

LWIA #14 MOU

LOCAL MOU TEMPLATE

MEMORANDUM OF UNDERSTANDING

BETWEEN
JULY 1, 2023
AND
JUNE 30, 2026

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

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Howard Kirchner
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 Board Chair to lead annual budget
 negotiations**

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1. PARTIES TO MOU (SEC. 121 (C)(1)) (GOVERNOR’S GUIDELINES, SECTION 1, ITEM (B))

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

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

PARTIES TO MOU	TYPED NAME
Local Workforce Innovation Board Chair	Joanne Beeler
Chief Elected Official	Les Post
Chief Elected Official	
Chief Elected Official	
Chief Elected Official	
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REQUIRED PARTNERS AS PARTIES TO MOU	ENTITY (NOT NEGOTIATOR) ADMINISTERING PROGRAM TYPED NAME ¹
Title I: Adult, Dislocated Worker, Youth	Western Illinois Works, Inc.
Title II: Adult Education and Literacy	John Wood Community College/ROE#33
Title III: Employment Programs under Wagner-Peyser	IL Dept of Employment Security
Title IV: Rehabilitation Services	IDHS-Division of Rehabilitation Services
Perkins/Post-secondary Career & Technical Education	John Wood Community College/Carl Sandburg College
Unemployment Insurance	IL Dept of Employment Security
Job Counseling, Training, Placement Services for Veterans	IL Dept of Employment Security
Trade Readjustment Assistance (TRA)	IL Dept of Employment Security
Trade Adjustment Assistance (TAA)	Western Illinois Works, Inc.
Migrant and Seasonal Farmworkers	IL Dept of Employment Security
Community Services Block Grant (CSBG)	Two Rivers Regional Council of Public Officials/Western Illinois Regional Council
Senior Community Services Employment Program (SCSEP)	National Asian Pacific Center for Aging (NAPCA), National Able Network
TANF	IL Dept 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

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

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

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

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

Purpose of the umbrella MOU: The MOU will serve as the vehicle to communicate the shared vision and commitment of partners, the One-Stop Center and system plan and the WIOA implementation requirements.

An additional explanation of the MOU: This Memorandum of Understanding (MOU) fulfills the WIOA requirement to document service delivery, access to services, cost sharing, and other matters essential to meeting the expectations of job seekers and employers for the purpose of establishing an effective local workforce delivery system in Western Illinois.

3. VISION FOR THE SYSTEM (GOVERNOR’S GUIDELINES, SECTION 1, ITEM 1(B))

- *Describe the shared vision for the system and the role of the local board and required partners to a high-quality local workforce delivery system (vision must be consistent with Federal, State, regional, and local planning priorities, as well as the Governor’s Guidelines).*

Vision: The Workforce Partners are committed to creating a quality, flexible and responsive workforce development system that meets the needs of both the employer and the job-seeker customer. To that end we will:

1. Continuously seek the input of our customers to assure the system is responsive to customer needs;
2. Ensure that the delivery of services is physically, geographically and programmatically accessible to all;
3. Ensure that programs and services are tailored and responsive to the needs of each county;
4. Strive to enhance the services for our customers by creating a seamless and immediate delivery system; and,
5. Expect our system to continuously improve the delivery of services by providing staff with the necessary tools to achieve these goals.

Partners are committed to the vision statement and have addressed the physical, geographic, and programmatic accessibility of services both in the One-Stop Center and at partner locations throughout the system. Each partner will address tailoring programs to meet the needs of each county through a county workforce plan scheduled to be completed by June 30, 2024.

4. SERVICE INTEGRATION ([ILLINOIS SERVICE INTEGRATION: OVERVIEW AND SELF-ASSESSMENT GUIDE](#))

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

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

The LWA14 Partners developed the following steps to implement the strategies described in the Service Integration Action Plan. The service integration goals listed below are continuing from the past years and will continue through PY2024. Additionally, a new and updated service integration self-assessment document with goals for the coming year was completed and approved. The new goals and strategies for PY2024 follow the ongoing goals.

#1 Customer input drives service design for job seekers, employers, and system customers. (Continuing)

Mechanisms that collect customer input concerning service design will be developed. This will be achieved with the following steps:

- Continue to distribute customer service surveys
- Hold focus group meetings with customers from all partners
- Follow up phone calls from a third party to inquire about level and satisfaction with services
- Secret shopper visits to the one-stop and partner offices.

#3 Resource-training (as defined in the Self-Assessment Guide) on program information occurs among staff. (Continuing)

Partners will increase staff and leadership knowledge of partner programs and resources. This will be achieved with the following activities:

- Increase front line staff training to twice each year.
- Conduct orientations for new partner staff as they begin employment.
- Email program updates to all staff as appropriate
- Survey staff to see what program information they need to better serve their customers.

#5 Team members are valued and respected. (Continuing)

Partners will put in place a process that will allow staff to bring forward issues that affect customer service. This will be achieved with the following steps:

- Front line staff will be given time during staff meetings to discuss customer service, continuous improvement, service integration and working relationship with each partner
- Comments from the agency staff will be reported to the Quincy Partners

#6 Customers provide basic information once. (Continuing from PY2021)

Partners are committed to limiting the times a customer has to provide their basic information, to help limit the number of basic information requests the partners will:

- Provide partner input for required customer information for website
- Partners will develop and use a simple “Release of Information” form for basic info.

#7 Staff collaborate on customer assessment. (Continuing from PY2021)

Some partners provide very specific services to shared customers. To enhance customer service and service integration the partners will:

- Share in the assessment process for appropriate services.
- When two or more partners are each providing services to an individual they will coordinate programs and services to best serve their customer.

#8a Services delivered by function: Business Services.

Year to year the Business Services Teams are accountable for this goal. They address this goal at their monthly meetings as they plan and deliver business services to local employers with an agreed-on format presented to employers that best serves all partners.

#10 Service plans are living documents. (Continuing from PY2021)

When customers receive services over a longer period of time it is important for the service plans to be updated:

- All partners serving an individual will participate in developing the customer’s service plan.
- Service plans will be reviewed every six months for possible updates.

#12 Career Pathway strategies drive service delivery and collaboration efforts among partners. (Continuing)

Partner staff will begin to coordinate career pathway goals with customers’ other partner staff. Staff will begin to use career pathway information when they discuss careers with individual customers. This will be achieved with the following steps:

- Share career pathway information and tools with front line staff.
- Provide information from regional plan survey and Perkins needs assessment to frontline staff.

#13 Customer information is shared. (Continuing from PY2021)

All partners are committed to sharing basic customer information as follows:

- Partners share in the assessment process for appropriate services.
- When two or more partners are each providing services to an individual they will coordinate programs and services to best serve their customer.
- Partners share performance outcomes at least quarterly
- Develop email group list to distribute partner updates each month.

#14 Current LMI informs services and programs. (Continuing from PY2021)

Labor Market Information will be the focus of first Frontline Staff Training Session that is conducted twice each year. Front line staff will become familiar with updated LMI statistics that will enable customers to train for and retain jobs that provide stable employment and career advancement in high growth occupations.

**Service Integration Self-Assessment Plan
February 2024**

Goal 1: Customer Centered Design Goals

Application Point a. Customer input is collected on an ongoing basis from local users (including One-Stop walk-in customers, enrolled participants, and employers) at a minimum evaluated annually by partners.

Strategy: This is part of the OSO Management Agreement. The OSO will meet with partners to develop a plan for customer input. The group will develop multiple ways that customers can provide.

Timeline: Begin collecting customer feedback on July 1, 2024

Goal 2: Partner Staff Goals

Application Point b. Communication across partners is consistent, comprehensive, and timely.

Strategy: Frontline Staff training is recorded and updated. A Quincy Reference Guide is available for frontline staff. Partner commitment for frontline staff to attend quarterly staff training.

Timeline: Begin July 1, 2024

Application Point c. All partner staff receive current and relevant professional development to service integration goals.

Strategy: Part of frontline staff training.

Timeline: July 1, 2024

Application Point d. All partner staff are treated as valued and respected team members.

Strategy: Frontline staff training

Timeline: July 1, 2024

Goal 3: Intake and Assessment Goals

Application Point a: Customers provide basic information once through a collaborative intake process or information sharing across programs.

Strategy: Research technology options for common customer information that can be shared with all partners. Further discussion with partners on what constitutes basic customer information.

Timeline: July 1, 2024

Application Point e. Partners inform and support customers throughout the process to secure the documents and verification needed for program participation.

Strategy: Provide Frontline Staff Training on Partner Programs and Documents

Timeline: July 2024

Goal 4: Service Goals

Application Point a. WIOA partners support service integration by identifying and empowering a leader from each title who will engage in ongoing communication and relationship building.

Strategy: Reach out to inter-agency team to increase partner buy-in.

Timeline: Immediately

Application Point b. WIOA partners must be familiar with WIOA eligibility and suitability and are responsible for ensuring appropriate referrals and referral outcomes, working effectively to leverage partner resources for the benefit of customers, including training and directing applicable staff.

Timeline: July 1, 2024

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

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

The One-Stop Center partners and all partners from across the region met to develop a plan of service and to write the MOU for PY2023. The partner negotiating team suggested changes for the PY2023 budget through a series of emails and then discussed the budget at the LWIA14 MOU negotiating partner meetings on January 6, January 20, and February 24. The Macomb Partners met on February 14, March 14, and April 11. Quincy Partners on February 24, March 21, and April 18. Galesburg Partners on February 16, March 16, and April 20. On February 2, the partner narrative sections were emailed to each partner with updated information for sections 7 & 8 to be returned by February 16. The updated space costs were received from IDES on February 21. The One Stop Operator Scope of Work was revised at the meeting on February 24. The final draft budget was emailed to the MOU Negotiating Team on March 3, 2023, with final comments due by March 24, 2023. The report of outcomes and budget were submitted to the state on April 14, 2023. The LWIA14 partners approved the MOU for signatures on April 26, 2023. The WIB and the Chief Elected Officials Consortium approved the MOU on April 27, 2023.

The One-Stop Center partners and all partners from across the region met to develop a plan of service and to update the MOU for PY2024. The partner negotiating team suggested changes for the PY2024 budget through a series of emails and then discussed the budget at the LWIA14 MOU negotiating partner meetings on January 5, January 16, and February 2. The Macomb Partners met on February 13, March 12, and April 9. Quincy Partners on February 20, March 19, and April 16. Galesburg Partners on February 15, March 21, and April 18. On February 5, the partner narrative sections were emailed to each partner with updated information for sections 7 & 8 to be returned by February 14. The updated space costs were received from IDES on March 22. The final draft budget was emailed to the MOU Negotiating Team on March 25, 2024, with final comments due by March 28, 2024. There were some objections to the allocated FTEs, and an additional meeting of the MOU negotiating team occurred on April 4, 2024. All differences were settled, and the negotiating team approved the PY2024 budget. The report of outcomes and budget were submitted to the state on April 12, 2024. The LWIA14 partners approved the MOU for signatures on May 7, 2024. The WIB and the Chief Elected Officials Consortium approved the MOU on **May 9, 2024**.

When partners cannot agree upon the shared costs the WIB Executive Committee will intervene. If, after the 30-day period of remediation, a required partner identified in Section 1, Item 1.d. of the Governor's Guidelines does not agree to approve the local budget, then the infrastructure costs allocated to that required partner under the local budget will be determined as described in items 20 and 21 of Section 2; 17 of the Governor's Guidelines.

If a conflict arises in the daily operations of the one-stop center, (e.g., between local program partners, lease holders, one-stop operator, LWIB, and state program administrators), and if there is no conflict of interest, it will first be reported to the One-Stop Operator who will meet with the involved partners and attempt to resolve the conflict. If there is a conflict of interest, the MOU Lead Negotiator will be notified and will be the first step to resolution of the conflict. If the first effort to resolve the conflict is unsuccessful the second step is to present the conflict to the Executive Committee of the WIB for final resolution. The State MOU Review Team will be a resource for options to resolve the conflict.

6. NAME AND LOCATION OF ALL SERVICE LOCATIONS (Governor's Guidelines, Section 1, Item 8(d)) (§ 678.310, § 678.315 and § 678.320)

- Provide the name and address of the comprehensive one-stop center(s) in the local service delivery system.
- Clearly identify and list any designated affiliate sites and specialized centers, clearly indicating which type of site has been designated.²

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

Comprehensive One-Stop Center(s)	Designated Affiliate Sites	Designated Specialized Centers
Quincy Workforce Center 107 N 3 rd Street Quincy, IL 62301		

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

- In the spaces provided below:
 - The agreed-upon plan for holding in-person orientations, workshops, or other group events, including capacity limits for such group events.
 - The Resource Room protocol when capacity is reached, and customers wait to access the Resource Room services.
 - The agreed-upon staffing plan to designate a program position to direct walk-in customers. The staffing plan must specify that if security personnel are present at the one-stop center, they cannot be responsible for determining which customers require an appointment and which customers can be seen on a walk-in basis. This is a program staff responsibility.
 - The agreed-upon messaging, signage, and communications planned to make it explicit to customers which services are available to walk in customer and which require appointments.
 - If security personnel are present at the one-stop center(s), the agreed-upon plan to ensure initial staff interaction with the public is within the security personnel’s line of sight, that security personnel are aware of the service area, and the protocol for alerting security if staff need assistance during service delivery.
 - Explain the programs and services that correlate with the boxes checked in the Career Service Matrices.
 - For each program, describe the staffing plan around which services will be provided by in-person staff, cross-trained partner staff (included the partner’s name) or contract provider (include the provider’s name), or direct linkage (include the specific method of direct linkage).
 - For each program, describe whether services will be made available to walk-in customers, or whether an appointment will be required.
 - Describe how each required program’s services are provided in real time in all service locations during all regular business hours.

Making the services accessible to all individuals at the One-Stop Center in Quincy will be the responsibility of the partnership of all the agencies. Each partner brings to the table an area of expertise. It is the goal of the partners to serve all individuals entering the Center or in the

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

surrounding communities with the services they need to be successful. Pooling together resources, practices, and years of experience will help achieve this goal.

If there is an in-person orientation, workshop, or other group event that is planned, the individual organizing or hosting the event will contact the One Stop Operator to reserve a space in the Quincy Workforce Center and to ensure that the projected number of attendees does not exceed the capacity of the space requested.

If the Resource Room capacity is met and there are customers who need services, customers will be given the option to wait, talk with an individual to discuss other options, or they can schedule an appointment for a future date.

There is a receptionist at the Quincy Workforce Center, along with security personnel. Security personnel greet and monitor customers' entering and exiting the center. Depending on the needs of the customer, they may be sent to the reception desk for information and referral to the other partner services.

Signs have been updated and are more customer friendly to better direct customers in the Quincy Workforce Center. The signs list walk-in services available and those services that will need an appointment, it will also list all hours of operation.

Two security personnel are present at the One Stop Center, one is armed, and the other is unarmed. Both security personnel are within the line of sight of customers when they make initial contact with center staff. Security personnel communicate with staff regarding protocol for alerting security when warranted.

Title I (Adult, Dislocated Worker and Youth) – Adult, Dislocated Worker, and Youth Services are located in the Comprehensive One-Stop Center (107 N. Third Street, Quincy, IL) and are also available at the following county offices: Brown County Workforce Office (108 N Capitol Ave., Mt. Sterling, IL); Hancock County Workforce Office (550 N. Madison St., Carthage, IL); Knox County Workforce Office (311 East Main St., Suite 612, Galesburg, IL); McDonough County Workforce Office (440 N. Lafayette, Suite 110, Macomb, IL); Pike County Workforce Office (120 S. Madison Street, Pittsfield, IL); Schuyler County Workforce Office (220 W Washington, Rushville, IL); and Warren County Workforce Office, serving Warren and Henderson counties (81 Public Square, Monmouth, IL). The matrices attached to this agreement further identify how these programs will be accessed.

Title II (Adult Education and Literacy) – The John Wood Community College and ROE #33 Adult Education programs provide Adult Basic Education, Adult Secondary Education, English as a Second Language, and Integrated Education and Training instruction at locations throughout the workforce region. All services, including outreach, intake, orientation and initial skills assessment are available via direct linkage - phone, email or walk-in, during regular business hours. Instruction and transition services are provided to assist individuals in obtaining their high school equivalency, increase basic reading and math skills, learn the English language, and obtain industry recognized credentials and employment skills. Support services, including referral to and coordination with partner and community agencies, are provided to aid students in education and employment goal attainment. Adult Education staff provide training on a regular basis for new One-Stop and partner agencies' frontline staff to include information on program services, class times and locations, orientation dates, support services and contact information. The JWCC Adult Education Transition Coordinator is the referral for direct linkage and contact information is provided to all partner agencies. Phone: 217-641-4951 JWCC: 1301 S. 48th St, Quincy, IL

Title III (Employment Services under Wager-Peyser) – IDES’ Employment Services and Outreach is a labor exchange program designed to sustain economic growth by expanding employment opportunities to qualified job seekers that meet the demands of 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 service needs to realize their employment goals.

Employment Service staff also assist various special populations such as returning citizens, youth, and older workers with overcoming their unique barriers when returning to the workforce. Employment Service staff provide the following basic career services: outreach, intake, orientation; labor exchange services including job search and placement assistance; referral & coordination with other programs; workforce and labor market information and statistics; performance information for the local area as a whole; information on the availability of supportive services, and information and meaningful assistance with UI claims. Employment Service staff provide the following individualized career services: comprehensive and specialized assessments; development of an individual employment plan, career planning, short-term pre-vocational services; and workforce preparation activities.

IDES Business Services: The Business Services Team (BST) comprises of both Wagner-Peyser and JVSG (Veterans) Staff. The BST provides outreach to businesses and community organizations in support of IDES Services such as the State Labor Exchange system (Illinoisjoblink), WorkShare IL, Fidelity Bonding, and WOTC, as well as Workforce Partner Initiatives. Working with workforce partners, the BST plans and organizes in-person and virtual events including but not limited to the following: hiring events, career fairs, employer seminars, employer/jobseeker workshops, veteran resource fairs, veteran stand-downs, and veteran workshops. The BST provides outreach assistance to workforce partners and sends out email blasts in support of employer and jobseeker events and initiatives.

Outreach: IDES Business Services conducts outreach to employers in support of IDES services as well as Partner services. IDES Business Services will upon request send out email blast for partner services to include WIOA Initiatives, Apprenticeships, Adult Education Programs, Workshops, Seminars, and hiring events. IDES Business Services will also conduct in-person outreach to support our partner initiatives with employers.

Job Fairs/Hiring Events/Workshops: IDES will actively seek to partner with our WIOA partners in planning, organizing, and advertising Job Fairs/Hiring Events/Workshops within the Region. IDES will assist with outreach activities to employers and jobseekers.

IDES Programs

Reemployment Services and Eligibility Assessment (RESEA) - Reemployment Services and Eligibility Assessment (RESEA). RESEA is an Unemployment Insurance eligibility program funded by the U.S. Department of Labor to assist unemployment insurance claimants with returning to work. UI claimant participation in RESEA is required, for those identified, to remain eligible for UI benefits. Employment Services provided by the RESEA teams include, but are not limited to, orientations to the American Job Centers and services offered by our workforce partners, development of individual employment plans, labor market information, career information, job readiness assistance, employment retention services and referrals to employment, training and educational services.

WorkShare IL - WorkShare IL is Illinois’ Short-Term Compensation (STC) program. WorkShare IL is a voluntary unemployment insurance program that provides employers with an alternative to layoffs during an economic downturn. IDES administers this program and coordinates with DCEO on

outreach to employers who may see this layoff diversion program as a solution in order to keep trained employees engaged and on the job.

Work Opportunity Tax Credit (WOTC) Program - WOTC is a federal income tax credit incentive provided to private sector employers. An employer may be eligible for WOTC when they hire from certain target groups of job seekers who face employment barriers. The requirements for the program are set by the Internal Revenue Service and the U.S. Department of Labor, Employment and Training Administration. WOTC is an incentive for employers and is intended to help individuals move from economic dependency, while participating employers can reduce their income tax liability. IDES processes WOTC certification requests submitted by employers.

Fidelity Bonding Program (FBP) - The U.S. Department of Labor established the FBP to provide fidelity bonds that guarantee honesty for “at-risk,” hard-to-place job seekers. The bonds cover the first six months of employment. There is no cost to the job applicant or the employer. The bonds issued by the FBP guarantee the job honesty of job seekers to employers who want to hire them. IDES assists employers who can request the bonds as an incentive to hire these applicants.

Foreign Labor Certification - IDES assists employers in complying with federal requirements when they seek to hire foreign workers under the federal H2A (seasonal agricultural jobs) and H2B (non-agricultural jobs) visa programs. IDES assists with activities to ensure that if there are not enough qualified U.S. workers available to perform the work and that the hiring of foreign workers will not adversely affect the wages and working conditions of similarly employed U.S. workers. IDES staff assist with the posting of employer job orders into IJL, inspection of housing for agricultural workers, and conduct field visits.

Employment Services are provided onsite by 2 Wagner-Peyser Title III FTEs daily during the business hours of 8:30am-5:00pm

Title IV (Rehabilitation Services) – The Illinois Division of Rehabilitation Services (DRS) is located across the street from the One-Stop Center at 300 Maine St., Suite 102. Access to DRS services, including intake, eligibility, assessment, and the development of an individualized employment plan, will be offered at the DRS office during regular business hours and by appointment. As a .25 FTE core partner, DRS as direct linkage can be provided through email at Natashia.Myers@illinois.gov or by phone at 217-414-6844 or the office at 217-224-2600 Monday- Friday 8:30am-5:00pm. DRS uses a specific referral form when accepting referrals from and making referrals to partner agencies. All referrals should be emailed to Natashia.Myers@illinois.gov.

Perkins/Post-Secondary Career and Technical Education – The JWCC Career and Technical Education staff provides Perkins and Career Services assistance. CTE staff are available during business hours by phone from 8:00 a.m. to 5:00 p.m., Monday through Thursday and on Friday from 8:00 a.m. to 12:00 p.m., unless the college is closed. Services provided are for individuals looking for workforce related careers and/or seeking education in a career and technical program at John Wood Community College. Once enrolled in a career and technical education program, Perkins Student Support Services are available to students who are academically or economically disadvantaged. Support Services may include Textbook Loans, Bus Passes, Mileage Assistance, Equipment Loans, Provision of Required Supplies, Tutoring, and Referral Services.

Contact Information:

Career and Technical Education - CS
217.641.4956

Career and Technical Educations - Perkins
217.641.4957

IDES/Unemployment Insurance (UI) – The Unemployment Insurance program, administered by IDES, is designated to contribute to the state’s overall economic stability by partially protecting eligible workers against loss of income during periods of unemployment. Eligible workers who become unemployed and meet all requirements set forth in the UI Act may receive benefits for the maximum number of weeks under the law, until the worker finds employment, or becomes otherwise ineligible.

UI staff provide the following basic career services: outreach, intake, orientation; referral and coordination with other programs; information and meaningful assistance with UI claims.

Unemployment Insurance services are provided onsite by 1.5 FTEs daily during the business hours of 8:30am-5:00pm.

Jobs for Veterans State Grant (JVSG) - The Jobs for Veterans State Grant Program has its own four-year “Stand-Alone” State Plan that is approved by the U.S. Department of Labor – Veterans Employment and Training Services. IDES manages the federal Jobs for Veterans State Grant ensuring that eligible Veterans and spouses receive priority of service to successfully meet their training and employment needs. The JVSG Grant supports the following: Disabled Veteran Outreach Program Representative (DVOP) also known as the Veteran Career Coach and Local Veteran Employment Representative (LVER) also known as the Veteran Business Specialist. Veteran Career Coach-DVOP provides individualize career services utilizing a case management framework to eligible Veterans and spouses who have self-identified as having one or more Significant Barriers to Employment (SBE) as defined by the Department of Labor – Veterans Employment and Training Services. Veteran Business Specialist-LVER provides outreach to employers in support of Veteran Programs and to advocate for all Veterans seeking employment, regardless of SBE. Employment Service staff will assist Veterans and other eligible persons seeking employment assistance that do not meet the SBE criteria.

JVSG staff conduct virtual Illinois Veteran Transition Pathways (IVTP) workshops each quarter to incarcerated veterans in Correctional Centers throughout Illinois.

The JVSG team also provides employment services to Chapter 31 referred veterans from the USVA - Veteran Readiness and Employment.

JVSG staff provide the following basic career services: outreach, intake, orientation; labor exchange services, including job search and placement assistance; referral and coordination with other partners; workforce and labor market information and statistics; performance information for the local area as a whole; and information on the availability of supportive services. JSVG staff provide the following individualized career services: development of an individual employment plan; career planning; short-term pre-vocational services; and workforce preparation activities.

Services are provided to veterans under JSVG program by 1.25 FTEs daily during the business hours of 8:30am-5:00pm

IDES/Trade Readjustment Assistance – IDES administers Trade Readjustment Allowances, a benefit under the TAA program, providing income support to persons who have exhausted their unemployment compensation and whose jobs were affected by foreign trade.

TRA staff provide the following basic career services: outreach, intake, orientation; referral and coordination with other programs; information and meaningful assistance with UI claims.

TRA services are provided onsite by .25 FTE daily during the business hours of 8:30am-5:00pm

Trade Adjustment Assistance (TAA) – TAA Services are located in the Comprehensive One-Stop Center (107 N. Third Street, Quincy, IL) and are also available at the following county workforce offices: Brown County Workforce Office (108 N Capitol Ave., Mt. Sterling, IL); Hancock County Workforce Office (550 N. Madison St., Carthage, IL); Knox County Workforce Office (311 East Main St., Suite 612, Galesburg, IL); McDonough County Workforce Office (440 N. Lafayette, Suite 110, Macomb, IL); Pike County Workforce Office (120 S. Madison Street, Pittsfield, IL); Schuyler County Workforce Office (220 W Washington, Rushville, IL); and Warren County Workforce Office, serving Warren and Henderson counties (81 Public Square, Monmouth, IL). The matrices attached to this agreement further identify how this program is accessed.

IDES/ Migrant & Seasonal Farmworkers (MSFW) – IDES provides staff assisted services to migrant and seasonal farmworkers including job development, career guidance, and referral to training and supportive services. Wagner-Peyser staff will assist with the intake process by assessing the client’s needs, assisting with UI claims, and registering with Illinois Job Link in order for the client to immediately begin searching for work. Staff will also provide Labor Market Information to educate clients on the current employment outlook and determine if further training will be necessary to enhance employment opportunities. Clients may be directed to work-readiness workshops or referred to partner agencies and/or supportive services, depending on the needs of the client.

MSFW staff provide the following basic career services: outreach, intake, orientation; labor exchange services including job search and placement assistance; referral & coordination with other programs; workforce and labor market information and statistics; information on the availability of supportive services, and information and meaningful assistance with UI claims. MSFW staff provide the following individualized career services: development of an individual employment plan; career planning; short-term pre-vocational services, and workforce preparation activities.

MSFW services are provided onsite by .25 FTE daily during the business hours of 8:30am-5:00pm.

National Farmworker Jobs Program (NFJP) – N/A

Community Services Block Grant (CSBG) – TRRC CSBG has full time staff serving Adams, Brown, and Pike Counties. We offer emergency and community services. Through our CSBG programs, we also provide an annual scholarship that provides funding for classroom training programs. There is also grant funding available for classroom training. These funds can be reached through staff that are located in the One-Stop.

The TRRC CSBG Admin Office is located in the One-Stop at 107 N 3rd Street. The primary location for CSBG services is 706 Maine Street, Quincy, IL. The agency can be reached at (217) 224-8171.

WIRC has full-time CSBG staff to serve their customers in Macomb at 133 W Jackson Street. WIRC will operate a resource room with laptops for job search, resume development, and to access services. WIRC also operates an office serving Knox County at 313 E Main Street, Galesburg, IL. This office will have a resource room with laptops for job search, resume development, and to access services.

Senior Community Services Employment Program (SCSEP) – Making the services accessible to all individuals at the One-Stop Center in Quincy will be the role of the partnership of all the agencies. Each partner brings to the table an area of expertise. It is the goal of the partners to serve all individuals entering the Center or in the surrounding communities with the services they need to be successful. Pooling together resources, practice and years of experience will help achieve this goal.

Senior Community Services Employment Program (SCSEP) – National Asian Pacific Center on Aging (NAPCA), Bruce Adams, NAPCA SCSEP Case Manager, phone: (872) 270-0871. Secondary direct linkage contact is Stacey Parr, SCSEP Project Director, phone: (872) 270-3384, stacey@napca.org.

National Asian Pacific Center on Aging (NAPCA) will assist with outreach, intake, and orientation of eligible customers during all regular normal business hours. This will be accomplished through telephone, during regular business and on-site as scheduled with partners during regular business hours. NAPCA will provide Program coordination and referral services for eligible customers. NAPCA will provide information about the availability of supportive services and provide referrals to these services. NAPCA will be knowledgeable about all services that are provided via the Illinois WorkNet Centers through cross-training. NAPCA agrees to contribute a proportionate share of costs (by cash, in-kind, or other mutually agreeable contribution) to support the services and operation of the local one-stop system contingent on the availability of funding from the Department of Labor. NAPCA will be available via technology at the one-stop center via phone-based communication. NAPCA will be available during normal business hours at (872) 270-0871. If access to services via phone is unavailable at the time of contact, customers will have the option of leaving a voicemail. A prescreening will be taken for those individuals interested in SCSEP. If determined eligible for services, a face-to-face meeting will be scheduled. If a customer is ineligible, referrals will be made to appropriate agencies.

National Able Network, Inc. is both a State and National SCSEP (sub)grantee and has operated a SCSEP program for more than 40 years in the State of Illinois. SCSEP is designed to help older job seekers build skills and connections to employment opportunities in their community, and subsequently obtain meaningful employment. Participants achieve these goals through a combination of work experience and skills training. Potential participants are referred to us through a variety of methods, including direct referrals from AJCs. To qualify for participation in the SCSEP program, the individual must meet initial qualification requirements including: be 55 years or older; unemployed; seeking employment; have barriers to employment; have a household income that does not exceed 125 percent of the federal poverty guidelines; require skill development to become “employment ready”; and be a resident in the state and county in which they are applying for services. Our primary direct linkage contact is Antonella (“Toni”) Bruno at abruno@nationalable.org and secondary direct linkage contact is Nick Hahn at nhahn@nationalable.org. Both can be reached at National Able Network by calling (855) 994-8300.

All partner organizations commit to working in conjunction with the WIB, One-Stop Operator and all other Partners in coordinating an integrated, coordinated service strategy for delivering workforce services in LWA14. As outlined on the local Services Matrix, SCSEP will provide Outreach, Intake, Orientation, Skills Assessment, Referral, and Coordination with other programs through direct service

Referrals are accepted from all partners and mutually refer potential customers in return. Staff will contact referrals received to determine eligibility and meet with them as appropriate at the One-Stop Center or other location in their county of residence. Persons with disabilities are one of the priorities for service for the program, as well as individuals with other barriers. Reasonable accommodation will be made to provide services.

SCSEP services are provided in LWA14 by two agencies, National Asian Pacific Center on Aging and National Able Network share the .25 FTE based on the percentage of slots.

DHS/TANF – Temporary Assistance for Needy Families (TANF) provides temporary financial assistance for pregnant women and families with one or more dependent children. TANF provides financial assistance to help pay for food, shelter, utilities and expenses other than medical. Through direct linkage, TANF will provide outreach, intake and orientation; referral and coordination with other programs; information on the availability of supportive services; assistance establishing eligibility for financial aid for non-WIOA training and education; comprehensive and specialized assessments; development of an Individual Employment Plan; referral for individual counseling and career planning. DHS/TANF will provide One-Stop Center staff with information & on-going support so they are able to assist a customer in initiating an application for benefits. Customers may apply and manage their benefits for Cash, SNAP (Food Stamps) & Medical Assistance online through the Application for Benefits Eligibility (ABE) portal. There are links on the home pages of the Illinois Department of Human Services (IDHS) and Illinois workNet. Through these links an application can be completed & submitted electronically or printed in PDF to be complete manually. Paper applications will also be available at the One-Stop Center or customers may choose to apply at their local Family Community Resource Center (FCRC). Customers inquiring about their case may use the Interactive Voice Response, IVR, Call Center, 800-843-6154.

FCRCs are located throughout the LWA at the following locations:

Adams County FCRC, 300 Main St., 2nd Floor, Quincy – servicing customers in Adams, Pike & Hancock counties (217) 223-0550.

Cass County FCRC, 300 E. 2nd St., Beardstown – servicing customers in Brown & Schuyler counties

Knox County FCRC, 821 W. Main, Suite 100, Galesburg – servicing customers in Knox County – Molly Trulson, Direct Linkage Contact Direct Line: (309) 342.9027, molly.trulson@illinois.gov

McDonough County FCRC, 740 North Sherman Drive (Seal Hall), Room 110 – 1st Floor, Macomb – servicing customers in McDonough County - Patricia Weston, Direct Linkage Contact cell: (309) 256-6421, Patricia.Weston@illinois.gov

Warren County FCRC, 1245 S. Main St., Monmouth – servicing customers in Henderson & Warren counties. Melody Creighton, Direct Linkage Contact Cell 309-536-0812, melody.creighton@illinois.gov

IDOC Second Chance – N/A

HUD Employment and Training Activities – N/A

Job Corps – N/A

YouthBuild – N/A

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

- *Describe features or methods to ensure the comprehensive one-stop center and any designated affiliate sites or specialized centers provide access to all required career services in the most inclusive and appropriate settings for each individual participant, including assuring that individuals with barriers to employment, such as individuals with disabilities, can access available services (§678.500(b)(4)).*

- Describe any specific human or financial commitments partners are making to coordinate the customer experience through a physical or virtual front door. Examples include: using career navigators, customer advocates, cross-program knowledge, frontline training, accessible technology or other support systems.

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

Programmatic Accessibility – All programs and services offered by Quincy One-Stop Center Partners are available on-site to all individuals in the following formats:

- One-on-one intake and delivery of services
- Group orientation and workshops
- Individualized referral to other agencies.
- Skype, Zoom or other technologies for off-site delivery
- Information readily available on social media
- Email of information
- Computers with internet access for online applications
- Assistive technology computer and software

The Quincy One-Stop Center has assistive technology to make all programs accessible; some of the programs for the hearing impaired include:

- Sorenson Video Relay Service
- V-Tel
- TTY (217) 222-5986
- Skype and Zoom
- Internet Messaging

All partners' frontline staff participate in resource training at least twice a year. All partners have developed and adopted a referral/assessment form and process to better serve customers, this allows partners to share costs and delivery of services over a longer period of time.

Title I (Adult, Dislocated Worker and Youth) - Adult, Dislocated Worker, and Youth Services are located in the Comprehensive One-Stop Center (107 N. Third Street, Quincy, IL) and are also available at the following county offices: Brown County Workforce Office (108 N Capitol Ave., Mt. Sterling, IL); Hancock County Workforce Office (550 N. Madison St., Carthage, IL); Knox County Workforce Office (311 East Main St., Suite 612, Galesburg, IL); McDonough County Workforce Office (440 N. Lafayette, Suite 110, Macomb, IL); Pike County Workforce Office (120 S. Madison Street, Pittsfield, IL); Schuyler County Workforce Office (220 W Washington, Rushville, IL); and Warren County Workforce Office, serving Warren and Henderson counties (81 Public Square, Monmouth, IL). The matrices attached to this agreement further identify how these programs will be accessed.

Title II (Adult Education and Family Literacy) - Adult Education staff provide career services to include intake, eligibility, orientation, assessment, instruction, and development of an individualized education/employment plan at all class locations throughout the workforce area. Services are accessible by phone, referral, website or walk in at class sites. Support services reduce personal barriers to service and allow for smooth transition to education, training and employment. These services include supplying assistive or adaptive equipment, printed materials in various languages, transportation assistance, literacy services and referrals as needed and requested to partner agencies.

Title III (Employment Services under Wagner-Peyser) - IDES is housed at the Comprehensive One-Stop Center (107 N. Third Street, Quincy, IL) and all IDES-related Services will be offered onsite for individuals who are eligible for IDES assistance. The matrices attached to this agreement further identify how other programs will be accessed.

Title IV (Rehabilitation Services) -Division of Rehabilitation Services (DRS) is housed across the street at 300 Maine St, Suite 102. All career and vocational services are accessible to all interested parties. Access to DRS services is available at all times via telephone or internet information. Career services including intake, eligibility, assessment and the development of an individualized employment plan will be offered on site at the DRS location during scheduled office hours and by appointment. Those services can be arranged while at the One-Stop Center via telephone contact. DRS staff will be available at the One-Stop Center at varied times to provide supports. Accessible computers and advanced assistive technologies are available at the One-Stop Center or by arrangement through DRS. One-Stop Center and DRS staff have a history of making referrals as well as implementation of arrangements to serve individuals who present for and request assistance. We will continue to review these policies to assure all individuals with disabilities receive supports and services at the One-Stop Center. Additionally, the Quincy Field Office of Division of Rehabilitation Services can be reached by video phone at (217) 919-9658.

Perkins/Post-Secondary Career and Technical Education - Carl Sandburg College: Perkins staff will network with all partners to ensure individualized, effective service delivery for each participant. Partners will receive detailed information on services offered and class schedules to provide effective, timely referrals. Referrals will follow the process to be developed per the regional plan with a method of tracking referrals to be identified. Staff will provide information regarding academic planning, career services and assist individuals in locating additional agency services when necessary.

John Wood Community College: Perkins staff, to include the student navigator, will network with all One-Stop Center partners to ensure individualized, effective service delivery for each participant. Partners will receive detailed information on services offered and class schedules to provide effective, timely referrals. Referrals will follow the process to be developed per the regional plan with a method of tracking referrals to be identified. Staff will not only provide information regarding career services but will also assist individuals in accessing additional agency services by accompanying participants to appointments and advocating for participants when appropriate.

IDES/Unemployment Insurance - IDES is housed at the Comprehensive One-Stop Center (107 N. Third Street, Quincy, IL) and all IDES-related Services will be offered onsite for individuals who are eligible for IDES assistance. The matrices attached to this agreement further identify how other programs will be accessed.

IDES/Job Counseling, Training and Placement Services for Veterans - IDES is housed at the Comprehensive One-Stop Center (107 N. Third Street, Quincy, IL) and all IDES-related Services will be offered onsite for individuals who are eligible for IDES assistance. The matrices attached to this agreement further identify how other programs will be accessed.

IDES/Trade Readjustment Assistance - IDES is housed at the Comprehensive One-Stop Center (107 N. Third Street, Quincy, IL) and all IDES-related Services will be offered onsite for individuals who are eligible for IDES assistance. The matrices attached to this agreement further identify how other programs will be accessed.

Trade Adjustment Assistance - TAA Services are located in the Comprehensive One-Stop Center (107 N. Third Street, Quincy, IL) and are also available at the following county workforce offices: Brown County Workforce Office (108 N Capitol Ave., Mt. Sterling, IL); Hancock County Workforce Office (550 N. Madison St., Carthage, IL); Knox County Workforce Office (311 East Main St., Suite 612, Galesburg, IL); McDonough County Workforce Office (440 N. Lafayette, Suite 110, Macomb, IL); Pike County Workforce Office (120 S. Madison Street, Pittsfield, IL); Schuyler County Workforce Office (233 N. Congress Street, Rushville, IL); and Warren County Workforce Office, serving Warren and Henderson counties (81 Public Square, Monmouth, IL). The matrices attached to this agreement further identify how this program is accessed.

IDES/Migrant and Seasonal Farm Worker - IDES is housed at the Comprehensive One-Stop Center (107 N. Third Street, Quincy, IL) and all IDES-related Services will be offered onsite for individuals who are eligible for IDES assistance. The matrices attached to this agreement further identify how other programs will be accessed.

Community Services Block Grant - The primary location for TRRC CSBG services is at 706 Maine Street, Quincy IL. The matrices attached to this agreement further identify how these programs will be accessed.

WIRC CSBG has full time CSBG staff to serve their customers in Macomb at 133 W Jackson Street. WIRC CSBG will operate a resource room with laptops for job search, resume development, and access services. WIRC CSBG also has an office at 313 E Main Street in Galesburg, with staff to assist job seekers.

SCSEP - National Able Network's (NAN's) SCSEP services will be provided via direct linkage. The primary direct linkage contact is Antonella ("Toni") Bruno at abruno@nationalable.org and secondary direct linkage contact is Nick Hahn at nhahn@nationalable.org. Both can be reached at National Able Network by calling (855) 994-8300.

National Asian Pacific Center on Aging (NAPCA), Bruce Adams, NAPCA SCSEP Case Manager, phone: (872) 270-0871. Secondary direct linkage contact is Stacey Parr, SCSEP Project Director, phone: (872) 270-3384, stacey@napca.org.

All partner organizations commit to working in conjunction with the WIB, One-Stop Operator and all other Partners in coordinating an integrated, coordinated service strategy for delivering workforce services in LWA14. As outlined on the local Services Matrix, SCSEP will provide Outreach, Intake, Orientation, Skills Assessment, Referral and Coordination with other programs through direct service.

Referrals are accepted from all partners and mutually refer potential customers in return. Staff will contact referrals received to determine eligibility and meet with them as appropriate at the One-Stop Center or other location in their county of residence. Persons with disabilities are one of the priorities for service for the program, as well as individuals with other barriers. Reasonable accommodation will be made to provide services.

The LWA14 budget reflects 0.25 FTEs for SCSEP, divided among National Able Network, and National Asian Pacific Center on Aging.

DHS/TANF – Temporary Assistance for Needy Families (TANF) provides temporary financial assistance for pregnant women and families with one or more dependent children. TANF provides financial assistance to help pay for food, shelter, utilities and expenses other than medical. Through

direct linkage, TANF will provide outreach, intake and orientation; referral and coordination with other programs; information on the availability of supportive services; assistance establishing eligibility for financial aid for non-WIOA training and education; comprehensive and specialized assessments; development of an Individual Employment Plan; referral for individual counseling and career planning. DHS/TANF will provide One-Stop Center staff with information & on-going support so they are able to assist a customer in initiating an application for benefits. Customers may apply and manage their benefits for Cash, SNAP (Food Stamps) & Medical Assistance online through the Application for Benefits Eligibility (ABE) portal. There are links on the home pages of the Illinois Department of Human Services (IDHS) and Illinois workNet. Through these links an application can be completed & submitted electronically or printed in PDF to be complete manually. Paper applications will also be available at the One-Stop Center or customers may choose to apply at their local Family Community Resource Center (FCRC). Customers inquiring about their case may use the Interactive Voice Response, IVR, Call Center, 800-843-6154.

FCRCs are located throughout the LWA at the following locations:

Adams County FCRC, 300 Main St., 2nd Floor, Quincy – servicing customers in Adams, Pike & Hancock counties (217) 223-0550.

Cass County FCRC, 300 E. 2nd St., Beardstown – servicing customers in Brown & Schuyler counties

Knox County FCRC, 821 W. Main, Suite 100, Galesburg – servicing customers in Knox County – Molly Trulson, Direct Linkage Contact Direct Line: (309) 342.9027, molly.trulson@illinois.gov

McDonough County FCRC, 740 North Sherman Drive (Seal Hall), Room 110 – 1st Floor, Macomb – servicing customers in McDonough County - Patricia Weston, Direct Linkage Contact cell: (309) 256-6421, Patricia.Weston@illinois.gov

Warren County FCRC, 1245 S. Main St., Monmouth – servicing customers in Henderson & Warren counties. Melody Creighton, Direct Linkage Contact Cell 309-536-0812, melody.creighton@illinois.gov

- Workforce – Title I Adult, Dislocated Worker and Youth - Referral completed via email and/or telephone communication until such time as the web-based referral system is in place.
- Workforce – Trade Adjustment Assistance - Referral completed via email and/or telephone communication until such time as the web-based referral system is in place.
- Illinois Department of Rehabilitation Services - Referral completed via email and/or telephone communication until such time as the web-based referral system is in place.
- Illinois Department of Employment Security – Title III Wagner-Peyser - Referral completed via email and/or telephone communication until such time as the web-based referral system is in place.
- Illinois Department of Employment Security – Unemployment Insurance Referral completed via email and/or telephone communication until such time as the web-based referral system is in place.

- Illinois Department of Employment Security – Trade Readjustment Assistance - Referral completed via email and/or telephone communication until such time as the web-based referral system is in place.
- Illinois Department of Employment Security – Veteran’s Services - Referral completed via email and/or telephone communication until such time as the web-based referral system is in place.
- Illinois Department of Employment Security – Migrant and Seasonal Farmworkers - Referral completed via email and/or telephone communication until such time as the web-based referral system is in place.
- Adult Education – Referral completed via email and/or telephone communication until such time as the web-based referral system is in place.
- Perkins/Post-Secondary Career and Technical Education - Referral completed via email and/or telephone communication until such time as the web-based referral system is in place.
- Community Service Block Grant - Referral completed via email and/or telephone communication until such time as the web-based referral system is in place.
- SCSEP Providers: Title V Senior Program - Referral completed via email and/or telephone communication until such time as the web-based referral system is in place.

For IDHS referral process with the Family and Community Resource Centers for application for cash, medical and Supplemental Nutritional Assistance Program (SNAP) benefits, the description is an IDHS caseworker would use Form 2151 to refer the customer to the provider’s office, ex: WIOA office, for services; in turn, using the same reverse referral back to IDHS offices with Form 2151. Additionally, if IDHS has a staff member on-site at WIOAs, the referral and explanation of services would expedite matters. Customers inquiring about their case may use the Interactive Voice Response, IVR, Call Center, 800-843-6154.

FCRCs are located throughout the LWA at the following locations:

Adams County FCRC, 300 Main St., 2nd Floor, Quincy – servicing customers in Adams, Pike & Hancock counties (217) 223-0550.

Cass County FCRC, 300 E. 2nd St., Beardstown – servicing customers in Brown & Schuyler counties

Knox County FCRC, 821 W. Main, Suite 100, Galesburg – servicing customers in Knox County – Molly Trulson, Direct Linkage Contact Direct Line: (309) 342.9027, molly.trulson@illinois.gov

McDonough County FCRC, 740 North Sherman Drive (Seal Hall), Room 110 – 1st Floor, Macomb – servicing customers in McDonough County - Michelle Husband, Direct Linkage Contact WORK CELL PH# (309) 338-6368, Michelle.Husband@illinois.gov

Warren County FCRC, 1245 S. Main St., Monmouth – servicing customers in Henderson & Warren counties. Melody Creighton, Direct Linkage Contact Cell 309-536-0812, melody.creighton@illinois.gov

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

- Describe how—through specific examples and commitments—required partners will assure the physical accessibility of the comprehensive one-stop center(s) and any designated affiliate sites or specialized centers, including the following:
 - The designated service location layout supports a culture of inclusiveness.
 - The location is recognizable in a high-traffic area.
 - Access to public transportation is available within reasonable walking distance.
 - The location includes a dedicated parking lot, with parking lot spaces closest to the door designated for individuals with disabilities.
 - The agreed-upon plan for addressing waiting lines outside of the one-stop center entrance.

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

Please affirm that facilities are accessible during business hours to customers in accordance with the local area’s security and staffing plan.

The Quincy One-Stop Center meets the requirements of physical accessibility; the Quincy One-Stop Center building is less than 20 years old and is accessible to persons with disabilities. Assistive technology is available in the resource room; not isolated in another area. The office has consistently met all requirements in any Accessibility Review. Some of the features include:

- Accessible parking spaces
- Curb cuts for building access
- Automatic Door
- All bathrooms are accessible
- No steps or stairs
- All doors have lever openers
- Assistive Technology Devices for individuals with disabilities.

There is a sign on 3rd Street that is visible for traffic and all partners are listed on the door along with the hours of operation. Quincy Transit Lines has a bus stop within a block of the building. Accessible parking spaces are located nearest the entrance to the building.

The Quincy One-Stop has assistive technology to make the center accessible to all; some of the programs for persons with hearing impairments include:

- Sorenson Video Relay Service
- V-Tel
- TTY (217) 222-5986
- Skype
- Internet Messaging

Additionally, the Quincy Field Office of Division of Rehabilitation Services can be reached by video phone at (217) 919-9658

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

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

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

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

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

The RFP for One-Stop Center Operator at the Quincy Workforce Center, 107 N 3rd St, Quincy, was issued on March 24, 2023; all applications were received by April 21, 2023.

The scope of work for the OSO follows:

SCOPE OF WORK The Workforce Innovation and Opportunity Act of 2014 (WIOA) envisions high-quality one-stop center systems that are business-driven, customer-centered, integrated and tailored to meet the needs of regional economies. The One-Stop Operator will coordinate and integrate services and referrals among program partners as specified in the local and regional plans.

- Coordination of the Resource Room at the comprehensive One Stop Center in Quincy, IL.
- Facilitation of the single point of entry (electronic and physical).
- Coordination of a centralized reception system including initial registration and sign-in services for all customer services.
- Coordination of one-stop partner services, with guidance from the Workforce Innovation Board of Western Illinois and input from the Quincy WIOA Partners.
- Provision of ongoing staff training in order to avoid unnecessary duplication and provide accurate, complete, consistent, and compliant operator services.
- Coordination of access to virtual resources via direct linkage.
- Implementation of processes to ensure that all customers receive appropriate, timely, and effective career services, i.e., customer call routing and response, familiarity with partner agency services, and ongoing staff training via continuous improvement.

- Manage the referral process for services, within and outside the Center, including documentation of referral outcomes.
- Provision of reports and adherence to policy directives set forth by the WIB of Western Illinois.
- Active participation with Quincy Partners to integrate services.
- Performance of continuous improvement activities to achieve the highest levels of service delivery quality and exceptional customer service.
- Development and implementation of a coordinated staff development/training plan (customer service, community resources, partner programs and services).
- Implementation of new and innovative methods to serve customers with attention to the underserved including veterans, returning citizens, and individuals with disabilities.
- Provide assistance for the Quincy Business Service Team, as needed.
- Develop and coordinate Center activities.
- Represent the QWC on behalf of partners, as directed.
- Coordinate community outreach.
- Present reports to Quincy Partners.

The One-Stop Operator at the Quincy one-stop center is Two Rivers Regional Council of Public Officials. TRRCOPO operates the Quincy one-stop as a single entity. Quincy is the only one-stop in LWIA14. TRRCOPO will bill on a monthly basis for the tasks, assignments, and work performed. The invoices shall be based on the actual services provided and shall not exceed the budgeted amount. Western Illinois Works, Inc. agrees to provide, and Two Rivers Regional Council of Public Officials agrees to accept cash for the services provided under the OSO agreement. The OSO shall submit financial reports within 30 days following the end of each quarter. The Quincy One-Stop center is the only shared cost center in LWIA14; the total budget for the One-Stop Operator is \$75,000. Partners contributing to that cost are, Title 1B Workforce, IDES, Adult Education, Career and Technical Education, IDHS-DRS, IDHS-TANF, TRRC CSGB & WIRC CSBG, SCSEP (NAPCA, and National Able Network share SCSEP costs).

It is the intent of the partners to renew the OSO contract of Two Rivers Regional Council for another year beginning, July 1, 2024, through June 30, 2025.

The OSO will function as described in the DOLETA TEGL 15-16 and Illinois WIOA Policy Chapter 1, Section 9, Memorandum of Understanding (MOU) and IL DCEO, Office of Employment and Training, WIOA Notice 15-Not-07 provides further information on the role of the One-Stop Operator.

Memo Requiring OSO Agreement and Payment Requirements - The current memo with the OSO procurement and payment requirements is located at: **Memo Regarding OSO Requirements in PY 2021 - January 14, 2021.pdf (illinoisworknet.com)**

The OSO will disclose any potential conflicts of interest arising from the relationships of the OSO with training service providers or other service providers, including, but not limited to, Career Services providers. In coordinating services and serving as a OSO, refrain from establishing practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term services, such as intensive employment, training, and education services; and comply with Federal, State, regulations and policy.

The OSO may not perform the following functions:

- a. Convene system stakeholders to assist in the development of the local plan
- b. Prepare and submit local plans,
- c. Be responsible for oversight of itself,
- d. Manage or significantly participate in the competitive selection process for OSOs,
- e. Select or terminate OSOs, career service providers, and youth providers,

- f. Negotiate local performance accountability measures; or
- g. Develop and submit budgets for activities of the LWIB in the Local Area.

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

- *Describe the local one-stop operator’s role and responsibilities for coordinating referrals among required partners (§678.500(b)(3)).*
- *Complete the Referral System matrix included on page 12 of the original MOU Template.*

It is the One-Stop Center Operator's responsibility to facilitate customer referrals between partner agencies and other services available in the area. Referrals between partners will be accomplished using the “MOU Partner Suite” of the Integrate Referral and Tracking software that partners agreed to fund during the MOU budget negotiation process. All partners have agreed to use this referral and tracking program as the preferred way to refer their customers to other WIOA partners. The OSO will track referrals and provide reports from the referral and tracking software at each monthly partner meeting. All partners have agreed to begin using the new software for making customer referrals on July 1, 2024.

Title I – Adult & Dislocated Workers – Title I Workforce will make customer referrals to all other partners when additional partner services better serves the customer. Referrals will be accomplished using a software program to refer individuals to the designated staff person at the partner agency. Customer referrals will be accomplished using the MOU Partner Suite of the Integrate tracking and referral software.

Title II-Adult Education – As Adult Education staff identify needs for additional services for prospective and current students, the newly acquired software will be used to send customer information to other WIOA partners. Customer referrals will be accomplished using the MOU Partner Suite of the Integrate tracking and referral software.

Title III (Employment Services under Wagner-Peyser) – Customer referrals will be accomplished using the MOU Partner Suite of the Integrate tracking and referral software.

Title IV-Division of Rehabilitation Services (DRS) - Customer referrals will be accomplished using the MOU Partner Suite of the Integrate tracking and referral software.

John Wood Community College Perkins CTE - Front line staff will be active in the referral process. Customer referrals will be accomplished using the MOU Partner Suite of the Integrate tracking and referral software.

Carl Sandburg College Perkins CTE - Staff members will continue to be made familiar with the services available to students and will continue to make a concentrated effort to refer students to

applicable partners. Advisors, counselors, and front-line staff will be active in the referral process. The College will develop a timeline to follow up on individuals referred to our partners. Customer referrals will be accomplished using the MOU Partner Suite of the Integrate tracking and referral software.

IDES/Unemployment Insurance (UI) – When a client is referred to a partner, the referral will be accomplished using the MOU Partner Suite of the Integrate tracking and referral software.

IDES/Job Counseling, Training and Placement Services for Veterans – Customer referrals will be accomplished using the MOU Partner Suite of the Integrate tracking and referral software.

IDES/Trade Readjustment Assistance – Customer referrals will be accomplished using the MOU Partner Suite of the Integrate tracking and referral software.

TAA/Trade Adjustment Assistance – Workforce staff will make customer referrals to all other partners when additional partner services better serves the customer. Customer referrals will be accomplished using the MOU Partner Suite of the Integrate tracking and referral software.

IDES/ Migrant & Seasonal Farmworkers (MSFW) – Customer referrals will be accomplished using the MOU Partner Suite of the Integrate tracking and referral software.

CSBG - When CSBG customers visit the One-Stop Center they may also be suitable for additional partner services provided through the Quincy Workforce Center. CSBG services offered are scholarships, food pantries, Thrift Store clothing, emergency services and training certification assistance, these services are available and provided on-site at the Quincy Workforce Center. Customer referrals will be accomplished using the MOU Partner Suite of the Integrate tracking and referral software. In Adams County the agency address is 107 N 3rd St. and 706 Maine St, Quincy; Brown County is 206 S W Cross., Mt. Sterling; Pike County is 120 S. Madison in Pittsfield and Schuyler County is 220 W Washington in Rushville.

Western Illinois Regional Council CSBG funded services could include and are not limited to food, clothing or training certification assistance and require the completion of an application with required documentation to be funded. A client may be eligible for additional services from the CAA as well, such as energy assistance, which can be determined dependent upon need. Applications are taken by appointment and are generally taken at the WIRC-CAA office located at 223 South Randolph, or an outreach site, scheduled within the four counties of Hancock, Henderson, McDonough and Warren, during the busiest part of the LIHEAP season. Customer referrals will be accomplished using the MOU Partner Suite of the Integrate tracking and referral software.

Senior Community Service Employment Program (SCSEP) - National Able Network’s (NAN’s) SCSEP services will be provided via direct linkage. The primary direct linkage contact is Antonella (“Toni”) Bruno at abruno@nationalable.org and secondary direct linkage contact is Nick Hahn at nhahn@nationalable.org. Both can be reached at National Able Network by calling (855) 994-8300.

National Asian Pacific Center National Asian Pacific Center on Aging (NAPCA), Bruce Adams, NAPCA SCSEP Case Manager, phone: (872) 270-0871. Secondary direct linkage contact is Stacey Parr, SCSEP Project Director, phone: (872) 270-3384, stacey@napca.org.

All partner organizations commit to working in conjunction with the WIB, One-Stop Operator and all other Partners in coordinating an integrated, coordinated service strategy for delivering workforce services in LWA14. As outlined on the local Services Matrix, SCSEP will provide Outreach, Intake, Orientation, Skills Assessment, Referral and Coordination with other programs through direct service.

Customer referrals will be accomplished using the MOU Partner Suite of the Integrate tracking and referral software.

DHS/TANF – DHS-TANF will refer customers to all other partners when a referral will provide a wider range of supportive services and a higher quality of education & training opportunities. Referrals are completed via email and/or telephone communication until such time as a web-based referral system is in place. Customer referrals will be accomplished using the MOU Partner Suite of the Integrate tracking and referral software.

TANF customers, both already approved and those pending, are required to follow up and participate with other WIOA partners. When required as part of the customer’s individual plan, certain IDHS/FCS Forms, such as the Form 2151 Referral Form must be used per IDHS policy. IDHS caseworker would use Form 2151 to refer the customer to the WIOA partner’s office, ex: WIOA office, for services; in turn, using the same reverse referral back to IDHS offices with Form 2151.

The Direct Linkage number for LWIA 14 partners in Adams, Brown, Hancock, Pike & Schuyler counties is 217-223-0550 and 309-256-6421 in Henderson, Knox, McDonough & Warren counties.

Additionally, the availability of having an IDHS staff member on-site at the One-Stop Center would expedite the referral and explanation of services.

12. SHARED DATA AND INFORMATION (Governor’s Guidelines, Section I, Item 8(k))

- *Describe how core program partners will share data and information and will collaborate to assure that all common primary indicators of performance for the core program partners in the local area will be collectively achieved.*

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

Please affirm that notwithstanding any other provisions in this MOU, only partners who have executed a separate data sharing agreement with IDES will have access to wage records and other confidential IDES data.

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

All partners in LWA 14 agree to share data to the fullest extent possible through agreements and practices that allow each program to comply with the state and federal laws governing it to protect personally identifiable information while working toward greater integration of services across programs. Partners will share the number of customers served and program performance to assure that all common primary performance indicators are achieved. The implementation of an integrated technology-enabled intake and case management information system for programs carried out under WIOA will be implemented as soon as practical, following guidance from the State of Illinois Department of Innovation Technology. Until a data system solution is implemented, the partners agree to pursue other means of securely sharing information relevant to improved outcomes for customers and businesses. Examples of such practices include: purchasing and implementing the MOU Partner Suite of the Integrate referral and tracking software that will allow all partners to track and report referrals and outcomes.

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.

Where statewide data sharing agreements exist, agencies that can sign onto those agreements will do so. However, recognizing that such agreements are not always going to be the proper protocol, a common Release of Information form is being developed collaboratively for use by all partners to share appropriate information allowing coordinated and/or integrated service delivery to individuals and businesses

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

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

In the space below and following the Governor’s Guidelines – Revision 4, provide the following narrative:

1. *Affirm in the narrative that required partners negotiated infrastructure and shared local service delivery system costs specific to the applicable program year for both comprehensive one-stop centers and any affiliate or specialized centers designated by the local workforce board.*
2. *Clearly identify in the narrative the time period for which the Infrastructure Funding Agreement is effective; e.g., July 1, 20XX through June 30, 20XX.*
3. *Specify in the narrative whether the budget submitted represents an interim or final budget agreement.*
4. *Describe in the narrative the agreed-upon method that each partner will contribute as a proportionate share of costs to support the services and operations of the local service delivery system.*
5. *Affirm in the narrative that each required partner meets the minimum FTE commitment of .25 FTEs in each comprehensive one-stop center and each designated affiliate site.*
 - a. *If all required partners agree for a partner to commit to less than .25 FTE, then the local board may submit a waiver using the waiver request form included in the Report of Outcomes template (Appendix G of the Governor’s Guidelines – Revision 4).*
6. *Describe in the narrative whether and which staff will be cross-trained to provide services on behalf of another required partner.*
 - b. *For each required partner providing cross-trained staff to deliver services on behalf of another partner, confirm how the contributing partner’s shared cost allocations will be reduced in correlation with the number of FTEs that will be cross-trained to provide another partner’s programs.*
7. *Please describe the invoicing process and any special deadlines for determining actual costs for each partner included in this MOU. (Please note that CSBG’s grant cycle requires the partner to pay all actual costs within 30 days of the partner’s 12/31 invoicing deadline and within 30 days of its 6/30 invoicing deadline each program year.)*

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

1. *Each required program partner’s total cash contribution toward its proportionate share of infrastructure and local service delivery system costs; and*

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

		Partner's Total Cash Contribution	Dollar Amount of 10% Variance (if applicable)	Partner's Total Cash Contribution plus 10% Variance (if applicable)
Commerce	Title IB - Adult, Youth, & Dis. Workers	68091	6809	74900
	TAA	6645	665	7310
	CSBG	6645	665	7310
IDES	Title III - Wagner-Peyser	28811	2881	31692
	Title III - MSFW	4226	423	4649
	Veterans Services	21132	2113	23245
	UI Comp Programs	25359	2536	27895
	TRA	4226	423	4649
ICCB	Title II - Adult Education	5622	562	6184
	Career & Tech Ed - Perkins	6952	695	7647
DHS	Title IV - Vocational Rehab	6952	695	7647
	TANF - DHS	6952	695	7647
Aging	SCSEP	4864	486	5350
DOC	Second Chance			
HUD				
Title IC - Job Corp				
Title ID - National Farmworkers				
Title ID - YouthBuild				
WIRC CSBG		6952	695	7647
Other 2				
Other 3				
Other 4				

In accordance with the State Finance Act (30 ILCS 105/30), this MOU is contingent upon and subject to the availability of funds. A State Agency Partner may terminate or suspend this MOU, in whole or in part, without penalty or further payment being required, if (i) the funds to which

this MOU commits a State Agency Partner have not been appropriated or otherwise made available to the State Agency Partner by the State or the Federal funding source, (ii) the Governor or a State Agency Partner reserves funds, or (iii) the Governor or a State Agency Partner determines that funds will not or may not be available for payment. The State Agency Partner shall provide notice, in writing, to the other Partners of any such funding failure and its election to terminate or suspend this MOU as soon as practicable. Any suspension or termination pursuant to this paragraph will be effective upon the date of written notice unless otherwise indicated.

All required partners as a party to this MOU acknowledge that the ability of any partner to contribute its agreed contribution to the One-Stop costs is contingent on the availability of State and/or federal funding for its respective program(s).

1. Through a series of Zoom meetings, conference calls, and emails, all required partners negotiated infrastructure and shared local service delivery system costs for the comprehensive One-Stop Center. There are no affiliate or specialized sites.
2. This infrastructure agreement for LWA14 is effective July 1, 2024, through June 30, 2025.
3. These costs represent the final budget for PY2024.
4. Each partner will share costs to support the services and operations of the local service delivery system by allocating costs using the full-time equivalent (FTE) methodology. Infrastructure costs are paid in cash by FTE allocation. The non-cash contribution in the budget reflects direct payments of rent by the leaseholder IDES. There are no third-party contributions. Staffing costs associated with the shared one-stop delivery costs for the local system are cash and in-kind staffing contributions from partners. In-kind contributions include providing a receptionist/greeter and staffing assistance in the Resource Room along with some print materials. One Stop Operator costs are cash allocated to all partners.
5. All required partners meet the minimum FTE commitment of .25 FTE in the comprehensive one-stop center.
6. No staff will be cross-trained.
7. When Partners cannot agree upon the shared infrastructure costs the WIB Executive Committee will intervene. If, after the 30-day period of remediation, a required partner identified in Section 1, Item 1.d of the Governor’s Guidelines does not agree to approve the local budget, then the infrastructure costs allocated to that required partner under the local budget will be determined as described in Items 20 and 21 of Section 2; 17 of the Governor’s Guidelines.
8. Partner meetings were used to develop the MOU and Budget. Semi-annual reports of expenditures will be used to reconcile budgeted infrastructure costs to actual costs to assure each local partner pays its proportionate share. The MOU Budget reconciliation process will be conducted after December 31, 2023, and June 30, 2024, when expenditure reports are available.

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

pursuant to this paragraph will be effective upon the date of the written notice unless otherwise indicated.

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

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

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

This agreement may be amended at any time in writing and through a majority vote of the Partners. It is understood that circumstances both outside the control of the partners (i.e. changes prompted by a funding cut or law change), or with control of the partners (i.e. a change in the nature of level of participation by a partner, or addition or exit of a partner) may cause the MOU Agreement to be amended. Terminating the MOU or a specific partner's participation in the MOU requires a majority vote of the partners. Resolving disputes that evolve after the agreement is reached will be forwarded to the WIB Executive Committee.

At this time there is no plan to cross train staff.

All partners shall be given written 60-day notice. The 60-day time frame shall be determined based upon the postmark date of the notice.

All partners that are signatory parties to this MOU Agreement will be allowed to participate in amending this MOU Agreement.

Each year, prior to the beginning of the Program Year on July 1, the partners will negotiate an infrastructure and shared costs budget agreement for the upcoming year.

When partners cannot agree upon the shared costs the WIB Executive Committee will intervene. If, after the 30-day period of remediation, a required partner identified in Section 1, Item 1.d. of the Governor's Guidelines does not agree to approve the local budget, then the infrastructure costs allocated to that required partner under the local budget will be determined as described in items 20 and 21 of Section 2; 17 of the Governor's Guidelines.

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

<p>16. ADDITIONAL PARTNERS (Sec. 121 (b)(2))</p>
<p>West Central Illinois Area Agency on Aging and Spoon River College</p>
<p>17. AUTHORITY AND SIGNATURES (Governor’s Guidelines, Section 1, Item 8(p); Section 5, Items 28-29) (§678.500(d))</p>
<ul style="list-style-type: none"> • <i>Include a statement that the individuals signing the MOU have authority to represent and sign on behalf of their program under WIOA.</i>
<p>Individuals signing this Memorandum of Understanding have been authorized by their agency to sign on behalf of their designated program(s). The Workforce Innovation Board of Western Illinois and Chief Elected Officials Consortium of Western Illinois have approved this MOU. Both the WIB and CEO Consortium have authorized the Chair of each Board to sign the MOU on their behalf.</p>
<p>18. ATTACHMENTS</p>
<p>Each Party acknowledges and agrees that the Attachments listed in this Section are attached hereto and incorporated into this MOU. Further, each Party acknowledges and agrees that by signing this MOU it agrees to be bound by the terms and conditions of the Attachments.</p> <p>LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS X <input type="checkbox"/></p> <p>INCLUDES:</p> <ul style="list-style-type: none"> • 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) <p>IDES NON-DISCLOSURE AGREEMENT X <input type="checkbox"/></p> <p>ONE-STOP OPERATING BUDGET SPREADSHEET X <input type="checkbox"/></p> <p>CURRENT ONE-STOP OPERATOR AGREEMENT X <input type="checkbox"/></p> <p>DIRECT LINKAGE CHECKLIST X <input type="checkbox"/></p> <p>OTHER</p>

**TEMPLATE
REFERRAL SYSTEM MATRIX**

REFERRAL BETWEEN PARTNERS																					
Instructions: Please indicate all partners to which each partner will make referrals																					
REQUIRED PARTNERS	Title I: Adult Dislocated	Title II: Adult Ed.	Title III: W-P	Title IV: Rehab. Services	Post-secondary CTE under Perkins	UI	Veterans Services	TRA	TAA	MSFW	NFJP	CSBG	SCSEP	TANF	Second Chance	HUD	Job Corps	YouthBuild	Other (specify)	Other (specify)	Other (specify)
Title I: Adult, Dislocated Worker, Youth	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title II: Adult Education and Literacy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title III: Employment Programs under Wagner-Peyser	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title IV: Rehabilitation Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Post-secondary Career and Technical Education under Perkins	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unemployment Insurance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Counseling, Training and Placement Services for Veterans	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trade Readjustment Allowance (TRA)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trade Adjustment Assistance (TAA)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Migrant and Seasonal Farmworkers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Farmworker Jobs Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**TEMPLATE
REFERRAL SYSTEM MATRIX**

REFERRAL BETWEEN PARTNERS																					
Instructions: Please indicate all partners to which each partner will make referrals																					
REQUIRED PARTNERS	Title I: Adult Dislocated	Title II: Adult Ed.	Title III: W-P	Title IV: Rehab. Services	Post-secondary CTE under Perkins	UI	Veterans Services	TRA	TAA	MSFW	NFJP	CSBG	SCSEP	TANF	Second Chance	HUD	Job Corps	YouthBuild	Other (specify)	Other (specify)	Other (specify)
Community Services Block Grant (CSBG)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Senior Community Services Employment Program (SCSEP)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TANF	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Second Chance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing and Urban Development Employment and Training Activities (HUD)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Corps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
YouthBuild	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify): WIRC CSBG	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TEMPLATE
LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS

CAREER SERVICES AVAILABLE THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)

BASIC CAREER SERVICES												
REQUIRED PARTNERS	Eligibility for Title IB	Outreach, intake, orientation	Initial Skills Assessment	Labor exchange services, including job search and placement assistance	Referral and coordination with other programs	Workforce and labor market information and statistics	Performance and cost information on providers of education, training and workforce services	Performance info for the local area as a whole	Information on the availability of supportive services	Information and meaningful assistance with UI claims	Assistance establishing eligibility for financial aid for non-WIOA training and education	
Title I: Adult, Dislocated Worker, Youth	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Title II: Adult Education and Literacy	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Title III: Employment Programs under Wagner-Peyser	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Title IV: Rehabilitation Services	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Post-secondary Career and Technical Education under Perkins	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Unemployment Insurance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Job Counseling, Training and Placement Services for Veterans	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Trade Readjustment Allowance (TRA)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Trade Adjustment Assistance (TAA)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Migrant and Seasonal Farmworkers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
National Farmworker Jobs Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Community Services Block Grant (CSBG)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Senior Community Services Employment Program (SCSEP)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
TANF	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Second Chance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Housing and Urban Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

TEMPLATE
LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS

BASIC CAREER SERVICES												
REQUIRED PARTNERS	Eligibility for Title IB	Outreach, intake, orientation	Initial Skills Assessment	Labor exchange services, including job search and placement assistance	Referral and coordination with other programs	Workforce and labor market information and statistics	Performance and cost information on providers of education, training and workforce services	Performance info for the local area as a whole	Information on the availability of supportive services	Information and meaningful assistance with UI claims	Assistance establishing eligibility for financial aid for non-WIOA training and education	
Employment and Training Activities												
Job Corps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
YouthBuild	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other (specify): WIRC CSBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other (specify):	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

INDIVIDUALIZED AND FOLLOW-UP CAREER SERVICES												
REQUIRED PARTNERS	Comprehensive and specialized assessments	Development of an individual employment plan	Group counseling	Individual counseling	Career planning	Short-term pre-vocational services	Internships and work experience	Workforce preparation activities	Financial literacy services	Out-of-area job search assistance	English language acquisition	Follow-up services for participants in adult and dislocated worker programs
Title I: Adult, Dislocated Worker, Youth	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Title II: Adult Education and Literacy	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Title III: Employment Programs under Wagner-Peyser	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title IV: Rehabilitation Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Post-secondary Career and Technical Education under Perkins	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unemployment Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Counseling, Training and Placement Services for Veterans	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TEMPLATE
LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS

INDIVIDUALIZED AND FOLLOW-UP CAREER SERVICES												
REQUIRED PARTNERS	Comprehensive and specialized assessments	Development of an individual employment plan	Group counseling	Individual counseling	Career planning	Short-term pre-vocational services	Internships and work experience	Workforce preparation activities	Financial literacy services	Out-of-area job search assistance	English language acquisition	Follow-up services for participants in adult and dislocated worker programs
Trade Readjustment Allowance (TRA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trade Adjustment Assistance (TAA)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Migrant and Seasonal Farmworkers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Farmworker Jobs Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Services Block Grant (CSBG)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Senior Community Services Employment Program (SCSEP)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TANF	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Second Chance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing and Urban Development Employment and Training Activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Corps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
YouthBuild	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify): WIRC CSBG	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TEMPLATE
LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS

OTHER PROGRAMS AND ACTIVITIES AVAILABLE THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)

REQUIRED PARTNER	OTHER PROGRAMS AND ACTIVITIES PROVIDED
Title I (Adult, Dislocated Worker, Youth)	Job Fairs, Workshops, Orientation
Title II: Adult Education and Literacy	Basic Skills instructions for high school equivalency, college readiness, English language learners, Orientation
Title III: Employment Programs under Wagner-Peyser	Hiring Events, Workshops, Orientation
Title IV: Rehabilitation Services	General questions, Information and Referral Services, Orientation
Post-secondary Career and Technical Education under Perkins	Orientation, Workshops, Job Fairs
Unemployment Insurance	Claims Filing, General Questions, Claims Maintenance
Job Counseling, Training and Placement Services for Veterans	Orientation, Workshops, Case Management
Trade Readjustment Allowance (TRA)	General Questions, Claims Maintenance
Trade Adjustment Assistance (TAA)	Orientation, Job Fairs, Workshops
Migrant and Seasonal Farmworkers	N/A
National Farmworker Jobs Program	N/A
Community Services Block Grant (CSBG)	Orientation, Assist with LIHEAP eligibility
Senior Community Services Employment Program (SCSEP)	Job Fairs
TANF	Job Fairs, Workshops
Second Chance	N/A
Housing and Urban Development Employment and Training Activities	N/A
Job Corps	N/A
YouthBuild	N/A

IDES NON-DISCLOSURE AGREEMENT

Attachment to LWIA #14 MOU

The **Illinois Department of Employment Security (“IDES”)** agrees to share confidential information, as defined below, with each One-Stop Partner (**“RECIPIENT”**) pursuant to the Memorandum of Understanding, effective on July 1, 2023 and ending on June 30, 2026, for the One-Stop Center located in Illinois Local Workforce Area #14(“MOU”), solely for the limited purpose and to the extent as set forth in this IDES Non-Disclosure Agreement (“Agreement”). IDES and the RECIPIENT are collectively referred to as the “Parties” and individually as a “Party.” This Agreement is made by and between IDES and each RECIPIENT and as such this Agreement is separately and individually enforceable against each RECIPIENT.

1. MOU. RECIPIENT acknowledges and agrees that by signing the MOU it agrees to be bound by the terms and conditions of this Agreement, which are attached to and incorporated into the MOU. RECIPIENT’s execution of the MOU is a prerequisite for receiving any confidential information under this Agreement. In the event of conflict, this Agreement shall prevail over the MOU
2. One-Stop Partner. RECIPIENT affirms and acknowledges that it is a One-Stop Partner, as defined by the Workforce Innovation and Opportunity Act of 2014, as amended, (WIOA). RECIPIENT affirms and acknowledges that, except as otherwise provided herein, it will remain a Party to this Agreement as long as it continues to administer at least one federally funded employment, training or education program at an Illinois One-Stop Center, as defined by WIOA.
3. Term and Termination. The term of this Agreement shall begin upon the date of full execution of the MOU and shall end upon the termination of the MOU. Notwithstanding any other provision to the contrary, IDES may immediately terminate or cancel this Agreement and cease providing confidential information if RECIPIENT fails to adhere to any provision set forth in this Agreement. RECIPIENT agrees that its responsibilities and duties under this Agreement, including but not limited to its obligations regarding confidentiality and data security, shall remain in effect following the termination of this Agreement.
4. Confidential Information.
 - a) For purposes of this Agreement, “confidential information” means all data and information in whatever form produced, prepared, observed, or received under this Agreement to the extent such information is confidential within the meaning of any governing law, regulation, or directive, including, without limitation, the Illinois statute codified at 820 ILCS 405/1900 (“Section 1900”).
 - b) RECIPIENT agrees to comply with applicable laws, materials, regulations and all other state and federal requirements with respect to the protection of privacy, security and dissemination of the confidential information, including Section 1900; which is incorporated by reference into this Agreement. Protection from unauthorized use and/or disclosure specifically includes storage in a place physically secure from access by unauthorized persons, maintaining information in electronic formats such as magnetic tapes, discs, or on servers in such a way that unauthorized persons cannot obtain the information by any means, destroying all confidential information in the manner directed by IDES as soon as the information is no longer needed for RECIPIENT’s purposes, and

IDES NON-DISCLOSURE AGREEMENT

- undertaking precautions to ensure that only authorized employees and agents have access to said confidential information.
- c) RECIPIENT agrees to instruct all personnel having access to the confidential information on the confidentiality requirements set forth in this Section and agrees to fully and promptly report any infraction to the IDES.
 - d) RECIPIENT agrees that the disclosure of the confidential information to the RECIPIENT does not convey any future ownership or use rights. RECIPIENT agrees that IDES shall retain sole and exclusive ownership of the confidential information.
 - e) Upon the termination of this Agreement, RECIPIENT agrees to destroy or return all confidential information in the manner directed by IDES. RECIPIENT agrees that the confidential information shall not be archived or sent to a records center and shall not be retained with personal identifiers for any period longer than the term of this Agreement.
5. Data Specifications.
- a) The Parties acknowledge and agree that under this Agreement IDES will not share or provide the RECIPIENT with any information obtained from an individual or employing unit during the administration of the Illinois unemployment insurance (UI) program including, but not limited to, social security numbers, benefit records and employer's wage records.
 - b) In accordance with 56 Ill. Admin. Code 2960.120, IDES may provide RECIPIENT with non-UI information contained in the Illinois Job Link (IJL) including: (i) a customer's name, address, phone number, and/or employment history; (ii) an employer's name, address, and phone number; (iii) job order information; and (iv) other non-UI information contained in IJL, provided that disclosure of such information is not prohibited under this Agreement.
6. Purpose and Use. RECIPIENT agrees that it will use the confidential information solely for the limited purpose of administering an employment, training or education program through an Illinois One-Stop Center in accordance with WIOA. Any dissemination or use of the confidential information other than for the purpose and use set forth in this Section without the express written authority of the Director of IDES is specifically prohibited.
7. Indemnification. To the extent authorized by law, RECIPIENT agrees to indemnify, assume all risk of loss, and hold harmless IDES from and against all liabilities, claims, suits, actions, judgments, damages and expenses related to or arising in connection with any acts or omissions of RECIPIENT in connection with this Agreement. RECIPIENT shall do nothing to prejudice the rights of IDES to recover against third parties for any loss.
8. Governing Law. This Agreement shall be governed by and construed in accordance with the laws of the State of Illinois. Any claim against IDES arising out of this Agreement must be filed exclusively with the Illinois Court of Claims, 705 ILCS 505/1 et seq., when said claim is within the jurisdiction of the Court of Claims.

IDES NON-DISCLOSURE AGREEMENT

9. Severability. If any provision in this Agreement is held to be invalid, illegal, void, or unenforceable, the validity, legality, and enforceability of the remaining provisions shall not be affected.