

Attachment No. 1 to Amendment No. 2 to LWIA #23 MOU

LOCAL MOU TEMPLATE

MEMORANDUM OF UNDERSTANDING

BETWEEN

LOCAL WORKFORCE INNOVATION BOARD #23

AND

ONE STOP CONSORTIUM

Tony Logue

Individual designated by the Local Board Chair to lead MOU negotiations

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1. PARTIES TO MOU (SEC. 121 (C)(1)) (Governor’s Guidelines, Section 1, Item (b))	
<ul style="list-style-type: none"> List the required partner providing services in the local area List the partner agency providing services of each required partner 	
PARTIES TO MOU	TYPED NAME
Local Workforce Innovation Board Chair	Patrick Click
Chief Elected Official	Nancy Purdy
Chief Elected Official	
Chief Elected Official	
Chief Elected Official	
Chief Elected Official	
Chief Elected Official	
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REQUIRED PARTNERS AS PARTIES TO MOU	ENTITY ADMINISTERING PROGRAM TYPED NAME¹

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

Title I: Adult, Dislocated Worker, Youth	C.E.F.S. Economic Opportunity Corporation
Title II: Adult Education and Literacy	Illinois Eastern Community Colleges
Title III: Employment Programs under Wagner-Peyser	Illinois Department of Employment Security
Title IV: Rehabilitation Services	Department of Rehabilitation Services
Perkins/Post-secondary Career & Technical Education	Illinois Eastern Community Colleges
Unemployment Insurance	Illinois Department of Employment Security
Job Counseling, Training, Placement Services for Veterans	Illinois Department of Employment Security
Trade Readjustment Assistance (TRA)	Illinois Department of Employment Security
Trade Adjustment Assistance (TAA)	C.E.F.S. Economic Opportunity Corporation
Migrant and Seasonal Farmworkers	Illinois Department of Employment Security
Community Services Block Grant (CSBG)	C.E.F.S. Economic Opportunity Corporation
Senior Community Services Employment Program (SCSEP)	National Able
TANF	Illinois Department of Human Services
Second Chance	
OTHER REQUIRED PROGRAMS OFFERED IN THIS LOCAL AREA AS PARTIES TO MOU	IF MARKED YES, LIST THE ENTITY ADMINISTERING PROGRAM
National Farmworker Jobs Program	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Housing and Urban Development Employment and Training Activities	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Job Corps	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Youth Build	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
ADDITIONAL PARTNERS AS PARTIES TO MOU	ENTITY ADMINISTERING PROGRAM
Adult Education / Perkins – Lake Land College	Lake Land College
Adult Education / Perkins – Kaskaskia College	Kaskaskia College
Adult Education – ROE #3	Regional Office of Education #3
CSBG – ERBA	ERBA
Title V - Goodwill	Goodwill of Evansville
Title V - Caritas	Caritas Family Solutions

2. PURPOSE AND SCOPE OF MOU

- Describe the general purpose and scope of the umbrella MOU

[This Memorandum of Understanding (MOU) fulfills the WIOA requirement to document and come to agreement for State and local partners for negotiating cost sharing, service access, service delivery and other matters essential to the establishment of effective local workforce development services under WIOA (§678.705).

This applies to:

1. All State-level agencies and entities in Illinois responsible for planning and administration of Federally-funded workforce development programs (678.400 and 678.700(c)), and

2. Local Workforce Innovation Boards (LWIBs) and Chief Elected Officials (CEOs) responsible for planning and administering workforce development services in a local workforce innovation area.

The local MOU will be used as an essential tool for achieving a key goal of WIOA – establishing integrated and effective local workforce delivery systems that produce the skilled workers businesses in the local and regional economies require.

All required partners, LWIBs and CEOs are expected to act in accordance with these guidelines and to otherwise comply with them. As required by WIOA, the State will monitor local areas to assure compliance with these guidelines.

This Local MOU is intended to reflect the shared vision and commitment of local workforce innovation boards and required partners to high-quality workforce development systems and centers, and be consistent with the vision articulated by the Federal government and State, regional and local planning priorities.

This Local MOU is intended to reflect and document how each partner will contribute its proportionate share of infrastructure costs for the comprehensive one-stop center.

WIOA establishes ambitious goals for the integration of workforce service programs. These goals are intended to maximize the value and benefits to customers of services available to them under Federally-funded workforce development programs. Included are business customers seeking to acquire the talent and skills needed to compete in a global economy. Also included are program participants seeking to acquire skills and recognized credentials to move along pathways that lead to high-paying jobs in growing sectors of the economy that offer long-term opportunities for stable employment.

The intent of this MOU is to carefully plan and coordinate services among all Federally-funded workforce development programs as necessary to achieve the level of integrated service delivery WIOA envisions. This means that all Federally-funded workforce development programs work collaboratively in partnership to optimize the quality of services provided. Recognizing that successful integration is directly related to coordinated and joint use of resources, WIOA also requires each partner to contribute its proportionate share of costs required for operation of local one-stop delivery systems.

This MOU describes the commitment of the partners to provide integrated delivery of federally-funded workforce services in Local Workforce Innovation Area #23, including services at the comprehensive one-stop centers identified in Section V of this MOU.

The purpose of this MOU is to define the workforce services WIOA required partners will provide in LWIA 23, the methods partners will use to provide these services and the roles and responsibilities of all partners related to service delivery. The LWIB and partners enter into this agreement with the following general objectives:

1. Implement the vision for the regional one-stop delivery system;
2. Determine the amount of contribution by each partner for infrastructure and shared system costs to support the regional one-stop delivery system;
3. Establish procedures and tracking methods for referrals between partners;
4. Provide assurance of physical and programmatic accessibility, specifically addressing adults, individuals with disabilities, dislocated workers, youth and individuals with barriers to employment;
5. Explain data sharing methods between partners at the local level to measure achievement of performance goals;

6. Describe the process by which disputes will be resolved; and identify the manner in which this agreement may be amended, modified and renewed.

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

- *Describe the shared vision and commitment of the local board and required partners to a high-quality local workforce delivery system (vision must be consistent with Federal, State, regional, and local planning priorities, as well as the Governor's Guidelines)*
- *Describe which aspects of the vision are currently in place*
- *Outline the steps to be taken and the general timeline for how required partners will implement any aspects of the vision that are not yet in place*

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. Utilizing essential labor market data, LWIA 23's Regional Plan provides equal opportunity for area residents to achieve economic independence and improved quality of life. These opportunities are provided through a collaborative workforce development system that promotes life-long learning and proactively addresses the workforce needs and requirements of employers.

This is achieved through a comprehensive Illinois workNet Center and affiliate sites throughout our 13-county region. These centers provide business driven services, with emphasis on developing and strengthening career services for businesses and job seekers, strive for continuous improvement, and provide accountability for results. Effingham is the location of a centralized, comprehensive center, and this site will be responsive to the needs of customers as they arise. Affiliate (satellite) sites are located throughout the 13 counties. Office sites may change as determined necessary in order to meet the needs of customers.

The number one goal of the service delivery system is a shared commitment between the Local Workforce Innovation Board (LWIB) and the partner agencies. Developing a plan of action ensures the system becomes the primary Local Workforce Area resource to which employers and job-seekers turn for workforce development services. Some of the goals for the vision that are already in place are as follows:

- Improve communication among the partners to avoid/eliminate duplication of services and collaborate on services to businesses, thereby establishing a unified approach to business services.
- Actively work together through the consortium committee, board and on local levels, as well.
- Facilitate cross-train/greater awareness of other partner's services and increased levels of communication, utilizing the service matrix/asset map and braided funding to assist with this process.
- Develop and utilize an asset map that is updated regularly by the Consortium Committee.
- Continue to base decisions upon data and analysis. All partners use LMI data, such as O*Net codes to understand which occupations will be most in demand and what training is required to obtain jobs within those in demand occupations.
- Coordinate business services among partners. Monthly meetings will occur.
- A sub-committee of the Consortium Committee to deal with disability-related issues to assist customers and employers has been developed and consists of policy making individuals from agencies that are experienced in working with individuals with disabilities.

- Open channels of communication with the business community regarding employer needs through tools such as skills gap survey, Community college boards and employer committees such as the Regional Manufacturing Roundtable)
- Develop a collective approach among partners in EDR 7 to meeting the employer needs; track business contacts, successes, etc. to build upon.
- Maintain Oversight Committee to review spending, budget and program statistics on a regular basis.
- Maintain Youth Committee to maintain referrals, eliminate duplication of services, outreach for programs, etc.

Some of the aspects that are not currently in place but are vital to the success of our area are:

- Explore web-based case management solutions for tracking customers and data sharing, with state guidance. This case management system will have to be developed at the State level. Interagency groups have started the initial discussion on this topic. Electronic processes for referral, case management and follow up that are shared by the partner agencies. This is being developed at the State level and will greatly improve collaboration. LWIA 23 and its partners are awaiting promised interactive technology by the State.
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In support of the state goals to align and integrate education, workforce development, and economic development, the EDR 7 team will:

- Work with current projects on a local level. Due to the size of EDR 7, it is extremely difficult to ensure that all local parties are acting in the same manner. There is also diversity within industry that may make this difficult. Therefore, to keep business engaged, our communications must be clear, concise, meaningful, and value-added.
- Work with the ECIDC Manufacturing round table to expand to healthcare and TDL.
- Collaborative efforts of the various business services teams to work with partners and employers.
- Utilize and expand skills gap surveys. Expand surveys across the region for better data (and possibly the state).
- Work with youth programs such as the Greater Wabash Regional Planning Commission which has goals and strategies to develop a consortium that includes the business community; K-12 community and higher education; create a Partners in Education group (PIE) for each of their community college areas; develop opportunities for tours/internships/job shadowing between K-12 and the business community; give the region's K-12 students the tools, knowledge, and a plan necessary for successful employability upon high school graduation; implement a Work Ethic program in the region's high schools; research and implement a Leadership program in the region's K-12 schools; in partnership with community colleges, create career and technical certificates that the region's high school students can earn upon completion of the program; educate the junior and senior high school students on employment possibilities in the region; and, work with the region's employers and K-12 to implement ACT Career Readiness Certificates and explore the ACT Work Ready Communities program.
- Expand career pathway opportunities through more accelerated and work-based training and align and integrate programs of study leading to industry-recognized credentials and improved employment and earnings.
 - o Increase and expand Incumbent Worker program through the collaboration and integration of partners and business services.
 - o Utilize business services team to assist with expanding career pathways.
 - o Explore which industry-recognized credentials will be most valuable, as several credentials may have a different value according to the business accrediting body. Determine if the employer values the skill more than the credential.

- Expand career services and opportunities for populations facing multiple barriers to close the gap in educational attainment and economic advancement through career pathways and improved career services and expansion of bridge programs the following will be possibilities that will be available to customers:
 - o EDR 7/LWIA 23 received NEG grants through DCEO that are sector based and work based. One strategy for EDR 7 is for WIOA to work closely with local community college partners in bridge programs providing work based learning during the bridge program.
 - o Work with businesses and clients both in groups and one-on-one.
 - o Vocational Rehabilitation can assist with career assessment services and training opportunities to persons with disabilities.
 - o DHS/TANF can assist with training opportunities.
 - o Provide individualized employment plans.
 - o All partners will work with customers that have multiple barriers to employment.

- Expand information for employers and job-seekers to access services by improving the Illinois public-private data infrastructure to support the alignment and integration of economic development, workforce development and education initiatives for supporting sector partnerships and career pathways EDR 7 offers the following:
 - o Utilize the service matrix/asset map and market services to all sectors of the public.
 - o Utilize continuing skills gap survey results of the business community to assess needs and changing economic demands.
 - o With State guidance, develop or utilize existing web based programs for coordination of services to individuals and businesses. The web based systems must be able to “speak” to each other. This type of data would be in “real” time and could be utilized by all partners when working with an individual or a business. It would expand customer-centered design (CCD) approaches, including streamlining of services.
 - o Facilitate workshops/seminars for businesses and job seekers informing them of programs available to assist in their needs.
 - o Work with community colleges to provide training when needed i.e. GED and ELA courses. Promote an integration of services by co-enrolling customers with local partner programs and outreach to employers to determine skill requirements.

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

- *Fully describe the process and efforts of the Local Workforce Innovation Board and required partners to negotiate the MOU*
- *Confirm whether all required partners participated in negotiations*
- *Explain the process to be used if consensus on the MOU is not reached by partners*

For purposes of this MOU, each party expressly agrees to participate in good faith negotiations to reach a consensus. All partners will use the prescribed process in the Governor’s Guidelines to achieve integration of program and service goals of WIOA. Over the course of several meetings, active involvement and equal opportunity to provide input by all core and required partners was demonstrated in the MOU negotiation process and is reflected in the MOU. This MOU and budget for cost sharing was negotiated and agreed upon at the local level. If such agreement is not reached in future negotiations, the State funding mechanism will be used as a negotiation tool.

5. NAME AND LOCATION OF COMPREHENSIVE ONE-STOP CENTER(S) (Governor’s Guidelines, Section 1, Item 8(d)) (§ 678.310, § 678.315 and § 678.320)

- *Provide the name and address of the comprehensive one-stop center(s) in the local service delivery system*
- *Where applicable list the designated affiliated sites and/or specialized centers*
- *Define any other operating titles that the local area assigns to each center*

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

Illinois WorkNet Center - comprehensive
2311 Hoffman
Effingham, IL 92401

C.E.F.S., An Illinois workNet Partner - Centralia
2005 East McCord St.
Centralia, IL 62801
Access Site

C.E.F.S., An Illinois workNet Partner - Vandalia
517 W. Gallatin
Vandalia, IL 62471
Access Site

C.E.F.S., An Illinois workNet Partner - Olney
305 North West Str. (OCC, Room 208A)
Olney, IL 62450
Access Site

C.E.F.S., An Illinois workNet Partner - Lawrenceville
700 State St.
Lawrenceville, IL 62439
Access Site

C.E.F.S., An Illinois workNet Partner - Robinson
301 S. Cross St. Room 283
Robinson, IL 62454
Access Site

C.E.F.S., An Illinois workNet Partner - Mattoon
305 Richmond Ave. East
Mattoon, IL 61938
Access Site

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

- *Complete a local service matrix (the State-level service matrix provided in Appendix F is intended to serve as a reference for local negotiations) illustrating local methods of service delivery, which includes:*

- *Career services to be provided by each required partner in each comprehensive one-stop center*
- *Other programs and activities to be provided by each required partner*
- *Method of delivery for each service provided by each required partner (e.g., staff physically present, cross-trained staff, direct linkage technology)*
- *In the spaces provided below:*
 - *In the introductory paragraph of this section, describe the required partners' combined commitment to integration and "manner in which the services will be coordinated and delivered through the system" (§ 678.500(b)(1))*
 - *In the spaces below designated for each required partner, describe each partner's commitment to coordinated service delivery and explain how the services provided and the method of service delivery (as documented in the local service matrices) illustrate that commitment*
 - *For each required partner below, describe the location(s) at which services of each required partner will be accessible*

The Illinois workNet Center (IWNC) Partners have a shared commitment to provide quality services, to meet the needs of both employer and job seeker customers as they enter the Effingham IWNC. The Partners of the Effingham IWNC already have strong interpersonal relationships and feel a sense of ownership in the Center and the services offered. The Effingham One Stop Resource Room (RR) Specialist has an asset map at their disposal. This is a map of all services that the partners provide. Trained staff who are knowledgeable and cross-trained on partner services can provide vital information on career services that allows each customer to take the next step. Every new customer that enters the One Stop is asked to complete a Customer Profile. All returned customers are checked to see if they have been entered into IWDS. If so, their services are recorded at that time. If customers interested in WIOA services, they are scheduled for an orientation of all available programs. While completing the customer profile, the Resource Room specialist initiates a conversation to assess the customer as to their immediate needs. This individualized approach will allow the cross trained RR Specialist to identify the customer's needs more quickly. If immediate needs are identified, each individual will be referred to the appropriate program using the approved referral form. If universal needs are identified, the customer attends an orientation, where all programs services are discussed further and an appointment is made with a Title I Career Planner. After meeting with the Career Planner, the Career Planner and customer determine if any referrals are needed for immediate needs. At the time of assessment, the Career Planner, along with the customer, outline a strategy for the customer's needs and determine if any more referrals need to be made. The cross trained Career Planners will direct customers to the services that will best fit their needs, either in person or through direct linkage. Partners in the Effingham One Stop are Department of Employment Security and WIOA Title I. All other partners are available through direct linkage.

Title I (Adult, Dislocated Worker and Youth) – Title I (Adult, Dislocated Worker and Youth) – On site full time - 2311 Hoffman Dr. - Effingham - All adults 18 and older are eligible for services. All customers are given WIOA program orientation. All customers' intake and eligibility is the same at each location. Eligibility consists of providing proof that the customer is authorized to work in the United States and that they are in compliance with selective services. The total application, assessment of basic skills, aptitudes and abilities, and support services are completed. At this time the customer is required to be enrolled. The Family and Community Development (FCD) model is used to complete an extensive assessment of customers' needs across multiple dimensions of his or her life. The assessment is the key to effective case management, allowing our specialist to determine the individual and family needs beyond workforce issues and to provide or arrange services to nurture progress toward self-sufficiency.

The assessment and case management procedure continues throughout enrollment. Each customer will have an Individual Employment Plan which will include: short and long-term goals, achievement

objectives, types of service needed, and employment and follow-up services. Reading and math tests are given to assist with further case management decisions. A Career Scope test is administered to establish where the customers' strengths are and to help them with a career decision. Counseling is also provided to each customer on an individual basis. Career Planners handle all aspects of customer service from orientation, intake and eligibility determination, assessment, case management and counseling, referrals and advocacy, provision for support services, placement to employment, and follow-up. This strategy has been very successful over many years, ensuring personalized service, coordination with other resources in the community, and accountability. This provides a remarkable overall customer experience.

All WIOA customers are eligible for self-assisted career services. If a customer needs staff assisted career services, an application and assessment are completed and the customer is registered. Career Scope is used as an assessment tool and completed for all customers interested in training. Each customer is given a Test of Adult Basic Education (TABE) Math and Reading to assist in the assessment process. An Individual Employment Plan is completed on all customers including the following information: field of interest, short and long-term goals, length of training program, type of supportive services needed, employment and follow-up services needed. A self-sufficiency review form is also completed. At this point based on these assessments the best training option is decided. Veterans are a priority. The WIOA customer is then registered for training services:

Classroom Training: Classroom training is provided to customers that are in a Local Board approved training program that is high growth and high demand occupation. ITA amount is \$8500 per fiscal year.

OJT: On The Job training is provided to customers starting a new job that have a skills gap between current job skills and job skills that are needed to complete new job. OJT can be provided up to six months. OJT contract is developed with goals and objectives for customers to learn new skills

Work Experience: Paid work experience is provided to customers that have not had any work experience in the past, have not had work experience recently, or poor work history. Each month goals are set to learn work skills needed to obtain and retain unsubsidized employment. At the end of each month these goals are reviewed by customer, career counselor, and worksite supervisor and new goals are made for the next month.

Other training provided to employers is incumbent worker. Each year the local board approves the budget and approves the amount to be used on incumbent worker training.

Title II (Adult Education and Literacy) – Title II (Adult Education and Family Literacy) – Technology - 305 Richmond Ave. East, Mattoon - Lake Land College Adult Education serves the entire Lake Land College District. Classes focusing on achieving a High School Equivalency certificate are provided at extension sites, including in Mattoon at the Workforce Development Center, in Effingham at the Kluthe Center, in Marshall at the Forsythe Center, and in Pana at the Western Region Center. Additional programming is provided in the towns of Arthur, Charleston, Shelbyville, and Paris.

Additionally, vocational classes such as welding, certified nursing assistant and food service sanitation are offered throughout the district.

Finally, English Language Acquisition classes are offered at the Mattoon Workforce Development Center, Effingham Kluthe Center, Forsythe Center in Marshall and in the Arthur community.

Illinois Eastern Community Colleges (serving the counties of Clay, Crawford, Jasper, Lawrence and Richland) provides the Adult Education and Family Literacy (AEFL) Program. AEFL is a grant funded program that offers a variety of courses to meet the diverse needs of the individuals enrolling in the program. Classes and supportive services are offered at no cost to students. IECC AEFL program offers curriculum and instruction that are aligned with the current high school standards and career-and-college-readiness expectations. Adult Secondary courses are designed to prepare students for the GED® or the HiSET® exam and prepare students for college and/or the workforce.

- Individuals enrolling in the program must be 16 years of age or older

- Individuals under the age 18 must provide formal separation documentation from the public school system
- All individuals enrolling in the program must complete the required assessments for class placement, advisement, and/or referrals.

Classes are typically offered every eight weeks.

Kaskaskia College -27210 College Road – Centralia - Kaskaskia College Adult Education and Literacy (KC-AEL) has High School Equivalency certificate preparatory classes at eight different sites across the college district. Classes are offered at KC Greenville Education center, KC Nashville Education Center, KC Trenton Education Center, Centralia Library, Marion County Court Services, KC Salem Education Center, KC Vandalia Campus and Youthbuild in Centralia.

Kaskaskia College (serving Bond, Clinton, Fayette, Marion and Washington counties) provides Adult Education and Literacy programs. All programming is grant funded. The Illinois Community College Board (ICCB) grant funds the Adult Secondary Education (ASE) and Adult Basic Education (ABE) programming. Classes are normally two times per week for three hours per session. The Adult Volunteer Literacy (AVL) program is grant-funded by the Secretary of State and offers tutoring to meet diverse needs of learners. AVL also provides English as a Second Language (ESL) and Adult Basic Education (ABE) for those individuals below a ninth grade level. All classes, programming, and tutoring are offered at no cost to students. All KC-AEL programs offer curriculum and instruction that align with the current high school standards and career –and-college readiness expectations.

Title III (Employment Services under Wager-Peyser) – [Title III (Employment Services under Wager-Peyser) – IDES On Site Full Time - 2311 Hoffman, Effingham - IDES' Employment Services and Outreach is a labor exchange program designed to sustain economic growth by expanding employment opportunities to qualified job seekers that meet the demands of the employers. The program's objectives aim to reduce the loss of productivity by filling job openings as quickly as possible and to shorten the duration of individuals' unemployment. For job seekers who are not job ready, Employment Services, in cooperation with other workforce partners, assist clients to access training, employability development services, and other supportive services needed to realize their employment goals.]

Title IV (Rehabilitation Services) – [Title IV (Rehabilitation Services) – On Site Part Time - 2311 Hoffman, Effingham - Vocational Rehabilitation Services helps individuals with disabilities prepare for and find quality employment that pays a living wage and offers opportunities for advancement. There are 46 offices located throughout the state of Illinois. Services include: Restorative services, training services, evaluation, guidance and counseling, job development, job placement and follow-up. Serving youth and adults with disabilities who desire employment.]

Perkins/Post-Secondary Career and Technical Education – [Perkins/Post-Secondary Career and Technical Education – Technology - Located at 3 community college districts in Mattoon, Olney and Centralia - The Carl D. Perkins grant is a federal grant that is designed to improve the economy by building a stronger career and technical workforce. Perkins provides assistance to students through a variety of means. In order to qualify for Perkins, an individual must be enrolled in a career and technical certificate or degree program with the intent to enter a new occupation or improve skills for their current job, and they must attend at least 12 credit hours during an academic year. Perkins services are available through Lake Land College, Illinois Eastern Community Colleges and Kaskaskia College. Perkins Services include:

- Academic Support – tutoring
- Economic Assistance – Textbook and equipment loans, transportation assistance
- Mentoring

- Disability Services
- Career Exploration and Academic Advisement
- ACT WorkKeys testing for graduating student (IECC - CTE and GED)

IDES/Unemployment Insurance (UI) – IDES/Unemployment Insurance (UI) – On site full time. 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 – IDES/Job Counseling, Training and Placement Services for Veterans – On site full time. IDES provides veterans priority of service over all other job applicants, actively promotes and develops employment opportunities, and provides placement and vocational guidance services.

IDES/Trade Readjustment Assistance – IDES/Trade Readjustment Assistance – On site full time. 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) – TAA services are available on-site and through technology at all LWIA 23 offices. Staff is physically present at the One-Stop Center and will continue to work closely with both on-site and off-site partners through the referral process. The attached matrix accurately reflects the Trade Adjustment Assistance (TAA) services available. In addition to the One-Stop all TAA services are also available at affiliate sites located through out LWIA 23. These affiliate locations are in Olney, Robinson, Lawrenceville, Vandalia, Mattoon and Centralia

IDES/ Migrant & Seasonal Farmworkers (MSFW) – IDES staff (on site) provides staff assisted services including job development, career guidance, 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 claimant 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) – Community Service Block Grant (CSBG) – Technology - 1805 Banker, Effingham - CEFS/CSBG skills training dollars are provided to low-income individuals who qualify for CSBG assistance. These dollars pay for tuition towards a certification as well as pay for supplies and books required for the course. CSBG funds may be used to assist individuals to receive training/certification to help participants to gain skills necessary for sustainable employment. To refer an individual to the C.E.F.S. CSBG Skills Training program, contact the local C.E.F.S. Outreach office in the participant's county. Offices are located in Flora, Effingham, Vandalia, Shelbyville, Taylorville, Sullivan and Taylor Springs.

ERBA/CSBG - 400 W. Pleasant St, Greenup - employment and training dollars are used to help low-income people become more self-sufficient and are used to provide skill training to obtain skills and competencies required for employment. Short term training is offered to participants to gain skills

necessary for sustainable employment. Offices located in Clark, Coles, Crawford, Cumberland, Edgar, Jasper and Lawrence Counties.

BCMw/CSBG employment and training dollars are used to help low-income people become more self-sufficient and are used to provide career readiness skill training to obtain skills and competencies required for employment. Short term training is offered through local community colleges in the areas of individuals gaining career readiness skills, adult education and classroom instruction for certified nurse assistance certificate. BCMw offers an employee support program to assist CSBG eligible individuals to retain employment or upgrade skills to enhance employment opportunities in the areas of food service sanitation.

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

Senior Community Services Employment Program (SCSEP) – Evansville Goodwill Industries – 920 S. 42nd Street, Mount Vernon, IL 62864 – Evansville Goodwill Industries is a subgrantee of Goodwill Industries International to provide employment services to eligible older Americans. SCSEP is an employment and training program designed to assist income eligible workers age 55 or older to re-enter the job market. Participants receive on-the-job training and upgrading of marketable skills. Work experience is provided through assignment to local not-for-profit organizations. Enrollees can train up to 20 hours per week at their assigned host agency and will receive minimum wage for those hours. Program staff provide intensive job search assistance after participants achieve their training objectives. This assistance includes methods of job search, resume writing, application assistance and interview coaching.

Evansville Goodwill Industries serves individuals in Clay, Crawford, Jasper, Lawrence and Richland counties.

Caritas Family Solutions - Technology - 900 Royal Heights Rd. Suite 2150, Belleville, IL. Caritas Family Solutions through a special program with the Department of Labor (DOL) and the Senior Community Services Employment Program (SCSEP), provides both community services and work-based training for qualifying older Americans 55+. Participants train an average of 20 hours a week, and are paid the highest of federal, state or local minimum wage. They are placed in a wide variety of community service activities at non-profit institutions throughout eleven (11) counties in Southern Illinois.

In addition to the community service assignment, participants in the SCSEP get help accessing needed services, updating their employment skills, and developing a job search plan.

DHS/TANF – [DHS/TANF – Technology - 1406 Martin, Olney - Family and Community Services improves the health and well-being of families and individuals through partnerships and services that build community competence. We work with our customers, providers, and advocates to achieve high standards of service. While SNAP, WIC, cash assistance, and medical programs are the services that are most well known, there are many other programs and services offered through the division.

Cash Assistance Programs

Temporary Assistance for Needy Families (TANF)

Aid to the Aged, Blind, and Disabled (AABD)

Food Assistance Programs

Emergency Food

SNAP (Formerly Food Stamps)

Women, Infants, and Children (WIC)

WIC Farmer's Market Nutrition Program (FMNP)

Health & Medical Programs

Medical Assistance Programs

All Kids

Early Intervention

Family Case Management

Family Planning

Healthy Child Care Illinois

Newborn Hearing Screening

School Health

Women, Infants and Children (WIC)

Migrant Head Start

Refugee & Immigrant Services

- Health Insurance Portability and Accountability Act (HIPAA)

Health Benefits for Workers With Disabilities (HBWD)

Illinois Comprehensive Health Insurance Plan (CHIP)

All Partners that are offsite will be made available via technology.

IDOC Second Chance – N/A

HUD Employment and Training Activities – N/A

Job Corps – N/A

YouthBuild – N/A

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

- *Name the procured one-stop operator*
- *Describe the functions and scope of work of the one-stop operator as defined in the Request for Proposal or as planned for the competitive procurement process*
- *Assure that the one-stop operator will not perform any of the proscribed functions (§ 678.620(b)) to avoid a conflict of interest*

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

The One Stop Operator will be named the Core Partner Consortium. This committee will oversee the daily operations of the One Stop and shall be procured in accordance with State guidelines.

A One Stop Operator may not perform the following functions: convene system stakeholders to assist in the development of the local plan; prepare and submit local plans; be responsible for oversight of itself; manage or significantly participate in the competitive selection process for one-stop operators; select or terminate one-stop operators, career services, and youth providers; negotiate local performance accountability measures; and develop and submit budget for activities of the Local Board in the local area. The Scope of Work for the One Stop Operator is as follows:

- Coordinate service delivery among the partners of the public workforce system in the local workforce area.
- Coordinate service delivery among physical and electronic sites
- Coordinate services across the local area's workforce system
- Provide basic services such as orientations, information on careers and labor markets, and resource rooms
- Implementation of Board policies
- Report to Board on operations, performance accountability and continuous improvements
- Manage hours of operation at all sites
- Manage technological resources such as websites, case management information, business networking software, on-line testing sites
- Manage daily operations through coordination with the stakeholders for lease, utilities, and other invoice remittance
- Manage partner responsibilities as defined in MOU
- Manage services for individuals
- Manage services for businesses
- Submit annual staffing and operational budgets
- Follow federal and state regulations pertaining to handling of EEO responsibilities, customer complaints, and physical and programmatic accessibility
- Fulfill other roles as identified by the Board

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

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

example, in the Title I box, Title I will list all other programs to which it will refer clients and the method(s) of referral for each

- *Identify the method of tracking referrals*

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

[Comprised of the local representatives of the WIOA partners, the Core Partners will act as the One-Stop Operator. The LWIB determined that the Core Partners would be best suited to oversee the operations of the One-Stop. The LWIB will give the responsibility for coordinating referrals to the Core Partners for the subsequent coordination of services. The Core Partners will meet periodically to coordinate these activities among partners. Through the Core Partners, the partners will develop a centralized referral form to be used by all partners for referring customers between partners. A statewide software program is anticipated in order to assist with tracking referrals and customers, as well as related follow-up across all partners. This anticipated software will also assist with providing “real time” data for partners, local workforce boards, and the state.]

Title I (Adult, Dislocated Worker and Youth) – [Title I (Adult, Dislocated Worker and Youth) – On site - All customers will be referred to the appropriate agency based on initial contact with the Resource Room Specialist using the in house Customer Referral Form. This form, once signed by the potential customer, also serves as a Release of Information document, allowing partners to share information. We are currently tracking referrals via this form. It is our understanding that the State is developing a database that would assist in tracking referrals and services. - Referrals to all agencies will be made via email and/or telephone communication until such time a web based referral system is in place.]

Title II (Adult Education and Family Literacy) – [Technology - Referrals to all agencies will be made via email and/or telephone communication until such time a web based referral system is in place.]

Title III (Employment Services under Wager-Peyser) – [On-Site and through technology - Referrals to all agencies will be made via email and/or telephone communication until such time a web based referral system is in place.]

Title IV (Rehabilitation Services) – [Part-time on site and technology - Referrals to all agencies will be made via email and/or telephone communication until such time a web based referral system is in place.]

Perkins/Post-Secondary Career and Technical Education – [Technology - Referrals to all agencies will be made via email and/or telephone communication until such time a web based referral system is in place.]

IDES/Unemployment Insurance (UI) – [on-Site and through technology - Referrals to all agencies will be made via email and/or telephone communication until such time a web based referral system is in place.]

IDES/Job Counseling, Training and Placement Services for Veterans – [On-site and through technology - Referrals to all agencies will be made via email and/or telephone communication until such time a web based referral system is in place.]

IDES/Trade Readjustment Assistance – [on site and through technology - Referrals to all agencies will be made via email and/or telephone communication until such time a web based referral system is in place.]

Trade Adjustment Assistance (TAA) – [on site - Referrals to all agencies will be made via email and/or telephone communication until such time a web based referral system is in place.]

IDES/ Migrant & Seasonal Farmworkers (MSFW) – [On-site and through technology - Referrals to all agencies will be made via email and/or telephone communication until such time a web based referral system is in place.]

National Farmworker Jobs Program (NFJP) – N/A

Community Service Block Grant (CSBG) – [Technology - Referrals to all agencies will be made via email and/or telephone communication until such time a web based referral system is in place.]

Senior Community Services Employment Program (SCSEP) – [Technology - Referrals to all agencies will be made via email and/or telephone communication until such time a web based referral system is in place.]

DHS/TANF – [Technology - Referrals to all agencies will be made via email and/or telephone communication until such time a web based referral system is in place.]

IDOC Second Chance – N/A

HUD Employment and Training Activities – N/A

Job Corps – N/A

YouthBuild – N/A

9. PHYSICAL ACCESSIBILITY (Sec. 121 (c)(2)(iv)) (§678.500(b)(4))

Describe how—through specific examples and commitments—required partners will assure the physical accessibility of the comprehensive one-stop center(s), including the following:

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

[The comprehensive one-stop center will maintain a culture of inclusiveness in compliance with Section 188 of WIOA, the Americans with Disabilities Act (ADA) of 1990 and all other applicable statutory and regulatory requirements. Additionally, the physical characteristics of the facility, both indoor and outdoor, substantially meet compliance with 29 CFR Part 37, the 2010 or most recent ADA standards for Accessible Design and the Uniform Federal Accessibility Standards. Services will be available in a convenient, high traffic and accessible location taking into account reasonable distance from public transportation and adequate parking (including parking clearly marked for individuals with disabilities). Indoor space will be designed in an “equal and meaningful” manner providing access for individuals with disabilities.

- The location of the Comprehensive One Stop Center is recognizable in a high traffic area.
- Access to public transportation is available at the One Stop Center entrance.

The designated parking spaces for individuals with disabilities are clearly marked and are closest the entrance

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

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

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

All individuals will be given access to all 14 required career services on site and the opportunity to explore occupations to understand the technical and physical requirements. Accommodations will be made for individuals when necessary. Direct linkage is addressed in the referral process and will be with an actual person at the partner program if not onsite.

All partners agree that they will not discriminate in their employment practices or services on the basis of gender, age, race, color, creed, religion, national origin, disability or veteran’s status, or on the basis of any other classification protected under state or federal law. The partners assure that they have in place policies and procedures to address these issues, and that such policies and procedures have been disseminated to their employees and otherwise posted as required by law. The partners further assure that they are currently in compliance with all applicable state and federal laws and regulations regarding these issues.

All partners will cooperate with compliance monitoring that is conducted at the local level to ensure that all comprehensive one-stop center, programs, services, technology and materials are accessible and available to all. These services will be provided “on demand” and in “real time” in the physical comprehensive one-stop center in person or via technology consistent with the “direct linkage” requirement as defined in WIOA (WIOA Section 121(b)(1)(A) and Section 678.305(d) of the draft Notice of Proposed Rulemaking). Additionally, staff members will be trained to provide services to all, regardless of range of abilities, mobility, age, language, learning style and intelligence or education level. An interpreter will be provided “in real time” to any customer with a language barrier. Additionally, assistive devices, such as screen-reading software programs (i.e. JAWS and DRAGON) and assistive listening devices will be available.

11. DATA SHARING (Governor’s Guidelines, Section I, Item 8(k))

- Describe how core program partners will share data and information and will collaborate to assure that all common primary indicators of performance for the core program partners in the local area will be collectively achieved
- Provide assurances that participants’ Personally Identifiable Information (PII) will be kept confidential
- In each description, cite specific examples of required partners demonstrating a commitment to integration in the local area

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

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 while working toward greater integration of services across programs. We looked at the WIOA information regarding the indicators of performance below and determined that the core partners will respond to these areas as best they can, reporting on numbers served and program performance to assure that all common primary performance indicators are achieved. As most of us utilize sources of information stemming from IDES we realize that the information may be two to three quarters behind in reporting of employment statistics. We will also report on employer contacts, services provided, and develop indicators that will establish our effectiveness. The core partners will report this as aggregate (totals) information on a quarterly basis to the consortium so that the information will not be individual customer specific.

The One Stop Operator (Titles 1 - 4) is scheduled to have quarterly meetings prior to the Consortium meetings. All information (customer referrals, performance information, etc.) that is discussed at this meeting will be passed on to the Consortium. Also, during the Consortium meeting, all other partners report their information, which, in turn, is reported to the LWIB by the Consortium chair.

Establishes Common Performance Measures across Core Programs (WIOA Section 116 (b)(2)(A), Primary Indicators of Performance): WIOA includes six primary indicators of performance that will be negotiated with each State by the Secretaries of Education and Labor as part of the State plan.

* The percentage of participants who are in unsubsidized employment during the second quarter after exit from the program;

* The percentage of participants who are in unsubsidized employment during the fourth quarter after exit from the program;

* Median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program;

* The percentage of participants who obtained a recognized post-secondary credential or a secondary school diploma, or its recognized equivalent during participation in or within 1 year after exit from the program. A participant who has obtained a secondary school diploma or its recognized equivalent is only included in this measure if the participant is also employed or is enrolled in an education or training program leading to a recognized postsecondary credential within 1 year from program exit.

* The percentage of participants who during a program year, are in an education or training program that leads to a recognized post-secondary credential or employment and who are achieving measurable skill gains, defined as documented academic, technical, occupational or other forms of progress, towards such a credential or employment.

* Effectiveness in serving employers, based on indicators developed as required by sec. 116(b)(2)(A)(iv) of WIOA.

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.

All customers that are referred between agencies will sign a referral form giving permission for agencies to share their confidential information regarding their participation in any of the partners programs. Information is shared only as needed so the counselors can provide integrated cross-program services to the client. |

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

Using the Infrastructure Funding Agreement (fillable spreadsheet)

1. *Complete the FTE Calculations tab of the Infrastructure Funding Agreement for each comprehensive one-stop center, as well as for each affiliate or specialized center designated by the local workforce board and at which required partners agree to provide services.*
 - a. *For partners whose staff will be cross-trained to provide services of another partner’s program:*
 - i. *Identify the FTE commitments being made to provide services on behalf of another required partner at the comprehensive one-stop center or affiliate or specialized center.*
 - ii. *Enter that FTE commitment into the “FTE Calculations” tab specific to that service location.*
 - b. *For partners whose services are being provided by another partner’s cross-trained staff:*
 - i. *Identify an FTE commitment that corresponds with the required partner providing the services on your behalf.*
 - ii. *Enter that FTE commitment into the “FTE Calculations” tab specific to that service location.*
2. *Complete a “Cost Allocation” tab for each service location. Note that infrastructure costs will be completed for each service location, including comprehensive one-stop centers and any affiliated or specialized center designated by the local workforce board.*
 - a. *For each service location, identify the agreed-upon amount that each required partner will contribute toward infrastructure costs to operate that service location. (Infrastructure costs must be negotiated on an annual basis.)*
 - b. *For the entire local service delivery system, specify the agreed-upon amount of the shared local system costs that each required partner will contribute. (Shared local system costs must be negotiated on an annual basis.)*
 - c. *In the Shared Delivery System Costs section of each “Center” tab, identify the cost of the one-stop operator in the designated line item.*
 - i. *If required partners have selected either a single entity or a consortium to perform one-stop operator functions, then enter the cost of the competitively procured one-stop operator in the designated cell of Column B and each partner’s share of the total cost in that row.*
 - ii. *If required partners have opted not to share the cost of the one-stop operator and instead will provide in-kind personnel to perform the one-stop-operator functions, then enter the total agreed-upon value of the in-kind personnel in the designated line item of Column B, and each partner’s share of the total cost in the row for “less in-kind staffing.”*
 - iii. *Explain the in-kind staffing contribution in the “Notes” section of the spreadsheet (which must align with Section 12 of the MOU narrative).*

- iv. *Name the one-stop operator model (consortium, single entity or other). If the operator model is a consortium, provide the names of the entities that comprise the consortium.*
3. *Approve the agreed-upon, annual Infrastructure Funding Agreement through the MOU amendment procedures described in this MOU, Section 13, including signatures.*

In the space below and following the Governor's Guidelines – Revision 3, provide the following narrative:

1. *Affirm in the narrative that required partners negotiated infrastructure and shared local service delivery system costs specific to the applicable program year for both comprehensive one-stop centers and any affiliate or specialized centers designated by the local workforce board.*
2. *Clearly identify in the narrative the time period for which the Infrastructure Funding Agreement is effective; e.g., July 1, 2019 through June 30, 2020.*
3. *Specify in the narrative whether the budget submitted represents an interim or final budget agreement.*
4. *Describe in the narrative the agreed-upon method that each partner will contribute as a proportionate share of costs to support the services and operations of the local service delivery system.*
5. *Affirm in the narrative that each required partner meets the minimum FTE commitment of .25 FTEs in each comprehensive one-stop center and each designated affiliate site.*
 - a. *If a required partner commits to less than .25 FTEs in any service location, then a waiver must be submitted using the waiver request form included in the Report of Outcomes template (Appendix G of the Governor's Guidelines – Revision 3).*
6. *Describe in the narrative whether and which staff will be cross-trained to provide services on behalf of another required partner.*
 - a. *For each required partner providing cross-trained staff to deliver services on behalf of another partner, confirm how the contributing partner's shared cost allocations will be reduced in correlation with the number of FTEs that will be cross-trained to provide another partner's programs.*
7. *Complete an "Outcome Report for Annual Budget Negotiations for PY19 (Appendix Item G of the Governor's Guidelines – Revision 3)" and submit the completed form with a draft one-stop operating budget to the individual designated by the Governor by April 15, 2019.*
8. *Submit the following to the individual designated by the Governor by June 30, 2019:*
 - a. *Amended Section 6*
 - b. *Amended Section 12*
 - c. *Any other sections of the MOU that are amended*
 - d. *One-stop operating budget*
 - e. *All required partner signatures*
 - f. *Cover Page for Submittal of MOU Amendments and Annual One-Stop Operating Budgets (Appendix Item H of the Governor's Guidelines – Revision 3)*
9. *Using the table provided below, include the following additional financial information for each required program partner:*
 - i. *Each required program partner's total cash contribution toward its proportionate share of infrastructure and local service delivery system costs for PY 2019; and*

ii. The dollar amount of a 10% variance from each partner's total cash contribution in the case that actual costs exceed budgeted costs.

The 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 costs for Directors and Officers Insurance and One Stop Operator costs. 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 (Appendix Item 6 of the Governor's Guidelines).

After several meetings of the MOU Negotiation team, the allocation of costs among required partners was based on the following method:

--Full-time equivalents as encouraged by the Governor's Guidelines

The time period of this cost sharing agreement July 1, 2019 - June 30, 2020. Amounts will be negotiated every year . Payment of infrastructure and system costs will be based on the annual budget for the One Stop. (See attachment.)

This MOU is contingent upon the availability of Federal funding for each required program. A State Agency Partner may terminate or suspend this MOU, in whole or in part, without penalty or further payment being required, if (i) if the funds to which this MOU commits a State Agency Partner have not been appropriated or otherwise made available to the State Agency Partner by the State or the Federal funding source, (ii) the Governor or a State Agency Partner reserves funds, or (iii) the Governor or a State Agency Partner determines that funds will not or may not be available for payment. The State Agency Partner shall provide notice, in writing, to the other Partners of any such funding failure and its election to terminate or suspend this MOU as soon as practicable. Any suspension or termination pursuant to this paragraph will be effective upon the date of the written notice unless otherwise indicated.

All required partners met on March 27, 2019 to negotiate the infrastructure and shared system costs for the period July 1, 2019 – June 30, 2020. All partners agreed on the proposed One stop budget for the office located at 2311 Hoffman in Effingham, IL. The budget that is submitted with this revision to the MOU is final. All partners are assigned a specific FTE that was determined by the number of employees that offer WIOA services in the Effingham office. Those agencies that have no physical presence in the office were assigned an FTE of .25 (State minimum requirement) and all agencies will provide cash for their share of the costs. Cross trained employees will work with customers on the beginning stages of program entrance before referring them to the correct agency for complete service, however, no cost allocations will be changed. The Resource Room Specialist has been trained by all required partners on the services that they offer so they can better refer customers to the appropriate agency for services. The State Funding Mechanism will be used if consensus cannot be reached in regards to infrastructure costs negotiations.

The Housing Authority of Marion County has not been a party in the MOU negotiations in LWIA 23, therefore will not be a party to the 2019 MOU and budget.

Tony Logue, WIOA Operations Coordinator, was appointed to complete the semi-annual reconciliation of budgeted costs to actual costs.

		Partner's Total Cash Contribution	Dollar Amount of 10% Variance from Total Cash Contribution displayed as Partner's Total Cash Contribution plus 10% Variance (if applicable)
Commerce	Title IB - Adult, Youth, & Dis. Workers	16905	18595
	TAA	2284	2512
	CSBG	2284	2512
IDES	Title III - Wagner-Peyser	7075	7782
	Title III - MSFW	1011	1112
	Veterans Services	6065	6671
	UI Comp Programs	5054	5559
	TRA	1011	1112
ICCB	Title II - Adult Education	2284	2512
	Career & Tech Ed - Perkins	2284	2512
DHS	Title IV - Vocational Rehab	4567	5023
	TANF - DHS	2284	2512
Aging	SCSEP	2284	2512
DOC	Second Chance		
HUD			
Title IC - Job Corp			
Title ID - National Farmworkers			
Title ID - YouthBuild			
Other 1			
Other 2			
Other 3			
Other 4			
13. AMENDMENT PROCEDURES (Sec. 121 (c)(2)(v)) (Governor's Guidelines, Section 5) (§ 678.500(b)(5))			

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

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

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

Partners will meet regularly to assess programs and services available at and through the Illinois workNet Center for effectiveness and make adjustments to improve service coordination. Annually, Center costs will be reconciled and reported out to Partners to assist in negotiating Cost Sharing agreement for the next year.

This MOU may be amended 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:

1. Termination of or addition or removal of a partner from this MOU.
2. Removal or addition of program responsibilities for any partner that administers more than one federal program.
3. A change in the one-stop operator or a change in the physical location of the comprehensive one-stop center.
4. A change in the services, service delivery methods currently utilized, referral methods, or methods to allocate costs.
5. The need to renegotiate a partner's proportionate share of costs based on changes in the method of service delivery or program or funding changes that affect a partner's continued ability to meet its shared cost obligations.

All amendments will involve the following process:

1. The Parties seeking an amendment will submit a written request to the LWIB 23 that includes:
 - The requesting party's name.
 - The reason(s) for the amendment request.
 - Each Article and Section of this MOU that will require revision.
 - The desired date for the amendment to be effective.
 - The signature of the requesting party's authorized representative.

If the request is approved, the LWIB 23 will notify the remaining parties of the intent to amend and will provide each remaining party thirty (30) days from the date of the notice (unless another time frame is specified in the notice) to review the anticipated changes and to submit a response to the LWIB 23. Failure by a party to respond within the prescribed timeframe will be deemed that party's approval of the proposed changes. In the event that a remaining party has questions and/or concerns regarding the proposed amendment, the party must list its questions and/or concerns in writing and submit the list to LWIB 23 within the specified timeframe.

LWIB 23 will review the listed questions/concerns and will issue a response within fifteen (15) days of receipt of the list. If LWIB 23 deems it necessary, the listed questions/concerns will be sent to all other parties and/or a meeting with all parties will be scheduled to discuss the proposed changes and to achieve consensus on a final amendment draft.

The final, approved amendment draft will be signed by authorized representatives of the affected partners, then submitted to LWIB 23 for the final signature.

LWIB 23 will distribute copies of the fully executed amendment to all Parties.

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

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

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

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

The LWIB 23 will award a three (3) year contract/agreement for a One-Stop Operator at the Illinois workNet Center, with subject to reporting and annual review, with option to renew for an additional one year, after completion of the initial three (3) years.

Within 30 days prior to the end date of this MOU, the partners shall review the MOU and negotiate any needed changes to the provisions herein. The partners shall collaboratively evaluate the effectiveness of operations pursuant to this MOU, make any necessary modifications and renew the MOU for a term to be determined at the time of renewal.

This MOU shall be renewed at a minimum of at least every three years.

If substantial changes occur prior to the expiration date of this MOU, those issues will be discussed at the next quarterly meeting. All effective changes must be agreed upon by all members of this MOU, having signed and dated certifying all changes were unanimously agreed to. Any new changes will go into effect once agreed upon and signed by all members of this MOU.

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

Partners of the LWIA 23 Illinois workNet Center are in agreement and support this Memorandum Of Understanding (MOU) for Career Services delivery and understand that the Cost Sharing agreement for the Infrastructure Costs and One-Stop Delivery System Costs is final and began on July 1, 2018. An agreement was made final amongst all partners for all Infrastructure and Service Delivery costs as outlined in the MOU budget.

This MOU, the delivery of career services and agreement to share system/infrastructure costs at the Illinois workNet Center is dependent upon availability of funding for each and all partners. Changes will be addressed as necessary based on availability of agency program funding.

The Cost Sharing agreement for the One Stop Delivery System Costs and Infrastructure Costs shall be reviewed on an annual basis. Updates and adjustments will be made for changes in the associated costs and partner contributions.

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

[] []

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

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

[This Memorandum of Understanding (MOU) for the Partners of the LWIA 23 is in force for a period of three (3) years upon execution, subject to periodic review by partners of their service and program offerings and annual negotiation of the cost sharing arrangements. To be effective the later of the date of collection of all Core and Required Partners signatures or June 30, 2017.

The partners' performance under this MOU shall commence on July 1, 2017, and shall terminate on June 30, 2020, unless previously terminated by one of the partners pursuant to the terms of Section XII.]

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

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

Partners will meet regularly to assess programs and services available at and through the Illinois workNet Center for effectiveness and make adjustments to improve service coordination. Annually, Center costs will be reconciled and reported out to Partners to assist in negotiating Cost Sharing agreement for the next year.

This MOU may be amended 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:

1. The addition or removal of a partner from this MOU.
2. Removal or addition of program responsibilities for any partner that administers more than one federal program.
3. A change in the one-stop operator or a change in the physical location of the comprehensive one-stop center.
4. A change in the services, service delivery methods currently utilized, referral methods, or methods to allocate costs.
5. The need to renegotiate a partner's proportionate share of costs based on changes in the method of service delivery or program or funding changes that affect a partner's continued ability to meet its shared cost obligations.

All amendments will involve the following process:

1. The Parties seeking an amendment will submit a written request to the LWIB 23 that includes:
 - The requesting party's name.
 - The reason(s) for the amendment request.
 - Each Article and Section of this MOU that will require revision.
 - The desired date for the amendment to be effective.
 - The signature of the requesting party's authorized representative.

If the request is approved, the LWIB 23 will notify the remaining parties of the intent to amend and will provide each remaining party thirty (30) days from the date of the notice (unless another time frame is specified in the notice) to review the anticipated changes and to submit a response to the LWIB 23. Failure by a party to respond within the prescribed timeframe will be deemed that party's approval of the proposed changes. In the event that a remaining party has questions and/or concerns regarding the proposed amendment, the party must list its questions and/or concerns in writing and submit the list to LWIB 23 within the specified timeframe.

LWIB 23 will review the listed questions/concerns and will issue a response within fifteen (15) days of receipt of the list. If LWIB 23 deems it necessary, the listed questions/concerns will be sent to all other parties and/or a meeting with all parties will be scheduled to discuss the proposed changes and to achieve consensus on a final amendment draft.

The final, approved amendment draft will be signed by authorized representatives of the affected partners, then submitted to LWIB 23 for the final signature.

LWIB 23 will distribute copies of the fully executed amendment to all Parties.

19. ATTACHMENTS

LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS

INCLUDES:

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

IDES NON-DISCLOSURE AGREEMENT

ONE-STOP OPERATING BUDGET SPREADSHEET FOR PY19

OTHER []

Appendix J

Next Steps Action Planning Tool

Policy Goal What goal will be addressed?	Activities and Tactics How will we do it?	Key Players Who should be involved?	Expected Outcomes What is the result?	Timeline When will we do it?	Questions & Assistance Needed Where do we need assistance?
Goal 4 – Communications occurs across one stop partners	<ol style="list-style-type: none"> 1. One Stop Operator (Titles I-IV) meet monthly. 2. All required partners meet quarterly to provide programmatic updates, policy changes, and general information sharing. 	One Stop Operator All required partners	Reach collaborative level of integration. All staff are informed and trained on any changes or program updates, program policies and services that may have an impact on customers.	June 30, 2021	Click or tap here to enter text.
Goal 2 – Job expectations communicated to staff	<ol style="list-style-type: none"> 1. One stop partner service matrix is updated quarterly. 2. Monthly meetings between partners and front line staff to 	One Stop Operator All required partners	All front line staff will be knowledgeable of all partner services. Management can make better informed decisions based on front line staff feedback.	June 30, 2020	Click or tap here to enter text.

	provide updates on processes and procedures and to receive feedback from front line staff.		Additional training provided if necessary or requested by front line staff.		
Goal 13 – Customer information is shared.	<p>Data Sharing agreements.</p> <ol style="list-style-type: none"> 1. Common referral form is used and also serves as a release of information between partners. 2. Common database with uniform application to enable agencies to track customer progress through integration of all services. 	<p>All partners</p> <p>All State partner administration – interagency group</p>	<p>Accountability requirements met.</p> <p>Partners will be able to see what other agencies and services were provided for the customer.</p>	June 30, 2024	Is there a plan of action at State level?
Goal 5 – Staff valued and respected	Monthly meetings for staff of all programs to communicate suggestions and	All partners	All front line staff are working in collaboration with other partners to assist in the design of services and continuous	June 30, 2020	Click or tap here to enter text.

	concerns on issues such as customer flow, customer services, and related issues for continuous improvement purposes.		improvement of the One Stop Center and services to customers.		
Goal 1 - Customer input used to design and deliver services.	<p>1. Review and modify, if necessary, current customer satisfaction survey.</p> <p>A. Utilize survey to determine services / workshops customers have requested.</p>	<p>One Stop Operator</p> <p>All required partners.</p>	<p>Improve customer service.</p> <p>Quarterly reporting available on needs of customers.</p> <p>Shared in monthly One Stop Operator meetings and quarterly to Consortium and Board.</p>	June 30, 2020	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

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Local Workforce Innovation Board # 23

Supportive Services Policy

Definition: The term "supportive services" means services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under the Workforce Innovation and Opportunity Act, their individual employment plan, and is consistent with the provisions of the Workforce Innovation and Opportunity Act, the One-Stop Operator, and Title 1 Service Providers.

It is the policy of Local Workforce Innovation Area 23 (LWIA23) to provide supportive services to customers in accordance with the aforementioned definition. Such supportive services may include, but not limited to, transportation, child care (including associated costs as required), or any other supportive service allowable under the Act. Supportive Services funds shall not be used to duplicate services provided by any other public or private source that are available to participants without cost. All supportive services requests will be made on an individual basis. Program directors, or their designee, will have discretion as to the amount and types of supportive services available based on budget restrictions, the cost of the supportive service, the appropriateness of the service to the authorized activity, and the allowability of the supportive service under law.



C.E.F.S. WORKFORCE PROGRAMS
WIOA Priority of Service Identification

NAME _____

DATE _____

Priority for Veterans and Eligible Spouses

Under WIOA, veterans and eligible spouses continue to receive priority of service for all USDOL-funded job training programs, which includes Adult, Dislocated Worker and Youth Services. In order to receive the veterans priority of service, participants are required to verify veteran status by DD214.

- Qualified Veteran Eligible to receive priority of service
- Qualified Eligible Spouse to receive priority of service
- Qualified by DD214

Priority of Service for WIOA Adults

WIOA also prescribes a priority of service when providing individualized career and training services using WIOA Adult funds (not applicable to dislocated workers). This Adult priority of service must be given to recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient as defined through Illinois Policy guidance. Individualized career and/or training services will be provided to Adults on a priority basis under the following method.

Check where Applicant meets the priority requirements:

- First Priority: Veterans and eligible spouses who are low-income, to include recipients of public assistance, or who are basic skills deficient.
- Second Priority: Individuals who are low-income, to include recipients of public assistance, or who are basic skills deficient.
- Third Priority: Veterans and eligible spouses who are not low-income, or are not recipients of public assistance, and are not basic skills deficient.
- Last Priority: For all other persons not listed above; those who do not qualify as veterans, eligible spouses, recipients of public assistance, low-income individuals, or basic skills deficient individuals

Local Workforce Innovation Board 23

Individual Training Account Policy

Introduction

The Local Workforce Innovation Board 23 (LWIB), through its selected Service Provider (S/P), desires to empower and encourage customers in decision-making to achieve individual employment goals. The LWIB desires to assist in the advancement of long-term employability and economic self-sufficiency of incumbent, dislocated and potential workers who lack marketable skills.

The purpose of the Individual Training Account (ITA) is to assist One-Stop customers in developing technical or vocational skills in demand occupations so they may compete in the labor market. Funding may be authorized for course work necessary to satisfy technical or vocational competencies, apprenticeships, entrepreneurship opportunities tied to technical or vocational competencies, or for requirements of a certificate, license or degree. It is the policy of the Local Workforce Innovation Board 23 that ITA's will be issued to customers for training that is the most expeditious and most appropriate for a customer to achieve employment in a self-sufficient occupation. ITA's are issued annually based on funds available. The time period that an individual attends training will vary based on the program of study and course availability. The board's intention is to indicate that when funds are limited ITA programs lasting the least amount of time in duration will receive priority over programs lasting longer periods of time. The board considers it necessary to help customers seek additional sources of funding for training activities. This will help defray the ITA costs of the local workforce area, thus allowing the S/P the ability to serve more customers. Therefore, ITA funds are not to be considered the only source of available funds. The board is requiring and placing trust in its Service Provider to actively assist customers in seeking additional sources of funding; including not just the required federal and state student assistance, but alternate sources of funds such as scholarships, grants, and other forms of financial assistance.

Customer Choice and Education

Individual Training Accounts will:

- maximize informed participant choice and flexibility in service delivery;
- focus on the immediate and long-term needs of the individual;
- place trust in joint participant and advisor decision-making;
- issue payment to the training provider and not directly to participant;
- utilize the Individual Employment Plan, objectives, and comprehensive career assessment as the basis for the selection of occupational training in demand that is delivered by a Certified Training Provider.

Customers will receive the following educational guidance related to ITA's:

- verbal and written communication will be in language that is easy to understand;
- a complete list of Certified Training Providers will be made available to customers in multiple formats and media;
- career exploration will be offered through Illinois Job Link, and/or other resources available in the One-Stop Centers.

General Provisions

1 ITA candidates must:

- be assessed by a S/P case manager and have an Individual Employment Plan developed prior to selecting a training program. The assessment must be a comprehensive career assessment. The assessment must include, at a minimum, the following:
 - Interest Assessment
 - Skills Assessment
 - Aptitudes Assessment
 - Abilities Assessment
 - Transferable Skills Identification
 - Work History Assessment
 - Labor Market Research
 - Documented Job Search
 - Budget Planning

All results must be documented in each customers file before an ITA can be issued. Assessment must be agreed upon with oversight and information systems staff prior to use with customers and added to the state information system as necessary.

- select training programs that are directly linked to available employment opportunities and that are published in the Illinois Statewide Certified Training Provider listing.

2 Demand occupation may be determined by

- Illinois Labor Market Information
- Job orders placed through IDES;
- actual job offers (contingent upon successful completion of the training); or
- other criteria as otherwise identified and approved by the LWIA 23 Board or its staff;

3 ITA services must be coordinated with other forms of financial aid for which the candidate may qualify to cover the full costs of the selected training (see below).

Value, Cost and Duration of ITA's

The Value of the ITA is determined by three factors:

- demand and growth occupations;
- cost of training required for particular skill sets; and
- customer skill levels.

ITA's will normally be issued by case managers for an amount not to exceed \$8500 per fiscal year, (July 1 to June 30). In exceptional case by case situations, based on the assessment, other ITA requirements, and the availability of funds, this amount may be increased to \$17000 per fiscal year (July 1 to June 30). Any person who will seek funding over the \$8500 ceiling will require an approval from the Program Manager of Dislocated Workers or the Adult and Youth program with a second approval required by LLC Director of Workforce Investment. With these two written approvals (Program Manager and LLC Director of Workforce Investment), services can proceed. In the event that the total projected training costs exceed \$17000, the case manager must work with the customer to implement a plan as to how the difference will be paid. This system for ITA valuation will allow the most flexibility and promote a more conducive environment to achieving the goal of the Individual Training Account, which is to empower and encourage customers in decision-making to achieve individual employment goals and to assist in the advancement of long-term employability and economic self-sufficiency of incumbent, dislocated and potential workers who lack marketable skills.

ITAs may be used to cover the cost of:

- tuition
- student fees
- books

Neither the LWIB nor the Service Provider assume liability for any cost not specifically authorized nor for costs incurred by individuals not certified prior to participation.

The Service Provider will monitor the availability of WIOA training dollars to ensure funds are available to complete approved individual training plans.

Note: Supportive Services needed to complete a training plan are not part of the ITA. These costs include: tools, transportation, child care and other supportive services. Supportive Service expenditures are governed by separate LWIB and agency policies.

ITA Issuance

ITAs are established by the Service Provider on behalf of a customer, payment will be issued by the S/P to the Certified Training Provider. Payments may be made by electronic transfer of funds through financial institutions, vouchers, or other appropriate methods. Payments will be made incrementally, with portions paid at different points during training based on satisfactory progress as outlined in the IEP.

With the review and approval of board oversight staff, the S/P will develop forms and procedures to manage the issuance and tracking of ITAs in the one-stop system.

Coordination of ITAs with Other Grant Assistance

ITAs must be coordinated with other available resources to cover the costs of training and related expenses before WIOA funds may be used, in whole or in part. Such coordination must be documented by S/P staff in the case file. Pell grants will be awarded to the customer to offset any expenses incurred during their training per WIOA Section 134 (3)(B)(ii) and (iii).

Other grant assistance included, but is not limited to:

- MAP Awards
- Other federal and state financial aid (including TAA)
- Private tuition assistance or scholarships

Participation in a training program under WIOA may not be conditioned on applying for or using a loan to help finance training costs. Customer may choose to incur personal debt after counseling regarding the responsibilities associated with the indebtedness, including loan repayment. Such counseling must be acknowledged in the customer's record. If actual training costs exceed the maximum amount of an ITA, customers must provide documentation of the resources they will use to fully fund the remaining training costs. Failure to provide adequate documentation of remaining training costs may result in ineligibility for an ITA.

Certified Training Provider Agreements

The Certified Training Provider will inform the S/P of the amount and disposition of any financial assistance and grant awards for WIOA customers and will assure that any duplicated payment will be refunded to the S/P. The Certified Training Provider will adjust charges as appropriate to the S/P if eligibility for financial assistance is not established until after a customer is referred to the provider.

The LLC staff and the Service Provider will have access to customer information compiled by the Certified Training Provider including their financial assistance package, academic progress, grades, and classroom attendance. This information will be provided to the above mentioned organizations upon presentation of a wavier concerning the release of confidential information signed by the customer.

All Certified Training Providers are required to maintain copies of all eligibility documents necessary to be listed as a certified training provider. This information will be monitored and reviewed by LLC oversight staff.

Role of the Service Provider Staff

Customer will be assisted early in the assessment process to establish eligibility for Higher Education Act Title IV funds and other forms of financial aid. This includes providing appropriate application and submitting these forms.

Service Provider staff will work with customers and Certified Training Providers to calculate the total funding resources available, as well as to assess the full education and education-related costs (training and supportive services) necessary for the customer to complete the chosen program.

Service Provider staff are also required to obtain a signed release of information from all ITA customers. This is necessary so the S/P staff can better coordinate customer services and LWIB staff may access information necessary to complete monitoring reviews and efficiency or effectiveness studies. The information to be released, and to be addressed in the release of information, at a minimum will include financial assistance package information, academic progress, grades, classroom attendance or disciplinary actions taken against customers. This information release must be reviewed and approved by LWIB oversight staff.

If the customer qualifies for an ITA and has completed the appropriate steps described in this policy, the S/P staff will refer the individual to the selected certified training provider, unless funds have been exhausted for the fiscal year.

Limited Exception to the Use of ITAs

In accordance with the Workforce Innovation and Opportunity Act, ITAs will be the primary method of payment of occupational skills training for adults and dislocated workers through the one-stop system.

Contracts for services or vendor agreements will be used in place of ITAs for on-the-job training or other training that meets the federal definition and requirements of allowable non-ITA training. Furthermore, all non-ITA training contracts at any service level, except on-the-job training, work experience and Incumbent Worker contracts, must be reviewed by LWIB oversight staff, meet the federal definition and requirements mentioned above, follow the procurement and contracting policy of the workforce area, and be approved by the Oversight Committee prior to a training contract being entered into by the Service Provider. Information regarding OJT, work experience and IWT contracts are reported to the Oversight Committee.

Local Workforce Innovation Board 23

Training Provider Certification Policy

A. Provider Certification

The underlying principle of the provision of training services under the WIOA is customer choice. The LWIA 23 workNet Center sites, satellites, and outreach offices will provide access to consumer information relating to training providers that can assist individuals in gaining relevant skills, including information about the performance of such providers in placing graduates in employment. Through the local WIBs, the state will compile a list of eligible training providers that meet performance levels as set by the governor and adjusted upward, as appropriate, by local WIBs. Individuals may choose any provider from the list of approved providers, whether or not the provider is located in the local area where the individual resides. The WIOA creates a market-based system for the provision of training services, and providers must deliver value to their customers or risk losing them. LWIA 23 will adopt and follow DCEO's Policy Letter 09-PL-57, Change 1 in certifying training providers and training programs.

1. Provider Certification System

While the eligibility determination procedures themselves (as well as the extent of required performance and cost information) are determined by the governor and the state board, several aspects of the provider certification system are to be developed locally.

- a. Provide a description of the procedures by which service providers that desire to provide training services will submit initial applications to the local board. These procedures should include the following:*
 - Describe the initial application procedures for postsecondary educational institutions and entities carrying out apprenticeship programs (as referenced in Sec. 122(b)(1) of WIOA). These procedures should include the local board's information requirements for these types of providers. These information requirements may or may not include performance and cost information. Describe the initial procedures for other eligible providers (as referenced in Sec. 122(b)(2) of WIOA). These procedures must conform to the eligibility determination procedures established by the governor, including all specified performance and cost information.*
- b. Provide a description of the procedures by which service providers that desire to provide training services will submit subsequent applications to the local board. These procedures should include the following:*
 - Describe the subsequent application procedures for all eligible providers (as referenced in Sec. 122(a)(2) of WIOA). These procedures must conform to the eligibility determination procedures established by the Governor, including all specified performance and cost information.*
 - Describe any additional, verifiable, program-specific performance information required by the local board (as referenced in Sec. 122(d)(2)(B)).*

The initial application procedures for postsecondary educational institutions and entities carrying out apprenticeship programs (as referenced in Sec. 122(b)(1) of WIOA) shall conform to requirements "1"

through “4” of the eligibility procedures established by the governor for “other eligible providers,” and the initial application procedures for other eligible providers (as referenced in Sec. 122(b)(2)(2) of WIOA) shall conform to the entire list of eligibility determination procedures established by the governor for “other eligible providers.” No additional local requirements for initial eligibility shall be established. The following are the initial eligibility requirements:

2. All providers must meet at least one of the following criteria:
 - a. The provider is currently approved or has received accreditation under an existing process such as that offered by the Higher Learning Commission - North Central Association, the Illinois Community College Board, The Illinois Board of Higher Education, or the Illinois State Board of Education.
 - b. The program for which certification is being sought has been recognized by the industry as meeting the standards necessary for approval or accreditation. Examples of such recognition include, but are not limited to, Pro Start for food services, A Plus for computers, ASE for auto mechanics, CARF for community rehabilitation programs, and certifications granted by the Illinois Occupational Skill Standard Credentialing Council (as of March 2005).
 - c. The provider is receiving or has received funds for a program for which certification is being sought under a grant, a contract, or a voucher from an agency within the Illinois workforce development system within three years of the date of application.
 - d. If a provider cannot meet any of the above criteria, it must demonstrate to the Workforce Investment Board that the program for which it is seeking certification responds to employer demand through a feasibility study of the area, labor market information, letters of support from employers, or such other means as the Board deems appropriate.
3. All providers must submit appropriate information on all programs for which they are seeking certification on the Illinois Workforce Development System (IWDS). This meets the requirement of including a program.
4. All applicants must provide the number of years the provider has been in operation.
5. All applicants must provide the date that each program for which certification is being sought was established.
6. All applicants must provide the cost of each program for which certification is being sought and briefly explain what is included in that cost figure.
7. All applicants must indicate the following for each existing or new program for which the provider is seeking certification:
 - a. the measures of performance from the following list that are currently used, planned to be used, or are currently available to assess the outcomes for all program participants:
 - A. the program completion rates for all individuals participating in the training program
 - B. the percentage of all individuals participating in the program who obtain unsubsidized employment

- C. the percentage of all individuals participating in the program who obtain training-related placements
- D. the wages at placement in employment of all individuals participating the program
- E. The measures of performance (which are core indicators of performance under WIOA Title I, from the following list that were used, are planned to be used, or are currently available to assess outcomes of economically disadvantaged adults, youth between the ages of 19 and 21, or dislocated workers:
 - 1. the percentage of participants who completed the program and who are placed in unsubsidized employment
 - 2. the retention rates in unsubsidized employment of participants who have completed the program six months after the first day of employment
 - 3. the wages received by participants who have completed the program six months after the first day of employment
 - 4. where appropriate, the rates of licensure or certification, attainment of academic degrees or equivalents, or attainment of other measures of skills, of the graduates of the program

The Board has adopted the state's internet-based application form (included in Addenda) and process for all initial provider certifications. The Board's Oversight Committee will review all applications and determine eligibility for all initial provider certifications. The local contact for application questions will be a designated WIOA staff person. Existing local providers that have recently provided services to LWIA23 participants will be notified of the application process by the Title I Adult/Youth Program Provider/Manager or the Title I Dislocated Worker Program Provider/Manager. The Title I Program Providers/Managers will, working with the Board's Oversight Committee, make a concerted effort to identify and notify local providers not currently being used but are potential providers of the services under WIOA of the certification process. The Board will accept applications for initial eligibility at any time via the internet. Staff will routinely check for new applications, review these applications and identify problems. Staff will then contact the provider within five working days of applications submission either to report problems and request corrections or to report that the application has been received, that it is complete, and that the application will be reviewed by the Board's Oversight Committee. The applicant will be informed of the date, time, and place of the meeting and be invited to attend. All initial applications will be reviewed by the Committee within 30 days of the date the application has been determined to be complete by the designated staff person. Staff will be available to provide technical assistance to all applicants, including assistance and training on utilizing the internet-based application form. Applicants may resubmit applications at any time. The Oversight Committee specific meeting procedures for provider certification area as follows:

- A. The designated WIOA staff person shall submit all applications deemed complete to Committee members prior to the certification meeting at which they will be reviewed (the chairperson can make exceptions to this policy by allowing applications submitted too late for mailing to be reviewed at the meeting).
- B. The agenda for the committee meeting at which applications for certifications will be reviewed shall include a section entitled "Applications for Review and Certification."
 - 1. This part of the meeting shall be governed by Robert's Rules of Order, Revised except as provided in the WIB Bylaws and herein.
 - 2. This part shall include an individual listing of applications placed on the Agenda by staff.
- C. The procedures for Committee review shall include:

1. The Committee chairperson (or designee) shall state that the WIB “Conflict of Interest” policy (as appearing in the WIB Bylaws) shall apply to each application to be reviewed and shall read said policy aloud at the request of any person present.
2. The Committee chairperson (or designee) may utilize the prerogative of the chair in limiting input to three minutes for the designated staff person, ten minutes for the provider, and three minutes, not to exceed a total of 15 minutes, to others.
3. The order for application review shall be as follows:
 - a. the designated staff person presents a brief summary of the application
 - b. a representative of the applicant (provider) may present comments
 - c. other interested persons present comments
 - d. the Committee discusses the application [Committee members only and the WIOA Director may ask questions of the provider (applicant) and others]
4. Motion authorizing or refusing certification
 - e. a motion is made for certification
 - f. a second on the motion is made
 - g. the Committee discusses the motion
 - i. passes motion (application certified)
 - ii. rejects motion (new motions made or changes to the application recommended)
5. The designated staff person is directed to inform the provider (applicant) in writing of the Committee’s certification of the application. If the applicant has been denied eligibility (certification), a notice of denial of eligibility will be sent to the provider via registered mail. The Illinois Department of Commerce and Economic Opportunity (DCEO), the state agency charged with administering provider certification, will also receive a copy of the notice. This notice will include, at a minimum, the following information:
 - a. the training program(s) denied certification
 - b. the specific reason(s) for the denial
 - c. information on how the provider may challenge the denial according to the WIB’s “Request for Reconsideration” procedures

Request for Reconsideration Procedures

If the provider’s application for certification has been denied (determined ineligible), the provider may follow the following procedures to challenge the ineligibility determination:

- b. Written notification of the disputed certification must be made to the WIB Chairperson and/or his/her designee.

- c. This notification must include, at a minimum, information clearly identifying the application that has been denied and presenting a rationale (for reconsideration) addressing each specific reason the Oversight Committee identified as reasons for denial.
- d. The WIB Chairperson and/or his/her designee will verify that the facts upon which the Oversight Committee based its eligibility denial were the same as those submitted by the provider during the certification application process and will review any new information from the provider (in the provider’s notification) refuting the reasons (information) upon which the Oversight Committee based its eligibility denial. The WIB Chairperson shall place the disputed application on the subsequent WIB meeting agenda for full WIB consideration. The WIB will consider the disputed certification following the same general procedures as in “C” above.
- e. The following are the specific timeframes (described in Section III.B.3.c.i. of the State of Illinois Five-Year Strategic Plan for WIOA Title I) to be used by the WIB in this “Request for Reconsideration” process:

Formal Communication to be Sent	How	When
Staff sends notice of Denial of Eligibility to provider	via certified mail	when committee renders determination
Staff sends copy of notice of Denial of Eligibility to DCEO	via fax and certified mail	when notice of Eligibility sent to to provider
Provider sends formal Request for Reconsideration of eligibility status to WIB Chairperson and WIB Executive Director	via certified mail	within 21 calendar days of receipt of notice
WIB reviews and responds to Request for Reconsideration of eligibility status by: (a) reversing its decision and sending a notice of Re-determination of Eligibility to the provider and a copy to DCEO; or (b) Reconfirming its decision to deny eligibility and sending a notice of Denial of Reconsideration to the provider and a copy to DCEO	via fax and regular mail	within 21 calendar days from date of receipt of Request for Reconsideration within 21 calendar days from date of receipt of Request for Reconsideration

- f. If the WIB reconfirms its decision to deny certification for eligibility, the WIB will include the following information in its written notice to the provider on how the provider may appeal the WIB’s decision to the state.

State Appeal Procedures

If a provider has exhausted the local Request for Reconsideration process, but still believes that it is being denied eligibility unfairly, the provider may appeal to DCEO. Upon receipt of a formal appeal from a provider, DCEO will review the facts of the case as established by the LWIB and the provider during the certification process and the Request for Reconsideration that followed the denial of eligibility. DCEO actions in hearing an appeal may include but are not limited to:

- obtaining the LWIB’s complete Request for Reconsideration file
- obtaining the original certification submissions from the provider
- gathering additional information from the provider and/or LWIB if appropriate
- convening an in-person or telephone meeting with the affected parties if requested by either of the affected parties
- reviewing the facts to ensure that the LWIB’s denial of eligibility is in compliance with federal, state, and its own locally established requirements

DCEO will conduct its appeal procedures in accordance with specific timeframes described in Section III.B.3.c.i. of the State of Illinois Five-Year Strategic Plan for WIOA Title I. The following chart summarizes these state requirements:

Formal Communication to be Sent	How	When
Provider sends notice of appeal to DCEO	via certified mail	within 21 calendar days from receipt of Denial of reconsideration from LWIB
Provider sends copy of appeal notice to LWIB	via fax and regular mail	when notice is sent to DCEO
DCEO reviews and responds to appeal by (a) upholding the LWIB’s denial of eligibility and sending a notice to the provider and a notice to the provider and a copy to LWIB; or (b) overturning the LWIB’s decision to deny eligibility and sending a notice to the provider and a copy to the LWIB	via certified mail fax	within 30 calendar days from date of receipt of appeal from the provider within 30 calendar days from date of receipt of appeal from the provider

DCEO will not overturn a local decision without convening a meeting with all of the affected parties. If DCEO’s final decision is to certify a provider’s program(s) as eligible to receive WIOA Title I-B funds, DCEO will add the provider to the statewide list of eligible providers within seven calendar days of making its final decision.

8. *Individual Training Accounts*

Describe local policies regarding the use of Individual Training Accounts (ITAs)

- a. *Provide a description of the procedures by which the local board will make the state list of eligible providers of training services available to customers in the one-stop centers. Include a description of how performance and cost information relating to eligible providers (as applicable) will be made available to customers, and how this information will be updated on an ongoing basis.*
- b. *Describe the referral arrangements between the one-stop system and the eligible providers of training services which will ensure the ability of customers to receive chosen training services. Include a description of payment arrangements between the local board and eligible providers of training services for ITAs.*
- c. *Describe what, if any, limitations the local board will impose on the use of ITAs, in accordance with Section 663.420 of the interim final regulations. Such limitations may affect the dollar amount and/or duration of the ITAs, or may limit their use to training programs which are directly linked to occupations that are in demand in the local area (or another area to which the customer is willing to relocate). Such limitations may not be implemented in a manner which undermines the WIOA's requirement to maximize customer choice in the selection of an eligible training provider.*
- d. *What portion of adult training funds will be budgeted and used for ITA? What portion of dislocated worker training funds will be budgeted and used for ITAs?*

All LWIA 23 Illinois workNet Center sites, satellites, and outreach offices will make the state list of eligible providers of training services available to customers. The list will be placed in a conspicuous location within each center, satellite, and office. In addition, case managers for all Title I programs will have access to the list and will make the list available to their customers as appropriate. Performance and cost information relating to eligible providers (as applicable) will be made available to customers in a similar manner, and this information will be updated as it is received from the state.

The ITA is established for eligible individuals to finance training services and is an integral part of the individual employment plan, which is an ongoing strategy jointly developed by the participant and the case manager that identifies the participant's employment goals, the appropriate achievement objectives, and the appropriate combination of services for the participant to achieve the employment goals. WIOA Title I adult and dislocated workers purchase training services from the list of eligible training providers they select in consultation with their case manager and in conformance with the individual employment plan. A training referral will be carried out by providing a voucher to the individual to pay for the agreed upon services. Payments to training providers from ITAs will be made by using these vouchers, and reimbursement will normally be made incrementally, as different points in the training have been completed.

The case manager shall determine, through the needs identified in the individual employment plan and the occupations found in demand by the WIB's local needs analysis and assessment, the individualized training appropriate to the customer which meets employer needs, and shall set reasonable limitations on the dollar amounts necessary for the training and on the duration of the training. Each case manager may impose dollar limitations based on the type of training required (normal costs associated with such training) and on the monies available in the program budget and the numbers of individuals planned to be served by that budget. Each case manager will make such determinations in a manner which fulfills the WIB's vision of creating a local workforce investment system that effectively coordinates the local

employment and training needs of local employers, that efficiently matches qualified job seekers with available jobs, that prepares youth, job seekers, and those with significant barriers to employment to successfully compete in an increasingly technologically driven economy, that provides individuals with the information needed to make informed choices about careers and related training programs, and that targets services to individuals with significant barriers to employment. This procedure should enhance WIOA's requirement that training services, which maximize informed consumer choice in selecting an eligible provider, be provided.

Purchasing and Bidding

The Board of Trustees, with a view toward maintaining integrity in purchases and meeting the needs of the College as well as providing safeguards to the tax dollars, does hereby establish the following policies:

1. Purchasing

Requests for purchases, with the exception of equipment purchases, shall be initiated and approved by cost center supervisors via College credit card or Purchase Order. Requests for purchases of equipment must be initiated and approved by cost center supervisors via an approved Purchase Order. College credit cards may be used for equipment purchases if approved by the President or respective Vice President in advance.

All Purchase Orders go to the Accounting office for final approval and distribution to the supplier/vendor. Purchases shall be made with the intent to procure all equipment, supplies and services using competitive practices that ensure that the College is receiving maximum value for the money expended. All departments are encouraged to standardize supplies and equipment and, where practicable, to consolidate receiving items for single purchase. Joint purchasing with the State of Illinois is encouraged.

The College will only assume obligations issued on duly authorized Purchase Orders or College credit cards. The Purchase Order and College credit card are the College's formal methods to buy goods and services and, upon acceptance by the vendor, become a legal and binding contract obligating the College and the vendor. Purchases made by Lake Land College personnel without an approved Purchase Order or College credit card are not valid claims against the District until validated by a confirming Purchase Order or College credit card and properly approved invoice. Any individual making such a purchase without a Purchase Order or College credit card will be held personally liable prior to such validation.

Due to both time and geographic constraints, College personnel can be reimbursed for limited purchases of commodities after proper submission of adequate documentation for such expenditures and after proper approval by their supervisor. Requests for authority to make these limited purchases must be made on an annual basis to the Comptroller, approved by the Vice President for Business Services, and reported to the Board of Trustees.

Whenever a purchase exceeds departmental budgetary allocations, a Budget Transfer Request approved by the appropriate cost center supervisor must be submitted to the Comptroller's office. The Comptroller will review the transfer before final approval and forward the transfer to the Vice President for Business Services in the event of any problems.

Unless approved in advance by the Board of Trustees, the College will not solicit or accept bids or quotes or otherwise purchase from its full-time employees or members of the Board of Trustees. Employees of Lake Land College shall not accept gratuities from prospective suppliers.

2. Bid Requirements

Formal bids will be required for all items costing in excess of \$25,000 for goods, services, and for construction. When a bid is required, the office of the Vice President for Business Services will assist cost center supervisors with documents required for completing the formal bid process, including a sample advertisement of the public notice required to be published in a district newspaper at least ten (10) days before the bid due date. In addition to the public notice, every effort will be made to invite bids from vendors known to provide such goods and services, or from names maintained in the Business office files of vendors requesting personal notification of such requests for bids. If an emergency exists, the bid process may be bypassed, as outlined in this Board Policy.

Each bidder must receive at least three days' notice of the time and place of such bid opening. All competitive bids must be sealed by the bidder and must be opened by a member or employee of the Board at a public bid opening, at which the contents of the bids must be announced. Upon approval by the Board of Trustees, the contract for such goods or services will be awarded to the lowest responsible bidder considering conformity with specifications, terms of delivery, quality and serviceability. The low bid need not be the sole criterion for purchasing; reliability of the supplier and quality and availability of service will also be taken into consideration as well as the College's compliance plan and implementation procedures to adhere to the Business Enterprise for Minorities, Females, and Persons with Disabilities Act (30 ILCS 575/1).

In the event of a tie between an in-district vendor and an out-of-district vendor, all other factors remaining equal, the in-district vendor shall be favored with the award. Tie bids between two in-district vendors shall be decided by the Board of Trustees. The Board reserves the right to reject any and all bids. At all times, the Board of Trustees will seek to purchase goods and services in a manner that will be in the best interest of the students attending the College and in the best interest of the taxpayers of the District.

Occasionally, circumstances will exist which necessitate the consideration of a single bid. There may be items that are not compatible with presently owned equipment, or it may be of such technical nature that only one vendor can respond. The Board of Trustees does not favor awarding a bid where there has been only one response, but a cost center should not be denied equipment that is needed to further the functioning of that cost center. Single bid situations will be considered only in those instances when such an award is in the best interest of the College. In such cases, it is the responsibility of the cost center making the request to furnish the Board of Trustees with sufficient justification for consideration of such an award.

Bid bonds will not be required unless specified in the bid specifications. Specifications will contain a statement relative to

payment, which, as a general rule, will be net 90 days. Invoices will be approved at the first Board meeting following the time they are received; thus, payment should be made in 30 to 45 days or less. Where cash discounts are issued, bills are paid immediately in order to take advantage of the discount.

Complaints on College purchases and contract awards shall be made in writing and shall be considered during meetings of the Board of Trustees.

3. Bid Process Exemptions

Goods and services exempt from the formal bid process include:

- A. Contracts for the services of individuals possessing a high degree of professional skill where the ability or fitness of the individual plays an important part.
- B. Contracts for the printing of Finance Committee reports and departmental reports.
- C. Contracts for the printing or engraving of bonds, tax warrants, and other evidences of indebtedness.
- D. Contracts for materials and work which have been awarded to the lowest responsible bidder after due advertisement but, due to unforeseen revisions, not the fault of the contractor for materials and work, must be revised, causing expenditures not in excess of ten percent (10%) of the contract price.
- E. Contracts for the maintenance or servicing of, or provision of repair parts for, equipment which are made with the manufacturer or authorized service agent of that equipment where the provision of parts, maintenance, or servicing can best be performed by the manufacturer or authorized service agent.

- F. Purchases and contracts for the use, purchase, delivery, movement, or installation of data processing equipment, software, or services and telecommunications and inter-connect equipment, software, and services.
- G. Contracts for duplicating machines and supplies.
- H. Contracts for the purchase of natural gas when the cost is less than that offered by a public utility.
- I. Purchases of equipment previously owned by some entity other than the District itself.
- J. Contracts for repair, maintenance, remodeling, renovation, or construction, or a single project involving an expenditure not to exceed \$25,000 and not involving a change or increase in the size, type, or extent of an existing facility.
- K. Contracts for goods or services procured from another governmental agency.
- L. Contracts for goods or services which are economically procurable from only one source, such as for the purchase of magazines, books, periodicals, pamphlets and reports, and for utility services such as water, light, heat, or telecommunications.
- M. Where funds are expended in an emergency and such emergency expenditure is approved by three-fourths (3/4) of the members of the Board.

Adopted November 9, 1998
Revised July 12, 1999
Revised May 10, 2004
Revised November 14, 2005
Revised July 14, 2014
Revised May 9, 2016
Revised January 8, 2018

Lake Land College - Workforce Innovation and Opportunities Act (WIOA) Competitive Proposal Policy

1. Competitive Proposals from Vendors of Goods or Services - used when conditions are not appropriate for the use of sealed bids. This occurs when other factors in addition to price influence the award decision, and/or when the services must be provided by an independent contractor that is qualified by education, experience and technical ability. Examples of when Competitive Proposals for goods or services are used include:
 - a. information systems training or services
 - b. management consulting services, or
 - c. services to provide or manage employee benefits.
2. Competitive Proposals for WIOA Services to Adults, Dislocated Workers, Youth and / or One Stop Operator - used to procure services of an organization providing services to dislocated workers, adults or youth under Title I of the Workforce Innovation and Opportunity Act.

Competitive Proposals from Vendors of Goods and Services

In purchasing goods or services using the competitive proposal method (examples include consulting services or training) LLC will use the following procedures:

- A Request for Proposal (RFP) document will be prepared by LLC, and the availability of the RFP must be advertised for a minimum of two days in the newspaper with the greatest circulation in the 13 county area as well as in any others that are appropriate to the type of solicitation. LLC will also maintain a list of the e-mail addresses of prospective offerors, and will e-mail the RFP to those prospective offerors.
- The Request for Proposal must be advertised and made available to prospective offerors at least ten working days before the due date for proposals.
- The Request for Proposal must include the following:
 - a) an adequate description of the goods or services to be procured
 - b) a description of the requirements that the selected vendor must fulfill and any quality standards to be met
 - c) a description of all evaluation factors to be taken into account and the relative importance of each factor

- d) an indication of the date on which all proposals must be received in order to be considered
 - e) an indication of the date the decision will be made
 - f) an indication that the RFP does not commit LLC to award a contract, pay any costs incurred in the preparation of a proposal, or to procure or contract for goods or services prior to the issuance of a written agreement
 - g) a statement that LLC retains the right to accept or reject any or all proposals received, or to cancel in part, or in entirety, proposals if it is in LLC's best interests to do so
 - h) a statement that LLC may require the selected vendor to participate in negotiations and to rewrite their proposals as agreed upon during the negotiations
 - i) a statement that all data, materials and documentation originated and prepared for LLC pursuant to the agreement will belong exclusively to LLC
 - j) acceptance, to the extent possible, of products and services dimensioned in the metric system, and
 - k) preference, to the extent possible, for products and services that conserve natural resources, protect the environment and are energy efficient.
- Proposals shall be submitted to and opened by the Procurement Officer. The Procurement Officer will open and distribute copies of the proposal to those involved in the evaluation.
 - The proposal evaluation process should include the LLC Procurement Officer and at least one other LLC employee. At least one WIB/CEO member must also participate in the evaluation for those procurements specifically identified by the Board Chair.
 - The award shall go to the responsible offeror whose proposal is most advantageous to the program with price, technical, and other factors considered. Such determinations shall be in writing and take into consideration the results of the evaluations, and whether the organization was fully responsive to the Request for Proposal and possesses:
 - a) adequate financial resources or the ability to obtain them
 - b) the ability to meet the service requirements at a reasonable cost
 - c) a satisfactory record of past performance
 - d) a satisfactory record of integrity, business ethics, and fiscal accountability
 - e) the necessary organization, experience, accounting and operational controls, and
 - f) the technical skills to perform the work.

- If only one proposal is received, an award may be made to the single offeror if the Procurement Officer finds that the price submitted is determined to be fair and reasonable, and that other prospective offerors had reasonable opportunity to respond, or there is not adequate time for re-solicitation. Otherwise:
 - new proposals may be solicited, including under sole source or emergency provisions, or
 - the procurement may be canceled.

- Each procurement action must be documented in a separate file. Documentation of this procurement process must include:
 - a copy of the solicitation documents
 - evidence that the Executive committee / Board authorized the solicitation
 - proof that the RFP was publicized
 - results of evaluations for all proposals received
 - description of the basis on which the award decision was made
 - evidence that the Executive committee / Board approved the vendor.

Competitive Proposals for WIOA Services to Adults, Dislocated Workers and Youth and / or One Stop Operator

In purchasing WIOA services to adults, dislocated workers and youth, LLC will use the following procedures:

- A Request for Proposal (RFP) document will be prepared by LLC, and the availability of the RFP must be advertised for a minimum of two days in the newspaper with the greatest circulation in the 13 county area as well as in any others that are appropriate to the type of solicitation. LLC will also maintain a list of the e-mail addresses of prospective offerors, and will e-mail the RFP to those prospective offerors.

- The Request for Proposal must be advertised and made available to prospective offerors at least ten working days before the due date for proposals.

- The Request for Proposal must include the following:
 - a) an adequate description of the services to be procured
 - b) a description of the requirements that the selected service provider must fulfill and any quality standards to be met

- c) a description of all evaluation factors to be taken into account and the relative importance of each factor
 - d) an indication of the date on which all proposals must be received in order to be considered
 - e) an indication of the date the decision will be made
 - f) a description of the Certification Regarding Lobbying and Lobbying Disclosure Form that will be required for the written agreement
 - g) a description of the Certification Regarding Debarment, Suspensions and Other Responsibility Matters that will be required for the written agreement
 - h) an indication that the RFP does not commit LLC to award a contract, pay any costs incurred in the preparation of a proposal, or to procure or contract for goods or services prior to the issuance of a written agreement
 - i) a statement that LLC retains the right to accept or reject any or all proposals received, or to cancel in part, or in entirety, proposals if it is in LLC's best interests to do so
 - j) a statement that LLC may require the selected service provider to participate in negotiations and to rewrite their proposals as agreed upon during the negotiations
 - k) a statement that all data, materials and documentation originated and prepared for LLC pursuant to the agreement will belong exclusively to LLC
 - l) acceptance, to the extent possible, of products and services dimensioned in the metric system, and
 - m) preference, to the extent possible, for products and services that conserve natural resources, protect the environment and are energy efficient.
- Proposals shall be submitted to and opened by the Procurement Officer. The Procurement Officer will open and distribute copies of the proposal to those individuals involved in the evaluation.
 - The proposal evaluation process should include at least one member of LWIA 23 Board Staff and a combination of three (3) WIOA Board members and/or CEO's.
 - The award shall go to the responsible offeror or offerors whose proposals are most advantageous to the program. Such determinations shall be in writing and take into consideration the results of the evaluations, and whether the organizations were fully responsive to the Request for Proposal and possess:
 - a) adequate financial resources or the ability to obtain them
 - b) the ability to meet the service requirements at a reasonable cost

- c) a satisfactory record of past performance
 - d) a satisfactory record of integrity, business ethics, fiscal accountability and ability to manage Federal funds
 - e) the necessary organization, experience, accounting and operational controls,
 - f) the technical skills to perform the work, and
 - g) any other criteria deemed appropriate by LLC.
- If only one proposal is received, an award may be made to the single offeror if the Procurement Officer finds that the price submitted determined to be is fair and reasonable, and that other prospective offerors had reasonable opportunity to respond, or there is not adequate time for resolicitation. Otherwise:
 - new proposals may be solicited, including under sole source or emergency provisions, or
 - the procurement may be canceled.
 - Each procurement action must be documented in a separate file. Documentation of this procurement process must include:
 - a copy of the solicitation documents
 - evidence that the designated WIB/CEO committee authorized the solicitation
 - proof that the RFP was publicized
 - the evaluation criteria or rating factors used
 - results of evaluations for all proposals received
 - the basis for the contract price
 - description of the basis on which the award decision was made
 - evidence that the WIB/CEO committee and the Board approved the vendor
 - The purchase of WIOA services to adults, dislocated workers and youth requires specific contract language prescribed by Federal and state regulations, as contained in LLC's standard contract boilerplate documents.
 - In accordance with TEGL No. 15-16, the procurement of the One Stop Operator shall be completed with the contract executed by 07/1/2018 and shall be completed no less than every four years thereafter.

D. Non-Competitive proposals

Non-competitive proposals are used when procurement is not possible using the other procurement methods and when one of the following situations exists:

- 1) the goods and/or services are available from only one source;
- 2) there is a public exigency or emergency for the goods or services;

- 3) DCEO or another funding source authorizes a non-competitive proposal; or
- 4) competition is inadequate after attempting other procurement methods.

The non-competitive procurement method should not be used unless absolutely necessary because it reduces competition among potential vendors to provide goods and services. Under certain procurement situations, however, there is no alternative.



July 1, 2021

Julio Rodriguez
c/o John Barr
DCEO Office of Employment and Training
John.w.barr@illinois.gov

Dear Mr. Rodriguez,

Please consider this letter as the official request for obligation requirement waiver for PY20 Adult and Youth funding streams for LWIA 23.

LWIA 23's request includes projections of expenditures for June 2021 as well as projections through June 30, 2022; rationale as to why we are unable to meet the 80% obligation and expenditure rate; an action plan detailing how we will utilize the rollover funds and new formula funds while still meeting the 80% for PY21.

LWIA 23 is committed to supporting Adults and Youth facing barriers to employment by leveraging partnerships and resources to fund education and training, assisting employers in meeting their hiring needs, and developing a program of work-based learning opportunities like apprenticeships to maintain a talent pipeline to regional employers.

We believe the opportunities for us to serve more participants are increasing during the transition out of the COVID-19 pandemic and we need to have the financial resources to provide services to new participants. With the rollover resources and additional participants, we will be in an advantageous position to meet the needs of businesses and students across a wide swath of Southeastern Illinois through a cooperative approach between the workforce system, business, and training partners that will produce better hiring outcomes, provide gainful employment opportunities for the citizens in our region, and improve the economic development and vitality of our area.

I encourage the Illinois Department of Commerce and Economic Opportunity to consider LWIA 23's waiver request. Allowing us the ability to serve more participants will be worthwhile in the continual efforts to meet the workforce needs of Southeastern Illinois. I look forward to our strides to strengthen our workforce.

Sincerely,

A handwritten signature in cursive script that reads "Jamie Corda Hadjaoui".

JAMIE CORDA HADJAOU
DIRECTOR OF WORKFORCE INVESTMENT
Jcorda12886@lakelandcollege.edu



Funding Streams

LWIA 23 respectfully requests a waiver of the 80% obligation policy for both the PY20 Youth and PY20 Adult funding streams.

Projection of expenditures and obligations

Plan Year 2020: Projected Youth expenditures and obligations through June 2021 are \$377,430, which is 38.16% of the total funding stream. Projected Adult expenditures and obligations for through 2021 are \$794,652.26, which is 66.72% of the total PY20 funding.

Plan Year 2021: With the waiver, we expect to carryover \$611,730 of Youth funds from PY20 into PY21. LWIA 23’s plan to expend/obligate 80% of PY21 funds adds \$621,656 for a total of \$1,233,386 for Youth. We expect to carry over \$396,440.74 of Adult funds from PY20 into PY21. LWIA 23’s plan to expend/obligate 80% of PY21 Adult funds adds \$574,896.80 for a total of \$971,337.54 for Adult programming. Our plan is attainable by:

Youth Programs

On average, a Youth participant costs approximately \$5,500; LWIA 23 plans to enroll 174 new Youth participants by June 30, 2022 for an estimated total of \$957,000. Our goal is realistic yet aggressive considering the average for the three Plan Years prior to the pandemic sat at 153 participants. If recovery continues in a positive manner, we expect to exceed our average of 153 new Youth Work Experience participants. Refer to the attached “LWIA 23 PY20 Carryover and PY21 Formula Funding Plans” for details.

Youth Overhead

The average cost of overhead attributed to Youth for the last five years is approximately \$250,000. We expect that figure to increase by approximately \$30,000 as two case manager positions are vacant at this time and extra time will be dedicated to Youth services. The expected additional 12-15 hours per week per case manager will be tracked and included in the Youth overhead costs. Case managers will be encouraged to spend those dedicated hours to recruit customers, develop worksites, community outreach, and ongoing youth case management activities.

Supportive Service Rates

CEFS approved rate increases for several supportive services in PY21. As the supportive service rates increase, the average cost of training will be directly affected in a positive manner. The following service rates have increases:

- Childcare increased by \$6 per day (full-day)
- Mileage reimbursements increased by \$0.10 per mile
- Incentive increases is under review

Adult Programs

During the recovery phase, we expect Adult service levels to rise naturally back to pre-pandemic standards, which averaged at 168 participants over the course of three years. We feel that with the added focus and dedication to sourcing Youth participants, we will also incur increases in Adult participants as a byproduct. To meet our plan of expending the carryover and 80% obligations for PY21, we only need to enroll 108 Adult participants, which is significantly below our average of 168. Considering Adult



obligations/expenditures are relatively close to the 80% rate and LWIA 23's history of consistently exceeding the 80% obligation rate in previous years prior to the pandemic, we are confident that we will be able to expend the remaining PY20 funds and reach 80% of the PY21 funds by June 30, 2022 as well. Refer to the attached "LWIA 23 PY20 Carryover and PY21 Formula Funding Plans" on the final page of this request for details.

Factors affecting failure to meet the 80% in PY20

There is no way to ignore the elephant in the LWIA. The speed and scale of the COVID-19 pandemic catastrophically impacted the social safety net of the entire country and LWIA 23 did not escape the fallout. Governor Pritzker implemented Executive Order 2020-32 to effectively shut down the entire state and confine individuals to their homes in an effort to protect the entire population. The stay-at-home orders undoubtedly saved lives; however, it made for very difficult times for service providers. Several barriers to providing services immediately arose, including lack of technology access among clients, reductions in workforce, uncertainty in the future, and difficulties communicating.

One of the major influences was the fact the One-Stop Center in Effingham shut down and remained closed for fifteen months and counting. The closure of the One-Stop took away a main source of referrals for our programs. In addition, most of our access sites closed as well, but were able to open in an appointment-only status much sooner than the One-Stop Center.

Secondly, area high schools, community colleges, and universities went to virtual learning formats for the Spring of 2020 which continued through Spring of 2021. Lack of access to classrooms hindered outreach efforts and normal sources of referrals. Online classes posed intimidation and accessibility issues, deterring adult and disadvantaged learners. With young students learning remotely and a dire shortage of childcare, parents were unable to return to work nor attend career training. According to U.S. Bureau of Labor Statistics in September 2020, 865,000 women left the labor force—more than four times the number of men who left the labor force and more than three times the number of jobs gained by women that month. It is safe to say LWIA 23 saw proportionate reductions in the workforce due to lack of childcare and remote learning.

Additionally, work-sites for Work Experience and On-the-Job Training participants shut down or dramatically reduced capacity. The potential employees we could reach were at a further disadvantage by lack of participating work sites for the duration of the stay-at-home order.

Another overarching factor is the rurality of LWIA 23. As a vast, rural area, our residents face a great digital divide when compared to metropolitan areas. Services suddenly switched to virtual methods, which were not accessible for people lacking technology, equipment, or internet services. There are few options for public transportation at the best of times. However, during the stay-at-home orders, public transportation ceased to run. Individuals who would normally access internet from public places no longer had reliable transportation to the few public sources remaining. COVID-19 disproportionately affected at-risk individuals, making the difficult task of reaching them one hundred times more difficult.

Action Plan

The ultimate objective of LWIA 23's Action Plan is to increase the Youth and Adult participants in WIOA programs. We will approach the objective by three strategies: strengthening partnerships; expanding outreach efforts; and increasing supportive services.



Our first strategy is to strengthen partnerships with core WIOA partners and beyond to other external partners who serve similar populations as WIOA.

- CEFS identified a best practice of "Meet CEFS Day" which has been held annually at the Lake Land College Kluthe Center for many years and has always been a lucrative source of potential participants. Expanding on that success, CEFS plans to host similar events at the Lake Land College campus, at the Olney and Robinson campuses of Illinois Eastern Community Colleges, and at the Kaskaskia Crisp Center in July 2021.
- On June 9th, 2021 CEFS met with numerous student service departments at Lake Land College including but not limited to Perkins, Adult Education, Dual Credit, Financial Aid, TRiO, Counselling, Center for Business and Industry, and administration to establish stronger relationships and coordinate student support efforts. Duplicating this type of interaction with student support services at Illinois Eastern Colleges is in development and hopeful to be implemented at Kaskaskia College as well.
- Leaning into the partnership with sister community action agencies, ERBA, BCMW, CEFS is in efforts to identify potentially eligible demographics within ERBA's clientele and conduct targeted outreach through the Head Start programs.
- Through a new partnership with the Effingham Regional Growth Alliance, five (5) new Youth Work Experience participants have been enrolled as of May 2021. LWIA 23 is scheduled to meet again with the President of the ERGA in July and tour three local businesses to assess needs and offer WIOA Business Services. Maintained communication, follow up efforts, and additional business tours are expected to further develop business partnerships and increase potential work sites.
- Kala Lambert is the new Team RED representative for EDR 7. Since Kala has been in her new position, LWIA 23 has worked closely with her to identify the needs of local businesses and opportunities for WIOA business services to be of use. LWIA 23 Director, Jamie Corda Hadjaoui, is on schedule to present at a second webinar hosted by Kala Lambert in July 2021. The previous webinar reached twenty (20) local businesses and resulted in referrals to CEFS. Kala has also joined the Regional Business Services Team.
- The Regional Business Services Team went on hiatus for the duration of the pandemic. With a new leader from IDES, Freddie Buckingham, the Regional BST has been reignited and business representatives from Title Partners and external partners are collaborating and communicating effectively again. The team plans to invite local businesses to participate in BST meetings and to conduct Sector Roundtables to identify industry opportunities. In addition, the BST is coordinating with the City of Centralia to recruit employers and job seekers to attend the Centralia Regional Career Expo as well as feature CEFS as a vendor of community resources at the event in August 2021.
- Kevin Bushur and Laurie Jennings of CEFS currently participate in the Illinois Action for Children Community Planning Meeting for Effingham County, which is dedicated to assessing and developing strategies to the childcare crisis in Effingham County. Their collaboration with other workforce stakeholders fosters new partnerships in Effingham County such as with the Effingham Library. The project is designed to expand access and develop new high-quality programs, increase support for community systems and applicants for state and federal funding as well as



provide communities with large slot gaps in the systems knowledge, community data and planning capacity to prepare for applying for state and federal funding. Kevin and Laurie hope to leverage WIOA services to this project through enrolling participants into childcare/child development education programs and work experience.

- LWIA 23 Director Jamie Corda Hadjaoui recently met with Paris Economic Development Corporation (PEDCO) and the Superintendent of Paris Union Schools in efforts to establish a robust partnership and increase participants from Edgar County. Jamie is on schedule to present at a PEDCO meeting on July 13th, 2021 to showcase WIOA services to local businesses.
- LWIA 23 has identified numerous potential partnerships or current partnerships in need of strengthening and is always looking for more opportunities. Plans are in development to communicate with the following agencies or individuals:
 - Child Care Resources & Referrals (aka CCRS/CCAP)
 - Youth Build
 - County Health Departments
 - Pregnancy Life Center/Lighthouse Pregnancy
 - YMCA
 - Fit-2-Serve
 - CTE Advisory Committees at local Community Colleges
 - New president at Richland County Development Corporation

The second strategy is to expand outreach efforts. We hear time and time again that WIOA is the best kept secret; we are committed to spreading awareness and lessening the secrecy. Increasing visibility has been a goal of the new Director since taking the position in May 2020, thus many recent developments have occurred and more are in the works.

- CEFS Youth Programs Radio Announcement is scheduled for recurring air on WLKL 89.9FM indefinitely. Exploring potential to air announcement on other major radio stations as a PSA.
- Press Release in Journal Gazette-Time Courier "CEFS and WIOA Programs Provide Youth Education Opportunities" on May 11, 2021. Exploring potential to rerelease in the future.
- LWIA 23 has established a Podcast Team and is actively recording Workforce-focused podcasts to be published in the very near future. *WIN: Workforce Innovation News* will be available on Apple Podcasts, Google Podcasts, and will also include a video component so episodes can be posted on our YouTube channel. Please subscribe!
<https://www.youtube.com/channel/UCDYUzcFksbJDsFb3kuuTQLw>
- LWIA 23 Business Services Marketing Toolkit: Director Jamie Corda Hadjaoui recently finished the production of a marketing toolkit for use by business reps and LWIB members to promote WIOA Business Services to local employers. At the September LWIB 23 meeting, the toolkits will be disseminated to the Board and CEOs.
- LWIA 23 altered the business services approach to include CEFS (On-the-Job Training and Youth Work Experience) and Tony Logue (Incumbent Worker Training) in the early stages of meeting with local employers. From the first meeting, employers are informed of program details and plans to address needs are put into swift action by including the program managers. We are still



determining if the new approach decreases the lead-time between making connections and establishing OJT/IWT projects, however, so far it seems promising.

- CEFS case managers are drafting letters to current and recent past customers thanking them for participating and asking for them to serve as unofficial ambassadors of WIOA programs. Most of the referrals received are from participant word-of-mouth. By asking for an intentional approach to spreading the word, we anticipate an increase in referrals.
- LWIA 23 staff issued a call-to-action of the CEOs to target county agencies for outreach and communication at the June CEO meeting. By leveraging the CEOs' positions within their respective counties, we will increase outreach to county departments that work with similar demographics as we serve, such as:
 - Probation and court services (adult and youth)
 - Community development
 - Housing supports
 - Aging and disability services
 - Children's advocacy
 - Public health
 - Veterans assistance
- LWIB Youth Committee designed and hosted Youth Roundtable discussions with area juvenile justice representatives to highlight WIOA services for at-risk youth and to establish a referral pipeline. The first of such roundtables generated five (5) referrals in four (4) counties. The success of the project inspired it to grow into a series of discussions and recurring open discussions to be scheduled. Going forward the Youth Committee intends to host roundtables with the following agencies
 - Mental health services for youth
 - Homeless youth
 - Foster care systems
- Ten (10) participants from last year were submitted as Success Stories. LWIA 23 and CEFS will share the success stories on social media platforms to spread awareness of the ways WIOA services change lives. The plan is to feature one Success Story per week for ten weeks beginning in July 2021.
- Leveraging membership with Effingham County Chamber of Commerce to have CEFS/WIOA programs advertised on the Chamber's social media outlets.
- Utilizing the partnership with IDES to send email blasts of WIOA information to all Unemployment Insurance claimants in the region.

Our third and final strategy is to increase supportive services. After an assessment of what is currently offered to participants, it was determined that rates should be increased for transportation and childcare due to cost of living increases. Mileage reimbursements will increase by \$0.10 per mile from \$0.35 to \$0.45. Childcare rates will increase by \$6.00 per day for full-day children. During the assessment, improvements to incentives to youth customers were identified as requiring further review. Considerations for increasing incentives to participants who meet and exceed goals is presently underway.

Through the three strategies and the numerous tactics described above, LWIA 23 is confident that we will



utilize the carryover of PY20 funds and stay on track for 80% of PY21 funds as well. Our plan is contingent on continued recovery of the workforce at large but also puts us in a prime position to contribute to the recovery of the local workforce. In the event that we are to relinquish the remaining PY20 funds will result in us being of little help in serving the workforce as it is tries to recover after the pandemic. Please keep this in consideration when deliberating on approving our waiver request.



LWIA 23 PY20 Carryover and PY21 Formula Funding Plans				
	Youth	Adult		
Estimated PY20 Carryover	\$ 611,730	\$ 396,441		
80% of PY21 Funds	\$ 621,656	\$ 574,897		
Funds to spend by June 30, 2022	\$ 1,233,386	\$ 971,338		
	Average Participant Enrollment (pre-pandemic)	Planned Enrollment	Cost per participant	Planned Expense
Youth	153	174	\$ 5,500	\$ 957,000
Youth Overhead Estimate				\$ 280,000
			Total Planned Expenses by 2022	\$ 1,237,000
	Average Participant Enrollment (pre-pandemic)	Planned Enrollment	Cost per participant	Planned Expense
Adult	168	108	\$ 6,500	\$ 702,000
Adult Overhead Estimate				\$ 270,000
			Total Planned Expenses by 2022	\$ 972,000

EDR 7/LWIA 23 Regional Plan Glossary of Abbreviations

Abbreviation	Explanation
AEFL	Adult Education and Family Literacy
APC	Area Planning Councils
BCMw	BCMw Community Services, Community Action Agency
BEP	Illinois Business Enterprise Program
BEST	Business Essentials Support and Technology Center
BST	Business Services Team
CAA	Community Action Agency
CBI	Center for Business and Industry
CCDO	Clark County Development Organization
CEFS	CEFS Economic Opportunity Corporation, Community Action Agency
CLNA	Comprehensive Local Needs Assessment
CSBG	Community Services Block Grant
CTE	Career and Technical Education
DCEO	Illinois Department of Commerce and Economic Opportunity
DHS	Illinois Department of Human Services
DHS	Division of Family & Community Services
DOC	Illinois Department of Corrections
DRS	Illinois Department of Rehabilitation Services
ECIDC	East Central Illinois Development Corporation
EDO	Economic Development Organization
EDR	Economic Development Region
EFE	Education for Employment
EIASE	Eastern Illinois Area of Special Education
EIEFES 340	Eastern Illinois Education for Employment System 340
ELA	English Language Acquisition
ERBA	Embarras River Basin Agency
ERCA	Effingham Regional Career Academy
ERGA	Effingham Regional Growth Alliance
ESL	English as a Second Language
FAME	Fund for Advancement of Minority Enterprises
FCD	Family and Community Development
FTE	Full Time Equivalency
FY	Fiscal Year
GPS	Guided Pathways to Success
ICAPS	Integrated Career & Academic Preparation System
ICCB	Illinois Community College Board
IDES	Illinois Department of Employment Security
IDOA	Illinois Department on Aging
IECC	Illinois Eastern Community Colleges
IEP	Individual Employment Plan

IET	Integrated Education and Training
IMA	Illinois Manufacturing Association
IMEC	Illinois Manufacturing Excellence Center
IRHA	Illinois Rural Health Association
ISBE	Illinois State Board of Education
ITA	Individual Training Account
IWT	Incumbent Worker Training
JVSG	Jobs for Veterans State Grant
KC	Kaskaskia College
LIFT	Leaders Innovating for Tomorrow
LLC	Lake Land College
LPN	Licensed Practical Nurse
LQ	Location Quotient
LWIA	Local Workforce Innovation Area
LWIB	Local Workforce Innovation Board
MOU	Memorandum of Understanding
MSFW	Migrant and Seasonal Farmworkers
OCCRL	Office of Community College Research and Leadership
OJT	On-the-Job Training
OMA	Open Meetings Act
PEDCO	Paris Economic Development Corporation
PY	Plan Year
RCDC	Richland County Development Corporation
RED	Regional Economic Development
RN	Registered Nurse
ROE	Regional Office of Education
ROI	Return on Investment
SCIGA	South Central Illinois Growth Alliance
SEED	Sustainable Entrepreneurship through Education and Development
SNAP	Supplemental Nutrition Assistance Programs
STEM	Science, Technology, Engineering, and Math
STEP	Secondary Transition Experience Program
SWA	State Workforce Agency
TAA	Trade Adjustment Assistance
TABE	Test of Adult Basic Education
TANF	Temporary Assistance for Needy Families
TDL	Transportation, Distribution, and Logistics
TPM	Talent Pipeline Management
TRA	Trade Readjustment Allowance
UI	Unemployment Insurance
US BLS	US Bureau of Labor Statistics
US DOL	US Department of Labor
VJF	Virtual Job Fair

WARN

Worker Adjustment and Retraining Notification Act

WIOA

Workforce Innovation and Opportunity Act