a part of the One Stop Service Integration plan which will be discussed at

monthly Center Level Team meetings. Those cross-training processes will be reported to the Chicago Cook Workforce Innovation Board and Committees along with other One Stop integration metrics.

7. Each partner will be billed for agreed upon costs on a quarterly basis per the MOU and agreed upon subleases. The billing will reflect actual costs during the quarter. A full review of the MOU will be completed annually to ensure that there are no substantive changes that need to be implemented prior to the MOU's three-year expiration date. Notwithstanding, and in addition to, the required annual review and negotiation of infrastructure and other shared costs, if substantial changes do occur before the MOU's three-year expiration date, the local board may convene the partners to jointly address any necessary modifications; or any party to the MOU may request, in writing, the local board to convene the partners to conduct an interim review of the situation. The local board will determine the need to convene all parties to the MOU to review proposed changes and negotiate revisions to the MOU. The MOU will be amended with agreement for partner agencies and executed by the authorized partner signatures.

**\*\*\*Tables for each comprehensive one-stop center are attached at the end of this MOU\*\*\***

- x In accordance with the State Finance Act (30 ILCS 105/30), this MOU is contingent upon and subject to the availability of funds. A State Agency Partner may terminate or suspend this MOU, in whole or in part, without penalty or further payment being required, if (i) the funds to which this MOU commits a State Agency Partner have not been appropriated or otherwise made available to the State Agency Partner by the State or the Federal funding source, (ii) the Governor or a State Agency Partner reserves funds, or (iii) the Governor or a State Agency Partner determines that funds will not or may not be available for payment. The State Agency Partner shall provide notice, in writing, to the other Partners of any such funding failure and its election to terminate or suspend this MOU as soon as practicable. Any suspension or termination pursuant to this paragraph will be effective upon the date of written notice unless otherwise indicated.
- x All required partners a party to this MOU acknowledge that the ability of any partner to contribute its agreed contribution to the One-Stop costs is contingent on the availability of State and/or federal funding for its respective program(s).

**14. AMENDMENT PROCEDURES AND RENEWAL PROVISIONS (Sec. 121 (c)(2)(v)) (Governor's Guidelines, Sections 5 & 6) (§ 678.500(b)(5)(6))**

- *Describe the procedures for amending the MOU with an annual one-stop operating budget with Infrastructure Funding Agreement.*
- *Describe the procedures for amending the MOU any time substantial changes have occurred before the MOU's three-year expiration date.*

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

This MOU may be renewed and/or amended, on an annual basis, upon mutual agreement of the parties that is consistent with federal, state, or local laws, regulations, rules, plans or policies or for one or more of the following reasons:

- The addition or removal of a partner from this MOU.
- Removal or addition of program responsibilities for any partner that administers more than one federal program.
- A change in the one-stop operator or a change in the physical location of the comprehensive one-stop center.
- A change in the services, service delivery methods currently utilized, referral methods, or methods to

allocate costs.

- The need to renegotiate a partner's proportionate share of costs based on changes in the method of service delivery or program or funding changes that affect a partner's continued ability to meet its shared cost obligations.

All renewals and amendments will involve the following process:

1. The Parties seeking an amendment will submit a written request to the WIB 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.
2. If the request is approved, the LWIA 7 WIB will notify the remaining parties of the intent to amend and/or renew and will provide each remaining party thirty (30) days from the date of the notice (unless another time frame is specified in the notice or the WIB bylaws) to review the anticipated changes and to submit a response to the LWIA 7 WIB. Failure by a party to respond within the prescribed timeframe will be deemed that party's approval of the proposed changes. If a remaining party has questions and/or concerns regarding the proposed amendment/renewal, the party must list its questions and/or concerns in writing and submit the list to the LWIA 7 WIB within the specified timeframe.
3. The WIB will review the listed questions/concerns and will issue a response within fifteen (15) days of the WIB meeting after receipt of the list. If the LWIA 7 WIB 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. Similarly, any disputes that evolve after the agreement is reached will be submitted to the LWIA 7 WIB and resolved using the same timing and process as listed above.
4. The final approved amendment/renewal draft will be signed by authorized representatives of the affected partners, and then submitted to LWIA 7 WIB for the final signature. The WIB will distribute copies of the fully executed amendment/renewal to all parties.
5. An annual review and modification of the budget and shared cost portion of this MOU will be done to ensure actual costs are reflected and that all partners review and approve the infrastructure and system cost budgets.

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

*License for Use:* During the term of this MOU, all WIOA partners to this MOU shall have a license to use the space at the Comprehensive One Stop Centers for the sole purpose of conducting acceptable services as outlined herein.

*Supervision/Day to Day Operations:* The office hours for the staff at the Centers will be established by the WIOA partners. All staff will comply with the holiday schedule of their primary employer and will provide a copy of their holiday schedule to the Center Level Teams at the beginning of each fiscal year. Each WIOA partner shall be solely liable and responsible for providing all legally required employee benefits to, or on behalf of, its employee(s). In addition, each WIOA partner shall be solely responsible and save all other WIOA partners harmless from all matters relating to payment of each WIOA partner's employee(s), including compliance with social security withholding, workers' compensation, and all other regulations governing such matters.

*Grievances and Complaints Procedure:* The WIOA partners agree to establish and maintain a procedure for WIOA participant grievances and complaints as outlined in WIOA. These procedures will allow the customer or entity filing the complaint to exhaust every administrative level in receiving a fair and

complete hearing and resolution of their grievance. The WIOA partner further agrees to communicate openly and directly to resolve any problems or disputes related to the provision of services in a cooperative manner and at the lowest level of intervention possible.

*Modifications and Revisions:* This MOU constitutes the entire agreement between the WIOA partners, and no oral understanding not incorporated herein shall be binding on any of the parties hereto. This MOU may be modified, altered, or revised, as necessary, by mutual consent of the parties, or by the issuance of a written amendment, signed and dated by the parties. The Chicago Cook Workforce Partnership reserves the right to amend, or modify, the scope, direction, structure and content of this MOU when such written amendment or modification may be required as a result of newly enacted federal legislation, revised Chicago Cook Workforce Partnership policies, or changes in the local economy or labor market. In the case of any changes, signatories to this MOU will acknowledge agreement by executing an amendment.

*Termination:* The WIOA partners understand that implementation of the system is dependent on the good faith effort of every WIOA partner to work together to improve services to the community. The parties also agree that this is a project where different ways of working together and providing services are being tried. In the event that it becomes necessary for one or more parties to cease being a part of this this MOU, said entity shall notify the Chicago Cook Workforce Partnership, in writing, 30 days in advance of that intention. If the affected One Stop Center would then no longer meet the definition of a Comprehensive One Stop Center, prior state review may be required before any termination takes effect.

*Severability of Provisions:* Should any part or provisions of this MOU be rendered invalid by reason of any existing or subsequently enacted legislation or other action of law, such invalidation of any part or provision of this MOU shall not invalidate the remaining portions thereof, and they shall remain in full force and effect. In the event of any invalidation, either The Partnership or the WIOA Partners, upon thirty (30) business days' notice, may request amendment of this MOU.

*Hold Harmless/Indemnification/Liability:* To the extent authorized by law, each WIOA partner hereby agrees to indemnify, defend and hold harmless all other parties identified in this MOU from and against any and all claims, demands, damages and costs arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. In addition, all other parties to this MOU agree to indemnify, defend and hold harmless each other from and against all court costs and attorneys' fees arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. It is understood and agreed that all indemnity provided herein shall survive the termination of this MOU.

*Successors and Assigns:* This Agreement shall be binding upon the successors and assigns of the parties to this Agreement.

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

None.

**17. 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 undersigned parties acknowledge that they possess the authority to enter into this Agreement on behalf of their organization and that they shall exercise due diligence and good faith in carrying out the principles and obligations of the Agreement. By signing this document, the parties acknowledge their understanding of, and agreement with, the principles and service commitments outlined in the Agreement.

## **18. ATTACHMENTS**

Each Party acknowledges and agrees that the Attachments listed in this Section are attached hereto and incorporated into this MOU. Further, each Party acknowledges and agrees that by signing this MOU it agrees to be bound by the terms and conditions of the 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**

### **CURRENT ONE-STOP OPERATOR AGREEMENT**

**OTHER**

- COST SHARING VARIANCE TABLE FOR PILSEN
- COST SHARING VARIANCE TABLE FOR CHICAGO HEIGHTS
- COST SHARING VARIANCE TABLE FOR MID-SOUTH
- COST SHARING VARIANCE TABLE FOR WHEELING
- LIST OF ADULT ED PROVIDERS AT THE COMPREHENSIVE ONE-STOP CENTERS
- LIST OF CTE PROVIDERS AT THE COMPREHENSIVE ONE-STOP CENTERS

## Attachment to LWIA #7MOU

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, effective on July 1, 2022 and ending on June 30, 2025, for the One-Stop Center located in Illinois Local Workforce Area #7(“MOU”), solely for the limited purpose and to the extent as set forth in this IDES 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. MOU. RECIPIENT acknowledges and agrees that by signing the MOU it agrees to be bound by the terms and conditions of this Agreement, which are attached to and incorporated into the MOU. RECIPIENT’s execution of the MOU is a prerequisite for receiving any confidential information under this Agreement. In the event of conflict, this Agreement shall prevail over the MOU
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 MOU and shall end upon the termination of the MOU. Notwithstanding any other provision to the contrary, IDES may immediately terminate or cancel this Agreement and cease providing confidential information if RECIPIENT fails to adhere to any provision set forth in this Agreement. RECIPIENT agrees that its responsibilities and duties under this Agreement, including but not limited to its obligations regarding confidentiality and data security, shall remain in effect following the termination of this Agreement.
4. Confidential Information.
  - a) For purposes of this Agreement, “confidential information” means all data and information in whatever form produced, prepared, observed, or received under this Agreement to the extent such information is confidential within the meaning of any governing law, regulation, or directive, including, without limitation, the Illinois statute codified at 820 ILCS 405/1900 (“Section 1900”).
  - b) RECIPIENT agrees to comply with applicable laws, materials, regulations and all other state and federal requirements with respect to the protection of privacy, security and dissemination of the confidential information, including Section 1900, which is incorporated by reference into this Agreement. Protection from unauthorized use and/or disclosure specifically includes storage in a place physically secure from access by unauthorized persons, maintaining information in electronic formats such as magnetic tapes, discs, or on servers in such a way that unauthorized persons cannot obtain the information by any means, destroying all confidential information in the manner directed



by IDES as soon as the information is no longer needed for RECIPIENT's purposes, and undertaking precautions to ensure that only authorized employees and agents have access to said confidential information.

- c) RECIPIENT agrees to instruct all personnel having access to the confidential information on the confidentiality requirements set forth in this Section and agrees to fully and promptly report any infraction to the IDES.
- d) RECIPIENT agrees that the disclosure of the confidential information to the RECIPIENT does not convey any future ownership or use rights. RECIPIENT agrees that IDES shall retain sole and exclusive ownership of the confidential information.
- e) Upon the termination of this Agreement, RECIPIENT agrees to destroy or return all confidential information in the manner directed by IDES. RECIPIENT agrees that the confidential information shall not be archived or sent to a records center and shall not be retained with personal identifiers for any period longer than the term of this Agreement.

5. Data Specifications.

- a) The Parties acknowledge and agree that under this Agreement IDES will not share or provide the RECIPIENT with any information obtained from an individual or employing unit during the administration of the Illinois unemployment insurance (UI) program including, but not limited to, social security numbers, benefit records and employer's wage records.
- b) In accordance with 56 Ill. Admin. Code 2960.120, IDES may provide RECIPIENT with non-UI information contained in the Illinois Job Link (IJL) including: (i) a customer's name, address, phone number, and/or employment history; (ii) an employer's name, address, and phone number; (iii) job order information; and (iv) other non-UI information contained in IJL, provided that disclosure of such information is not prohibited under this Agreement.

6. Purpose and Use. RECIPIENT agrees that it will use the confidential information solely for the limited purpose of administering an employment, training or education program through an Illinois One-Stop Center in accordance with WIOA. Any dissemination or use of the confidential information other than for the purpose and use set forth in this Section without the express written authority of the Director of IDES is specifically prohibited.

7. Indemnification. To the extent authorized by law, RECIPIENT agrees to indemnify, assume all risk of loss, and hold harmless IDES from and against all liabilities, claims, suits, actions, judgments, damages and expenses related to or arising in connection with any acts or omissions of RECIPIENT in connection with this Agreement. RECIPIENT shall do nothing to prejudice the rights of IDES to recover against third parties for any loss.

8. Governing Law. This Agreement shall be governed by and construed in accordance with the laws of the State of Illinois. Any claim against IDES arising out of this Agreement must be filed exclusively with the Illinois Court of Claims, 705 ILCS 505/1 et seq., when said claim is within the jurisdiction of the Court of Claims.

9. 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.

# WHERE ARE THE JOBS?

A Summary of Cook County Online Job Postings

QUARTER 4 (OCT-DEC) 2023

**211,714 JOB POSTINGS**  
(grouped by occupation)

**TOP 5 EMPLOYERS BY INDUSTRY**



- Education
- Arts, Entertainment, Sports
- Personal Care & Service
- Architecture & Engineering
- Community & Social Services
- Building & Grounds
- Protective Service
- Life, Physical & Social Science
- Construction
- Military

<b>BUSINESS &amp; FINANCIAL</b>	GPAC, Wintrust Financial, Northern Trust, Baker Tilly, JP Morgan Chase
<b>FOOD SERVICE &amp; HOSPITALITY</b>	Compass Group, Aramark, Buffalo Wild Wings, Chili's Grill, Sodexo
<b>HEALTHCARE</b>	Advocate, Ascension Health, Northwestern Memorial, Trinity Health, NorthShore Health System
<b>INSURANCE</b>	United Health, Health Care Service Corp, Elevance Health, Allstate, State Farm
<b>MANUFACTURING</b>	Kraft, Medline, Northrup Gunman, S&C Electric The Coca-Cola Company
<b>RETAIL</b>	Walgreens, Amazon, CVS, Macy's, Walmart
<b>TDL</b>	United Airlines, Transco Lines, FedEx, UPS, Marten Transport
<b>TECHNOLOGY</b>	Swing Education, Salesforce Inc., T-Mobile, AT&T, Early Warning Services, Comcast
<b>UNIVERSITIES</b>	University of Chicago, University of Illinois, Northwestern University, DePaul University, Loyola (Includes affiliated hospitals)

*This report analyzes online job postings, not job openings. Jobs and employers who do not advertise online are underrepresented here.*

*\* Management occupations span all occupational groups.*

## IT

### OCCUPATIONS

- Software Developers, Web Developers
- Information Technology Project Managers
- Computer Systems Engineers/Architects
- Computer User Support Specialists
- Computer Systems Analysts

### CREDENTIALS

- IT infrastructure library (ITIL)
- Project management certification (PMP)
- Certified info. systems security professional/ auditor/ manager (CISSP/CISAC/ISM)
- Cisco certified network associate/ network professional (CCNA/CCNP)
- Certified A+ technician

### SKILLS

- Database (SQL, Oracle)
- Programming (Java, Python, JavaScript, C#)
- Operating systems (LINUX)
- Software frameworks (Scrum, .NET)
- Git

## Healthcare

### OCCUPATIONS

- Registered, Licensed Practical and Licensed Vocational Nurses
- Medical Records and Health Information Technicians
- Nursing Assistants and Home Health Aides
- Medical Assistants and Dental Assistants
- Pharmacy Technicians

### CREDENTIALS

- Nursing (incl. critical care nurse & nurse practitioner)
- Nursing assistant, licensed vocational nurse, medical assistant
- First Aid; Cardiopulmonary resuscitation (CPR); Basic life saving/Advanced cardiac life support (BLS/ACLS)
- Pharmacy technician certification board (PTCB)

### SKILLS

- Patient care & treatment planning
- Scheduling & data entry
- Customer service & communication skills
- Quality assurance & control
- Rehabilitation

## Sales

**OCCUPATIONS**

- Sales representatives & account executives
- Retail sales associates & cashiers
- Retail store managers & supervisors
- Insurance, financial services & real estate sales agents
- Demonstrators & product promoters

**CREDENTIALS**

- Insurance licenses (life & health; accident; property & casualty)
- Real estate license
- Financial licenses (see detail in business & financial)
- Mortgage license
- Cash handling certification

**SKILLS**

- Sales & store management
- Customer service
- Retail industry knowledge
- Scheduling
- Merchandising

## Office & Admin

**OCCUPATIONS**

- Customer Service Representatives
- Secretaries and Administrative Assistants
- Bookkeeping, Accounting, and Auditing Clerks
- First-Line Supervisors of Office and Admin Support
- Office Clerks

**CREDENTIALS**

- Paralegal certification
- Insurance & financial licenses (see detail in Sales & Business & Financial)
- Project management certification
- Certified payroll professional (CPP)
- Certified protection professional

**SKILLS**

- Customer service
- Administrative support
- Data entry & spreadsheets
- Accounting & budgeting
- Project management

## Food

**OCCUPATIONS**

- Waiters and Waitresses
- Cooks
- Supervisors of Food Preparation and Serving Workers
- Hosts and Hostesses
- Dishwashers

**CREDENTIALS**

- Food handler/ServSafe/food sanitation certification
- Alcohol service certification (TIPS, BASSET)
- First Aid/CPR
- Certified Sous Chef
- Cash handling certification

**SKILLS**

- Cleaning
- Customer service
- Cooking; food prep; food safety
- Scheduling
- Bartending

## Business & Financial

**OCCUPATIONS**

- Management & Human Resources Specialists
- Financial Analysts, Accountants & Auditors
- Market Research Analysts and Marketing Specialists
- Purchasing Agents
- Personal Financial Advisors

**CREDENTIALS**

- Certified public accountant (CPA)
- Securities licenses (Series 7, 66, 65)
- Project management (PMP)
- Chartered property casualty underwriter
- Professional in human resources (PHR)

**SKILLS**

- Accounting & budgeting
- Project management
- Financial analysis, financial statements & reporting
- Business analysis & business process
- Social media & marketing

## Transportation

**OCCUPATIONS**

- Truck Drivers (Heavy, Light and Delivery)
- Laborers, Packers and Packagers
- Driver/Sales Workers
- Industrial Truck and Tractor Operators
- Automotive Specialty Technicians

**CREDENTIALS**

- Commercial driver's license (CDL) – Class A, B, C
- Automotive service excellence (ASE) certification
- Forklift operator certification
- Hazmat certification & OSHA certification
- Diesel Mechanic

**SKILLS**

- Repair
- Forklift operation
- Customer service
- Driving & lifting ability
- Scheduling

## Manufacturing & Installation/Repair

**OCCUPATIONS**

- Production Workers and Machinists
- Installation, Maintenance, and Repair Workers
- Heating and Air Conditioning Mechanics and Installers
- First-Line Supervisors of Mechanics and Workers
- Inspectors, Testers, Sorters, Samplers

**CREDENTIALS**

- EPA CFC/HCFC Certification
- Welding certification
- OSHA Certification
- Certified in Production and Inventory Management (CPIM)

**SKILLS**

- Maintenance, repair, quality control
- HVAC
- Hand tools
- Plumbing
- Welding