

LWIA #1 MOU

LOCAL MOU TEMPLATE

MEMORANDUM OF UNDERSTANDING

BETWEEN

THE LAKE COUNTY WORKFORCE DEVELOPMENT BOARD

AND

THE JOB CENTER OF LAKE COUNTY

Jennifer Serino

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

jserino@lakecountyil.gov

Email address

Edward Melton

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

ejmelton@comcast.net

Email address

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

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

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

PARTIES TO MOU	TYPED NAME
Local Workforce Innovation Board Chair	Kimberly Wimer
Chief Elected Official	Sandy Hart
Chief Elected Official	
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		Lake County Workforce Development Department
Title II: Adult Education and Literacy		College of Lake County
Title III: Employment Programs under Wagner-Peyser		IDES
Title IV: Rehabilitation Services		IDHS-VR
Perkins/Post-secondary Career & Technical Education		College of Lake County
Unemployment Insurance		IDES
Job Counseling, Training, Placement Services for Veterans		IDES
Trade Readjustment Assistance (TRA)		IDES
Trade Adjustment Assistance (TAA)		Lake County Workforce Development Department
Migrant and Seasonal Farmworkers		IDES
Community Services Block Grant (CSBG)		Community Action Partnership
Senior Community Services Employment Program (SCSEP)		National Asian Pacific Center on Aging (NAPCA)
TANF		IDHS
Second Chance		NA
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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Lake County Housing Authority Waukegan Housing Authority
Job Corps	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Paul Simon Chicago Job Corps Center
Youth Build	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	YouthBuild Lake County Youth Conservation Corps.
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))		
<ul style="list-style-type: none"> • 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 MOU effective date is ~~July 1, 2020~~ July 1, 2023.

Partners have agreed that the MOU is effective ~~through June 30, 2026~~ July 1, 2023 to June 30, 2026.

This umbrella Memorandum Of Understanding (MOU) describes the commitment of the Workforce Innovation & Opportunity Act (WIOA) Required Partners (“Partners”) to provide integrated delivery of federally-funded workforce services in Local Workforce Innovation Area (LWIA) #1 at the comprehensive One-Stop Center (“Job Center of Lake County”) identified in Section 6 of this MOU. This MOU defines the workforce services each Partner will provide in LWIA #1, the methods each Partner will use to provide these services, and the roles and responsibilities of all Partners related to service delivery.

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).*

The Job Center of Lake County partners agree that the shared vision for the local one-stop delivery system is to promote business driven talent solutions through integrated resources and partnerships and to enhance the economic vitality of Lake County. The intent of the MOU is to carefully plan and coordinate services among all federally funded workforce development programs to achieve the level of integrated service delivery WIOA envisions. The partners to the MOU work collaboratively to optimize the quality of services provided with an ongoing focus on sector strategies; enhanced business and employer services; career pathways; access and opportunity for all populations; clear metrics for progress and success; and focus on continuous improvement and innovation.

The Lake County Workforce Development Board is the recognized leader of an exemplary Lake County workforce development system that produces a highly skilled workforce and significantly contributes to the region's economic vitality and quality of life. The Workforce Board provides oversight and policy direction to the Job Center partners to ensure a dynamic workforce development system and a Job Center that fosters lifelong education, training and job readiness program that exceed the needs of area job seekers and employers.

The Job Center partners carryout its vision through structured collaborations to deliver high quality career services to the diverse job seekers and targeted services to the employer customers to connect to the right talent. The partners make the commitment to the vision by sharing in the delivery of career services, overall assistance to customers utilizing the Job Center resources, recruiting and promoting employer and business services including hiring events, and working to address the needs of the job seekers - meeting the individual where they are. The partners to the MOU work collaboratively to optimize the quality of services provided with an ongoing focus on sector strategies, enhanced business and employer services, career pathways and access and opportunity for all populations. The Lake County Workforce Development Board and One-Stop Partners have agreed that throughout the duration of this MOU (July 1, 2020 – June 30, 2026) there will be a consistent emphasis and focus on the following 4 services and strategies:

- An ongoing focus on sector strategies: The Job Center has available a series of industry sector brochures and flyers to educate job seekers in the key industry sectors as well as the top paying occupations. Periodic workshops, orientations, and employer presentations will be provided focusing

on a certain industry as well as recruitment events. Partners have access to the materials to assist individuals.

- Enhanced business and employer services: the partners work together to host weekly hiring and recruitment events at the Job Center, collaborate on Job Fairs, and focus on engaging employers directly with the job seekers to best educate the job seekers in the types of jobs and skills needed.
- Career pathways: the partners work together to guide individuals along key career pathway elements including the building and identifying of programs, services, training and education opportunities in targeted sectors. The partners realize the complexities of career pathways and have made a commitment to work collaboratively to customize pathways based on the needs of the individual customer.
- Access and opportunity for all populations: several initiatives take place in the Job Center and system focused on serving populations where they are at including direct services to individuals with a disability; the Job Center is an Employer Network providers; SNAP & TANF recipients receive job search assistance at the Job Center; ABE students receive resume and job search assistance in the classroom; dislocated workers receive RES services in collaboration among partners and orientation to training and employment services.

It is understood that the development and implementation of a successful One-Stop System will require time, planning, mutual trust and cooperation of all Partners acting as a team, in good faith. One-Stop Partners will continue to implement and improve various aspects of the shared vision throughout the duration of this MOU. This MOU supports the vision to ensure collaboration among education, workforce, economic development and required partners as they provide program participants the ability to move along their chosen career pathway, leading to high paying jobs in growing sectors of the economy that offer long-term opportunities for stable employment. The Workforce Board strategic plan has a stated goal to facilitate greater collaboration among and between workforce partners and stakeholders focusing on the implementation of the service integration action plan as noted in Section 4.

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.

Lake County Workforce Development Board
WIOA Service Integration Self- Assessment – Action Plan PY2023

Service Integration Goals	Goal Description	Previous Activities and Outcomes	Desired Outcomes and Activities
<p>Communication is consistent, comprehensive, and timely.</p>	<p>Real-time communications shared with & between partners.</p> <p>Partners engaged at onset.</p> <p>Partners are regularly informed of changes in service design, program policies and services to customers.</p>	<p>Cross-training events held on quarterly basis including featured topics with guest speaker(s) and networking time for all attendees</p> <p>Beginning in 2021, five topic integration meetings are held annually with outcomes including shared events, outreach, or video clips.</p>	<ol style="list-style-type: none"> 1. Continue with Quarterly Cross Training Events 2. Continue with Topical Annual Partner Integration. Meetings to network and learn about updates in program design and services. 3. Develop and Implement WDD/Job Center Strategic Communication Plan.
<p>Timely and coordinated access for customers.</p>	<p>Increase job center customer traffic from partners.</p> <p>Increase shared customers among partners.</p> <p>Customers describe their access to services as timely and coordinated whether on-site, through technology, at a partner site, or other appropriate accessible community services.</p> <p>Increase career services delivered jointly.</p>	<p>Beginning in April 2022, Job Center services provided on scheduled basis at four locations in strategic cities in Lake County.</p> <p>Both a paper and online customer satisfaction survey is conducted on a quarterly basis for individuals who utilize any Job Center service; results are reviewed by a cross-functional team of Job Center partners and consortium members.</p>	<ol style="list-style-type: none"> 1. Expand Job Center on the Move sites and number of partner organizations engaged in these events. 2. Outcomes from partner integration meetings include jointly offered outreach and events 3. Conduct, expand, and analyze quarterly Customer Satisfaction Survey.

<p>Services delivered by functions – Job Seekers.</p>	<p>Referral process improvements.</p> <p>Each partner owns their program services and activities.</p> <p>Shared measurements and goals.</p>	<p>Unify website developed for the partners and with the partners that incorporate both a summary page and referral system for each Job Center partner.</p> <p>Unify usage appears in quarterly One Stop reports.</p> <p>Regional Meeting of the One Stop Operators.</p> <p>Process Mapping and defined Customer Flow for the Job Center.</p>	<ol style="list-style-type: none"> 1. Increase usage of Unify and analyze current usage trends. 2. Explore expanding Unify specifically the number of referral partners engaged. 3. Continue to participate in regional and state meetings.
<p>Services delivered by functions – Business Services.</p>	<p>Increase customer satisfaction and engagement of businesses.</p> <p>Unified business engagement practices.</p> <p>More partners engaged at the onset of developing and implementing strategies.</p>	<p>Business Manager hired in 2021.</p> <p>Business Services Team and services reorganized to better align with the business community creating industry sector specialists and account exec positions while publishing the Value Proposition.</p> <p>Salesforce used as shared CRM tool.</p> <p>Combined hiring events appear in quarterly One Stop reports.</p> <p>Business integration meetings held on bi-monthly basis beginning in 2022.</p> <p>Board members leaders on the Business Engagement Committee of the IWIB</p> <p>Regional Business Services Team Meeting</p>	<ol style="list-style-type: none"> 1. Continue with Business Integration Meetings. 2. Continue with Job Center/WDD Business Services Team Joint Meetings. 3. Create, Conduct, and Analyze Customer Satisfaction Survey. 4. Continue to Explore Shared Database.

<p> </p>
<p>5. MOU DEVELOPMENT (Governor’s Guidelines, Section 1, Items 3-8)</p> <ul style="list-style-type: none"> • <i>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.</i> • <i>Explain the process to be used if consensus on the MOU is not reached by partners during MOU negotiations.</i> • <i>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).</i> <p style="margin-left: 20px;">○</p>
<p>The Workforce Development Board applies all federal and state policies and guidance in developing the MOU process and timeline. The MOU process and tools are shared with the Job Center partners via email and partners agree to the process and commit to completing the tasks in order to submit the MOU on time.</p> <p>The Workforce Development Board’s standing Operations Committee provides guidance and direction to the partners and the MOU process. The Operations Committee members include workforce development board members as well as MOU partner representatives – all MOU partners are invited to sit on the Operations Committee. The chair of the Committee is the IDES representative and assists in managing the discussions and approval process of the MOU among the partners and with the Workforce Development Board. As documented in the process, the partners meet on several occasions – at the Operations Committee, via conference calls, and individually to discuss and document the career service delivery, service locations, cost sharing arrangements, expectations and commitments. All partners provide written input to the MOU and individually negotiate the cost sharing agreement.</p> <p>The Job Center partners understand that if a consensus is unable to be reached, a workforce board member, identified as a neutral party, will lead additional negotiating efforts. If these additional efforts do not have positive results, the issues will be elevated to the technical assistance team for additional efforts. The Job Center partners understand that it is in Lake County's best interest to come to a consensus on the MOU and begin executing continuous improvement around services, referrals and integration.</p>
<p>6. NAME AND LOCATION OF ALL SERVICE LOCATIONS (Governor’s Guidelines, Section 1, Item 8(d)) (§ 678.310, § 678.315 and § 678.320)</p> <ul style="list-style-type: none"> • <i>Provide the name and address of the comprehensive one-stop center(s) in the local service delivery system.</i> • <i>Clearly identify and list any designated affiliate sites and specialized centers, clearly indicating which type of site has been designated.²</i> <p><i>Note: The information provided in this section must match the Illinois Workforce Development System (IWDS) and Illinois workNet listings.</i></p>

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

<p>Comprehensive One-Stop Center(s)</p> <p>Job Center of Lake County 1 N. Genesee Street Waukegan, IL 60089</p>	<p>Designated Affiliate Sites</p> <p> </p>	<p>Designated Specialized Centers</p> <p> </p>

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

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

The Job Center supports a culture of access and inclusiveness, guided by federal, state and local laws and regulations. The Job Center has space and capacity appropriate for customer needs, customer traffic and key center functions. The Job Center career resource room provides customers with access to the internet, printers, copiers and fax machines and resources including labor market information on industry sectors and occupations, training providers and programs, job openings, hiring events, and community resources. The Job Center has a section designated with veteran resources.

The Partners have made it a priority to focus the coordination of services around continuous improvement efforts to address and reduce overlapping services, create efficiencies in serving the job seekers and increasing the career services delivered at the Job Center and throughout the system. The One-Stop Operator facilitates partner collaborative efforts on-site at the Job Center and through direct linkage connections. Partners to this MOU that have staff at the center include: Title I – Lake County Workforce Development; Title II – College of Lake County and APC Partners; Title III – IDES; Title IV – DHS VR; Veterans Services – IDES; TAA – Workforce Development; Migrant & Seasonal Farmworkers – IDES, Senior Community Services Employment Program (SCSEP) –National Asian Pacific Center on Aging; TANF – DHS; Youthbuild – Youth Conservation Corps and YouthBuild Lake County; Job Corps.

The One-Stop Operator facilitates ongoing cross-training with Job Center partners and community agencies that has provided Partners with a good understanding of the career services offered on-site and throughout the One-Stop system.

Title I (Adult, Dislocated Worker and Youth) – Workforce Development is a key community player in the areas of career services, business services, and education/ training required for implementation of the Workforce Innovation and Opportunity Act (WIOA) and is committed to providing and coordinating services on-site at the Job Center of Lake County and through-out the system. Workforce Development is

committed to carrying out the functions of the One-Stop Operator through an on-site staff presence at the Job Center. The One Stop Operator is responsible for ensuring career services delivered by each partner are coordinated in the most effective and efficient manner to meet the needs of the individual job seeker and employer.

Workforce Development has an ongoing commitment to deliver all career services on-site and via direct linkage for the Job Center as well as community locations based on the customer needs. Title I is committing a total of 12 FTEs. Workforce Develop has an on-site presence of 6 FTEs and 6 direct linkage FTEs. Workforce Development has allocated staff to directly deliver basic career services including eligibility, outreach, intake and orientation; initial skills assessment, labor exchange services, referral and coordination; information on supportive services and assistance with establishing eligibility for financial assistance.

Workforce Development has access at the Job Center, through the Job Center website and through other partner direct linkages to labor market information, performance and costs information on services, labor exchange services.

Workforce Development has allocated staff to deliver individualized and follow-up career services on-site at the Job Center or within the workforce system at various partner sites. Career services include comprehensive assessments; development of an individual employment plan; individual counseling and career planning; access to internships and work experience opportunities; workforce preparation activities including online workshops and follow-up services.

Title II (Adult Education and Literacy) – The Area Planning Council, comprised of the College of Lake County’s Adult Education and ESL Division, Mundelein High School, and Township High School District 113, is a key community player which provides adult basic education, adult secondary education, and English as a Second Language to Lake County residents with low basic skills in reading, writing, mathematics, and English language. To pursue WIOA objectives, the APC members also provide career exploration and planning, college and career readiness, and workforce preparation activities to its students as part of their academic and student support program. All APC partners offer Bridge programs that provide contextualized learning in specific career or industry clusters in high demand occupations while the students are in the adult education program. The College of Lake County’s Adult Education and ESL Division also has the Integrated Education and Training (IET) program that provides Bridge programs and Integrated Career and Academic Preparation System (ICAPS) programs to provide career pathways in Healthcare and Manufacturing. Students are also provided transition to college and the workforce services by transition or student success coordinators who provide coaching, referrals to College of Lake County for students ready to pursue certificate or degree programs, and referrals to the Job Center of Lake County for students looking for employment. The APC partners participate in the Job Center of Lake County by coordinating its services on-site or off-site. The College of Lake County, in particular, works with Job Center of Lake County to provide Adult Education Job Information sessions, job search, resume assistance, job fairs, and job interview skills to its students. It also works with the other partners in the Job Center of Lake County by referring students to their services and receive referrals from them for clients that need adult education instruction. Services are provided by the committed 1.13 FTEs on-site and through technology and direct linkage services are provided through a dedicated phone number.

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.

IDES and other workforce partners have formed a local Business Services Team to coordinate employer contacts and streamline services delivered to them.

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 unemployment insurance claims. Employment Services 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.

Employment Services are provided onsite by ~~two~~ Wagner-Peyser Title III 1.75 FTEs daily at the Lake County Comprehensive One Stop Center.

Title IV (Rehabilitation Services) – Illinois Division of Vocational Rehabilitation administered by IDHS, is committed to providing Vocational Rehabilitation services for persons with disabilities in preparing for, finding, and maintaining quality employment that pays a living wage and offers opportunities for advancement. Vocational Rehabilitation staff work closely with state, regional, and local employers, offering individualized placement services that bring employers and qualified employees together. The DRS Waukegan Field Office’s objective is to provide and coordinate services with the Job Center of Lake County and co-located partners by having staff on-site and through technology provide support for disabled job seekers. The development of an individualized employment plan with the job seeker includes the following services: guidance, counseling, information, referral, training and placement. These services are provided with utilization of workforce partners, community rehabilitation providers and local social service agencies. The Division of Vocational Rehabilitation-Waukegan DRS Field Office is committed to working in conjunction with the Workforce board, the one-stop operators, and all other partners in coordinating services for both employers and customers of LWIA 1. The DRS Waukegan Field Office utilizes a dedicated phone line for direct linkage with the Job Center of Lake County. Having a dedicated phone line ensures that the customer will receive immediate access with the DRS Waukegan Field Office during business hours. The customer can also leave a voicemail message before and after business hours and will be contacted by a dedicated staff member within two business days. In addition, the customer can initiate an on-line referral for DRS services via the State of Illinois web site at www.dhs.state.il.us. The on-line referral is reviewed by a dedicated DRS employee within 24 hours of receipt and routed to the co-located counselor who is responsible for initiating contact with the customer within one business day. The DRS Waukegan Field Office have two staff members who are trained and knowledgeable regarding the required Partner’s services and programs. Currently one staff member is co-located at the Job Center of Lake County one day per week as well as provides direct linkage with the DRS Waukegan Field Office. Title IV has committed a total of 1 FTE.

Perkins/Post-Secondary Career and Technical Education – The College of Lake County is committing .25 FTE. is the college is a critical partner for education, training, and career services support. The college has trained staff on connecting students directly to the Job Center, but also delivers career services, including making information available and accessible on education and careers, directly to students at each of the three campuses. Co-located Job Center staff at the Grayslake Campus allows College of Lake County to seamlessly support students in screening for eligibility, following up on progress, and determining when additional services are needed through the Job Center partners.

Direct linkage between the Job Center and CLC occurs through dedicated phone numbers to the Counseling, Advising & Transfer Center at three campuses. Voicemail is available on all three phone lines - Grayslake (847-543-2060), Lakeshore (847-543-2186), and Southlake (847-543-6502). Specific counselors are trained to assist Job Center clients and receive annual training on the status of WIOA approved programs. The

college's website (<http://www.clcillinois.edu/student-services/counseling-advising-transfer>) also specifically references WIOA/TAA clients having access to trained counselors.

IDES/Unemployment Insurance (UI) –

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

Unemployment Insurance services are offered through technology and Direct Linkage (Telephone line directly to a live person) of .25 FTE at the Lake County Comprehensive One Stop Center.

IDES/Job Counseling, Training and Placement Services for Veterans –

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

Veteran's Representative 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. Veteran's Representative staff provide the following individualized career services: development of an individual employment plan; career planning; short-term pre-vocational services; and workforce preparation activities.

Job Counseling, Training, and Placement Services for Veterans are offered on-site at the Lake County Comprehensive One Stop Center. Veterans services are provided on-site and through technology through the 2 FTEs.

IDES/Trade Readjustment Assistance –

IDES administers Trade Readjustment Assistance, a benefit under the TAA program, providing income support to persons who have exhausted 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 offered by direct linkage at the Lake County Comprehensive One Stop Center. TRA is provided by the committed .25 FTE

Trade Adjustment Assistance (TAA) – Workforce Development administers TAA services at the Job Center of Lake County, but also facilitates TAA services at the corresponding company that has been identified within the layoff petition. Workforce Development has dedicated 1 FTEs to administer TAA. Some of the direct services that are provided are: Facilitation of the TAA applicants BRO, 7 Criteria for training approval, individualized training plan, and review of any other additional TAA forms that need to be completed. The career services are provided on-site at the Job Center and through direct linkage locations, which pertain to onsite TAA services at the designated company

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 and 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 at the Lake County Comprehensive One Stop Center. MSFW has committed to .25 FTE.

National Farmworker Jobs Program (NFJP) – NA

Community Service Block Grant (CSBG) – Community Action Partner is committed to providing comprehensive services needed to assist job seekers with the basic needs via the .25 FTE. Services are made available to all users of the one-stop via direct-linkage. A direct telephone number linked directly to the staff responsible for providing comprehensive services will be made available. Staff will be available during regular business hours to provided program information and/or services as needed.

Senior Community Services Employment Program (SCSEP) –

National Asian Pacific Center on Aging commits to working in conjunction with the WIB, one stop operators, and all other partners in coordinating services for both the employers and clients of LWIA 1. The SCSEP is a federally funded employment training program under the U.S. Department of Labor’s Employment and Training Administration (USDOL-ETA). The SCSEP is the largest federally funded program for older adults who seek employment and training assistance, as well as civic engagement. Through this community service and transitional employment program, National Asian Pacific Center on Aging (NAPCA) partners with community-based non-profit and government organizations, known as host agencies, to provide participants with training opportunities to update their skills.

The SCSEP is designed to be used in conjunction with other programs and services. These programs are provided by public, private and not-for-profit agencies to create holistic services that maximize goals and skills of SCSEP Participants to achieve their goals of obtaining self-sufficiency.

SCSEP support will be provided onsite by .25 FTE at the Lake County Comprehensive One Stop Center. NAPCA has committed to .25 FTE. via direct linkage. Potential SCSEP participants can be referred to NAPCA SCSEP Reception / Admin, with referral status follow-up communication to NAPCA's SCSEP Illinois Project Director.

NAPCA SCSEP Reception/Admin
Phone: 312-379-8759

Harris Lee
SCSEP Project Director
122 S. Michigan Avenue, Suite 1360
Chicago, IL 60603
Phone: 312-564-4902
Email: harris@napca.org

DHS/TANF – The Lake County Family Community Resource Center of the Illinois is committed to ensuring that our customers are aware of the Services provided by Workforce Development at the Job Center. Monthly Schedules of Job Center Activities are posted in our lobby, discussed with all customers who come to the office or have phone contact with our caseworkers. We encourage our customers to take advantage of these services.

TANF has committed a .25 FTE. Two caseworkers assigned to meet with DHS/ TANF customers on Fridays at the Job Center. Customers who receive SNAP and are unemployed, and able bodied; and unemployed TANF customers who are considered available to work are referred to meet with one of our co-located caseworkers at the Job Center every Friday morning to prepare/ update resumes, complete online applications and prepare for interviews or on-site recruiting events. The two co-located caseworkers also run a 5-week Transitions Workshop for TANF customers who have been unsuccessful in finding employment or have a child that is turning one and need to prepare for future employment to support their families. Topics include evaluating strengths and barriers, goal setting and preparing for change, addressing barriers and determining what jobs to target now, preparing a resume, completing applications, preparing for interviews, and how to keep a job. Prior to attending the workshop participants have completed a preliminary assessment and Service and Responsibility Plan. Attendance and progress are tracked weekly. Participants receive supportive services for transportation, childcare and a job search allowance by the Illinois Department of Human Services. Once a participant obtains employment, they are eligible for additional supportive services related to employment expenses and job retention support.

Our onsite caseworkers are appropriately trained to provide referrals and information to customers regarding programs, services and activities provided by the Department of Human Services. Customers can find additional information, apply for benefits, access information about their cases and send emails by accessing our website, www.dhs.il.state.us. There is also a help line available in both English and Spanish from 8:00am to 5:00pm Monday through Friday at 800 843 6154, and TTY/ and 711 Illinois Relay at 866 305 5553. Our staff also have direct email connections to the Job Center Staff and telephone direct line access with active voicemail available 24/7 with the TANF Supervisor and the Lake County Family Community Management Staff.

IDOC Second Chance – N/A

HUD Employment and Training Activities – Lake County Housing Authority is committed to providing and coordinating services at LCHA through. direct linkage. Lake County Housing Authority is committed to providing and coordinating services at the LCHA Office through direct linkage and coordinate on-site services at the Job Center of Lake County. The FSS Program is a voluntary program for participants who

receive HUD Housing Choice Voucher (Section 8) Rental Assistance or living in Public Housing and wish to improve their financial situation. The program emphasizes employment as well as education and training in order to enable a higher degree of economic self-sufficiency. The Lake County Housing Authority provides Individual Training and Service Plan, Education and Enrichment Scholarships, Financial Literacy Workshops Financial and Budgeting Counseling, Rental Counseling at their respective offices. Services are accessed through technology with direct linkage to staff via an office phone number. HUD in total has committed a .25 FTE (Waukegan House Authority will commit to .125 FTE and Lake County Housing will commit .125 FTE).

Job Corps (Paul Simon Chicago)– Job Corps had dedicated 1 onsite FTE and is committed to the following:

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

Job Corp Admission services include:

- Orientations and program materials
- Eligibility determination for 16-24-year-old individuals
- Career interest assessment
- Career planning and center selection
- Interview
- Departure preparation
- Center support

Job Corp Career Transition Services include:

- Verification of placement documentation for graduates and former enrollees; employment, school/college, training, or military
- Discussion of student’s career development plan
- Monthly documentation of contacts in CTS database
- Development of personalized job search skills and strategies in the students (Personal Development Career Plan)
- Maintain contact with employers of placed students to provide them with assistance with any job-related issues, receive quality of training feedback and other customer service approaches
- Counseling for job retention/improvement

YouthBuild – Under the YouthBuild WIOA One Stop relationship provisions, YouthBuild Lake County and the Youth Conservation Corps (YCC) will be providing services through direct linkage to best assist youth interested in the DOL YouthBuild program model. YouthBuild and YCC will communicate with One Stop Staff and its partners to ensure youth career services are continued seamlessly. These services may be those delivered directly through the YouthBuild program or other programs and services, or other One Stop partner programs and services such as the College of Lake County and the Job Center of Lake County. YouthBuild and YCC have a variety of available technology to recruit youth including social media, website, telephone and text, email, and an electronic application process. The youth apply using the on-line application on our website and then are contacted via telephone for in-person interviews. As needed youth will be referred to appropriate partner agencies using the ServicePoint system and telephone calls. YouthBuild and YCC have a variety of career training programs in the fields of construction, hospitality, maintenance, HVAC, transportation and healthcare. Youth can receive industry recognized credentials,

OSHA 10, a high school equivalency, CPR and First Aid. By using Illinois Worknet assessments, the Test of Adult Basic Education (TABE), and Individual Development Plans (IDP), Youth Conservation Corps will direct youth to the appropriate internal or external program. Youth Conservation Corps is able to provide follow up and supportive services. Services include but are not limited to additional career coaching, linkage to transportation assistance, housing assistance, drug and alcohol counseling, and food programs. This process will be led by Youth Conservation Corps Director of Education and Programming. YouthBuild Lake County has dedicated .125 FTE and Youth Conservation Corp has dedicated .125 FTE.

For the purpose of the MOU, each partner is listed with the location of the agreed to career services as noted in the attached matrix. Services will be coordinated through onsite delivery, co-location or technology between the Job Center operator and partners.

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.

The partners to the MOU are committed to ensure all individuals seeking services at the Job Center and throughout the system will be given access to all required career services on site and when available virtually. Accommodations will be made for individuals when necessary. All partners agree that they will not discriminate in their employment practices or services on the basis of gender, age, race, color, creed, religion, national origin, disability or veteran’s status, or on the basis of any other classification protected under state or federal law. The partners assure that they have in place policies and procedures to address these issues and that such policies and procedures have been disseminated to their employees and otherwise posted as required by law. The partners further assure that they are currently in compliance with all applicable state and federal laws and regulations regarding these issues.

Partners, co-located at the Job Center, will cooperate with compliance monitoring that is conducted to ensure that all comprehensive one-stop center programs, services, technology, and materials are accessible and available to all job center visitors and customers.

Assistive devices, such as screen-reading software programs (e.g., JAWS and DRAGON) and assistive listening devices are available. An interpreter will be provided “in real time” to any customer with a language barrier.

Direct linkage will be with an actual person provided “on demand” and in “real time” at the Job Center of Lake County or via technology consistent with the “direct linkage” requirement as defined in WIOA (WIOA Section 121(b)(1)(A) and Section 678.305(d) of the draft Notice of Proposed Rulemaking).

The Job Center has expanded its accessibility efforts to be more inclusive through the *Job Center On the Move* strategy. This includes:

- Deployment of a mobile/remote job center branded as “Job Center on The Move” to designated community partner sites and organizations within marginalized communities and cities that serve underrepresented population groups to expand access of career services within a variety of locations.
- The Job Center utilizes a LMI Underserved Area search in IEBS to target participant outreach in underserved areas of Lake County (i.e., Zion, North Chicago, Waukegan, etc.) as well as Census Tract tools to assess the marginalized cities in need to establish aligned partnership and services with schools, agencies, CBO’s, and libraries to offer career services to their population groups/clients
- The Job Center utilizes "Community Kiosk" that are located within priority cities in high traffic areas to expand the Job Center’s reach within marginalized communities to create enhanced and expanded access points, while leveraging community partners flow of customers to be exposed to Job Center services in a self service “Kiosk” providing Job Center services outside of the traditional working hours.
- The Job Center partners with United Way of Lake County’s 211 to provide remote call center access to career services to leverage the 211 hotline that traditionally serves underserved population groups and individuals with barriers throughout Lake County providing direct and immediate access to employment and training resources.

The Job Center utilizes various forms of technology to reduce the barriers of access by deploying digital tools such as: DocuSign, Zoom, Microsoft Teams, Adobe Reader, Virtual Information Session platform, and diversified Canva marketing to better engage with clients while understanding there are several ways to enhance connectivity and provide an inclusive framework.

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

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

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.

The Job Center's layout supports a culture of inclusiveness in compliance with Section 188 of WIOA, the Americans with Disabilities Act (ADA) of 1990 and all other applicable statutory and regulatory requirements.

The Job Center is located and recognizable in a high-traffic area - on the College of Lake County Lake Shore Campus which is in the downtown area of Waukegan. The Job Center is accessible through public transportation within a reasonable walking distance. The Job Center has both accessible on-street parking with spaces closest to the door marked for individuals with disabilities as well as a parking garage with dedicated parking spaces marked for individuals with disabilities.

The Job Center is opened Monday through Friday 8:30a.m. to 5:00p.m. All visitors to the Job Center will encounter a welcoming environment and access to partners' programs and services. Partners maintain a culture of inclusiveness and the physical characteristics of facilities meets the standards of accessible design - an "equal and meaningful" manner providing access for individuals with disabilities.

Persons with disabilities will not be limited, segregated, or classified in a way that adversely affects their employment and training opportunities, or status within the Job Center. The Job Center is committed to ensuring equal access to all spectrums that identify themselves as having a disability and provide equitable services, while committing to remove architectural, and communication barriers and implement positive attitudinal behaviors that promote equal access and accessibility within the Job Center.

All partners agree that they will provide accommodations for individuals who have communication challenges, including but not limited to individuals who are deaf and hard of hearing, individuals with vision impairments, and individuals with speech-language impairments. In addition, a Limited English Proficiency (LEP) plan has been developed to ensure equal access to services. Personnel at the Job Center of Lake County are trained to take reasonable steps to ensure that persons with Limited English Proficiency have meaningful access to services and activities.

- The Job Center utilizes various forms of technology to reduce the barriers of access, which do not require physical access by deploying digital tools such as: Kiosk, DocuSign, Zoom, Microsoft Teams, Adobe Reader, Virtual Information Session platform, and diversified Canva marketing to better engage with clients while understanding there are several ways to enhance connectivity and provide an inclusive framework, while limiting the barriers of access (ie. Transportation)
- The Job Center utilizes "Community Kiosk" that are located within priority cities in high traffic areas to expand the Job Center's reach within marginalized communities to create enhanced and expanded access points, while leveraging community partners flow of customers to be exposed to Job Center services in a self service "Kiosk" providing Job Center services outside of the traditinal working hours.

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

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

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

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

- 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.*

In February 2022, the Lake County Purchasing Division issued the RFP for a One-Stop Operator – the RFP included a funding line item and budget request.

The Request for Proposal for the One Stop Operator for the Job Center of Lake County requested proposals for a high-quality one-stop operator that are business-driven, customer-centered, integrated and tailored to meet the needs as established in the federal regulations drafted by the U.S. Department of Labor as it relates to the One-Stop Delivery System. The scope of work for the One-Stop Operator of the Job Center included The coordination of the Lake County One-Stop Action Plan service integration priorities.

Forty-one vendors received the RFP and one vendor submitted a response, the Workforce Partner Consortium: Lake County Workforce Development Department, Illinois Department of Employment Security, IDHS Division of Rehabilitation Services, and College of Lake County. These four core workforce development partners as defined under the Workforce Innovation and Opportunity Act submitted a proposal to continue to serve as the one-stop operator for the Job Center of Lake County.

Lake County Purchasing Division reviewed the submitted proposal and determined that the proposal submitted by Lake County Workforce Development Department as a partner consortium with College of Lake County, IDHS Division of Rehabilitation Services, and Illinois Department of Employment Security met all the submission criteria and was a valid response to the RFP. The Workforce Board approved the proposal and recommended to award the One Stop Operator to the partner consortium. Lake County Purchasing Division entered into an MOU with the Lake County Workforce Development Department on behalf of the partner consortium.

The One-Stop Operator will coordinate the following Lake County One-Stop Action Plan service integration priorities which include:

1. Communication across one stop partners – use of technology and tools to promote and share partner agency and program information.
 - Maintain the Job Center of Lake County website/web-page content, and integrity of partner information and linkages
 - Organize outreach to communities to promote the availability of services
 - Maintain the partner program information webpage *Unify*
 - Assure one-stop center materials are up-to-date and available for resource staff and customers

2. Access to services is timely and coordinated for job seeker and business customers – use of technology, tools and customer feedback.
 - Coordinate activities between programs and services at the Job Center of Lake County between all One-Stop Partners and Services Providers
 - Maintain the partner referral webpage - *Unify*
 - Provide information through technology to increase access to basic career services, employment and training activities and programs carried out by all WIOA one-stop partners
 - Collect customer feedback and work with partners to address issues as part of the continuous improvement process

3. Services delivered by function based on partner services and Job Center customer flow.
 - Convene four (4) quarterly meetings per year of Job Center partners to support the Memorandum of Understanding (MOU) implementation. The One-Stop Operator will develop meeting agenda (in conjunction with the Core Partners), meeting activities, facilitate meetings, and provide meeting notes.
 - Work with partners to further develop and implement a seamless integration and availability of services across all Job Center partners, reducing the silo effect for each partner program and creating a more integrated service approach for the customer.
 - Conduct at least four (4) cross-trainings events in collaboration with the Job Center Partners
 - Work with partners to assess customer needs as part of the continuous improvement process for the One- Stop Center
 - Assist partners in identifying recruitment and outreach strategies to increase traffic flow to the Job Center services/partners and increase referrals among partners

4. Data Collection and Reporting
 - Collect data and apply benchmarks to measure “system performance”, e.g. customer service, system flow, referrals, etc.
 - Provide monthly data collection, reporting and analysis to the LCWDB and make recommendations for continuous improvement based on this data
 - Present a quarterly report to the LCWDB
 - Annually review one-stop program(s) and center accessibility

5. Comprehensive One-Stop Center Certification
 - Coordinate activities to meet the requirements of the Comprehensive One-Stop Center Certification
 - Coordinate reviews and updates of the Comprehensive One-Stop Center Certification with

the LCWDB

The one-stop operator services are funded through the WIOA Title I funds as approved by the Lake County Workforce Development Board. The total cost is \$ 46,455.25 funded through the Lake County Workforce Development Board's WIOA approved budget; paid through WIOA Title I funds. Partners to this MOU have agreed to a cash contribution for the costs of the One Stop Operator based on the cost sharing agreement. therefore, no additional costs are requested. The only partner contributing to the cost is Lake County Workforce Development. The consortium partners of the College of Lake County, IDHS and IDES contribute a non-cash contribution of their leadership time in serving in an advisory role.

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

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

The One-Stop Operator recognizes that to effectively serve the individual customers of the Job Center and connect individual customers to direct and appropriate services, there needs to be an effective agency referral process that is adopted across partners. The One-Stop Operator currently manages an a electronic driven referral system among some partners named Unify. The One-Stop Operator will continue to review and improve the referral system by managing standard procedures and rules and ensuring documentation is approved by each partner. The One-Stop Operator will be responsible for tracking referrals and reporting quarterly to partners and the WDB.

The unify webpage includes snapshots of each of the 14 Job Center partners and an automated referral system. This internal partner webpage will increase understanding about partner programs among frontline staff members of each organization and facilitate referrals.

The Job Center Partners agree to the following in order to most effectively refer customers to services and programs:

- Familiarize themselves with the requirements for participation in each of the required partner programs
- Develop materials summarizing their own program requirements and make the information accessible to all partners
- Follow-up on referrals
- Communicate across programs and partners what resources are being leveraged
- Participate in customer satisfaction surveys
- Evaluate and improve the referral process

Title I (Adult, Dislocated Worker and Youth) – Individual customers and job seekers learn about training and employment services by attending an information session scheduled several times a week on-site at the Job Center as well as at partner locations. Based on information gathered during this session, individual customers are referred to appropriate partners and services including Workforce Development training services. Referrals are made using the approved Partner Referral Form or where a program has agreed to be

on the ServicePoint Referral Network. In addition, Individuals are directed to the Lake County 211 where they are able to access a full complement of service providers in the county based on their immediate need.

Title II (Adult Education and Family Literacy) – The College of Lake County’s Adult Education and ESL Division, and its Area Planning Council partners—Mundelein High School and Highland Park High School—use the referral process that has been established at the Job Center of Lake County. The referral form is completed by the APC adult education providers with their contact information and includes the client information and the services the client needs. Referrals from College of Lake County, Mundelein High School and Highland Park High School are directed to the Job Center partners and partners follow-up with the student to assess the appropriate services and program. of Lake County and the different core and non-core partners which include local agencies and community organizations. When students are referred to the Job Center of Lake County and their core and non-core partners, the College of Lake County and the other APC partners staff provides the students with the name of the agency and the telephone number. When clients are at the Job Center of Lake County need to be referred to the College of Lake County, Mundelein High School, or Highland Park High School, the clients are provided information about the adult education programs and the Title II partner follows up with client for additional assessment and services. Flyers are provided by the Job Center of Lake County about how to apply to these programs. Students can apply to the adult education program online or in person. There is also a phone number for the community to call to inquire about the application, placement testing, and registration process.

Title III (Employment Services under Wager-Peyser) – Employment Security staff refer clients to supportive services when a need is identified. They work closely with the client and various state agencies, community and faith-based organizations and other support and charity groups. The method of referral most commonly used is communication via telephone, email, or personal contact. Some agencies request that a form be completed prior to referral so they are aware of the situation prior to meeting the client. Services are entered into IllinoisJobLink.com with notes detailing the referral. If a client is in a targeted group of job seekers or special needs are identified the job seeker may be placed in case management for more intensive services and an employment plan written with goals set for the client. Client referrals will be made to any Job Center partner agency when a need arises using the Job Center referral form.

Title IV (Rehabilitation Services) – Customers are encouraged to use the online Rehabilitation Services Web Referral to refer themselves or someone else for services. Customers can access the online referral by visiting www.dhs.state.il.us. Customers may also have a referral completed by visiting the DRS Waukegan Field office or by calling the office at 847-244-8474. Once a referral is received the customer is assigned to a counselor and an invitation to attend an orientation session is initiated. In cases where a customer expresses a need for supportive services, DRS Waukegan staff refer customers to the appropriate agency and encourage customers to utilize Lake County 211 to access a full list of service providers in Lake County.

Perkins/Post-Secondary Career and Technical Education – Currently, there is no formal, written procedure or forms for referring students to external agencies. When students provide information about their needs, counseling/advising staff provides them with the name of the agency and the telephone number. Client referrals will be made to any Job Center partner agency when a need arises using the Job Center referral form.

IDES/Unemployment Insurance (UI) – All clients are encouraged to file an unemployment insurance claim to determine eligibility for unemployment insurance benefits. Referrals can be made by IDES staff, agencies that need determinations to administer their benefits, self-referral and partner agencies. Tracking of individual clients is only necessary if there are issues or special circumstances with the claim or claimant. Client referrals will be made to any Job Center partner agency when a need arises using the Job Center referral form.

IDES/Job Counseling, Training and Placement Services for Veterans – Wagner-Peyser staff assist all veterans without significant barriers to employment (SBEs) per the current Veterans Program Letter (VPL.) USDOL-VETS establishes the policies for the veteran’s employment program. An initial assessment is performed by the WP staff and referrals are made to supportive agencies/organizations. If the veteran has SBEs, he/she is referred to the Disabled Veterans Outreach Program Specialist (DVOP.) The DVOP performs another assessment and provides intensive services and/or case management with the ultimate goal of overcoming barriers and being job ready. Referrals are also made to many partners for assistance. Personal, email, or telephone contact is used for tracking referrals. Client referrals will be made to any Job Center partner agency when a need arises using the Job Center referral form.

IDES/Trade Readjustment Assistance – Many times Trade Readjustment Assistance (TRA) is explained at Worker Adjustment and Retraining Notification Act (WARN) meetings. All rules and policies are set by US DOL ETA. IDES may track these clients as a group or individually if circumstances demand for smooth transitions from unemployment claims to TRA claims. It is not common practice to track unemployment claimants individually although they must show attendance if in a training program. Clients are referred to training and other programs to help them become job ready in the job market today. Referrals are also made to many partners for assistance. Personal, email, or telephone contact is used for tracking referrals. Client referrals will be made to any Job Center partner agency when a need arises using the Job Center referral form.

Trade Adjustment Assistance (TAA) – Trade Adjustment Assistance program is a coordinated effort between Lake County Workforce and IDES. When a trade petition is filed within the Local Area Lake County Workforce coordinates a trade rapid response event, which includes Employment Benefits Security Administration (EBSA), and IDES. At the completion of the rapid response event the worker group is then referred to the appropriate partners including the local Workforce Development office to receive employment and training assistance, IDES to initiate unemployment insurance, and veteran services through IDES if there are veterans within the worker group. Additional referrals can and will take place as each participant begins his or her training and employment plan.

Migrant & Seasonal Farmworkers (MSFW) - IDES works with migrant and seasonal farmworkers by assisting them in finding employment, housing, medical care, and other vital necessities. Specific job orders are entered into IllinoisJobLink.com for the MSFW although they are open for any individual to apply. Referrals to the job orders are handled at the local level whereas the job order may be entered at a state-wide level office. Client referrals will be made to any Job Center partner agency when a need arises using the Job Center referral form.

National Farmworker Jobs Program (NFJP) – NA

Community Service Block Grant (CSBG) – The referral process to CAP is a direct connection to the agency and the telephone number. Based on the intake assessment completed by the CSBG Program customers are referred to other agencies additional services as needed to resolve their current need. Referrals to other agencies may include, Catholic Charities, DHS Homeless Prevention funding, EFSP funding, LIHEAP/Weatherization Program, TANF/SNAP service providers, local Townships, Legal Aid, or Head Start Program. In addition, customers are directed to use Lake County 211 where they have access to a full complement of service providers in the county based on their immediate need.

Senior Community Services Employment Program (SCSEP) – The referral process to SCSEP is a direct connection to the agency and the telephone number. Based on the assessment completed by the SCSEP, applicants and enrolled program participants will be referred to AJC Partner agencies and outside partners.

DHS/TANF – Our agency is committed to assist our customers to become economically self – sufficient. To that end, we refer customers to the Workforce Development services provided at Job Center including,

workshops, employer recruitment events, access to on-line job applications, resume completion, and potential training opportunities, Adult Basic Education, ESL, and GED training programs; Youth Build, YWCA Childcare Services, NICASA, Lake County Health Department; IDES Unemployment and job Counseling Services; DHS Rehabilitation Services: Job Corps; Prairie State Legal Services; PADS; Mother’s Trust, Love Inc; Local Housing Authorities including of Lake County, Waukegan and North Chicago. Individuals are also given printed copies of the Find Help Lake County Guide which includes information on accessing the internet version of the guide. Client referrals will be made to any Job Center partner agency when a need arises using the State of Illinois Department of Human Services referral form. Client referrals will be made to any Job Center partner agency when a need arises using the State of Illinois Department of Human Services referral form.

IDOC Second Chance – The referral process to IDOC will be a direct connection with a Risk Specialist.

HUD Employment and Training Activities – The referral process to HUD Employment and Training Activities is through a direct referral to the Waukegan Housing Authority or the Lake County Housing Authority.

Job Corps – Interested individuals can contact John Carter at 815-893-9945 or Brittney Davis 773-890-3126.

YouthBuild – Under the YouthBuild WIOA One Stop relationship provisions, Youth Conservation Corps will be providing staff time at the Lake County Job Center One Stop location to best assist all youth into career pathways. At the times when the Youth Conservation Corps staff is not at the Lake County Job Center One Stop, the staff will communicate with One Stop Staff and its partners to ensure youth career services are continued seamlessly. These services may be those of the Youth Conservation Corps YouthBuild program, other Youth Conservation Corps programs and services, or other One Stop partner programs and services such as the College of Lake County, YouthBuild Lake County, and the Job Center of Lake County. Youth Conservation Corps has a variety of career training programs in the fields of construction, hospitality, maintenance, and HVAC. Youth can receive up to six industry recognized credentials, OSHA 10, a high school equivalency, CPR and First Aid. By using Illinois Worknet assessments, the Test of Adult Basic Education (TABE), and Individual Development Plans (IDP), Youth Conservation Corps will direct youth to the appropriate internal or external program. Youth Conservation Corps is able to provide follow up and supportive services. Services include but are not limited to additional career coaching, linkage to transportation assistance, housing assistance, drug and alcohol counseling, and food programs. This process will be led by Youth Conservation Corps Job Developer.

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 to this MOU 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.

The Job Center partners do not have an integrated data system. The Partners to the MOU are committed to pursuing alignment and integration of participant and performance data across programs with the goal of providing effective and efficient services that lead to customer employment and retention. The partners are aware that the Governor's Interagency Work Group continues to explore technology improvements and data sharing systems and will work with the One-Stop Operator and the Workforce Board to implement a system when made available.

Until that system is in place the One-Stop Operator will work with partners individually to identify common information that can be collected on each customer utilizing services throughout the one-stop system. The One-Stop Operator will continue to work with the Workforce Board and partners to identify the most immediate and effective way to share information on shared customers; and will continue to work with the Workforce Board and partners to determine if there is a tool that can best capture this information and track performance.

Partners to the MOU agree that data will be shared as allowed by each respective agency in an effort to effectively serve the needs of the individual customers. As part of the agreed upon referral process, partners agree to a data sharing agreement that complies with federal and state laws and allows data to be shared in relationship to the referral. As part of the agreed upon referral process, partners agree to comply with federal and state laws governing protection of personally identifiable information (PII). PII is information that can be used to distinguish or trace an individual's identity, either alone or when combined with other personal or identifying information that is linked or linkable to a specific individual.

General requirements related to personally identifiable information include:

- Staff must ensure sensitive information is protected. Protective measures include: securing portable devices with pertinent information, storing social security numbers appropriately, storing or displaying devices with pertinent information, storing social security numbers appropriately, storing or displaying data in a way that is not attributable to an individual, not downloading PII data or storing on devices unless encrypted, accessing wage data in secure locations, masking PII data on documents before emailing and not leaving PII information on copier/printer or FAX machines.
- Staff must keep participant files in a secure location, or in a locked file or cabinet, and ensure to redact PII information before making copies, uploading, or storing documents with sensitive information.
- Staff should utilize shredders or locked recycling bins when terminating document with PII information. Usernames and passwords should not be shared or written down in an open area for viewing.
- Staff should not link unauthorized hardware to state network.

Partners will share the number of customers served and program performance to assure that all common primary performance indicators are achieved. The One-Stop-Operator is responsible for collecting the data and pushing out information and data to the partners of the MOU. On a monthly basis the One-Stop-Operator will collect the number of customers served and on a quarterly basis will collect program performance data. The One Stop Operator is responsible for emailing the partners a summary of Job Center activities, Job Center data points that have been collected, and the services being provided by each partner. Information on program services and delivery methods are brought to the Workforce Board Operations Committee as a place that the most pertinent information on the Job Center is presented. In addition, partner staff are cross trained which includes understanding the various data item each partner collects.

Where statewide data sharing agreements exist, partners to this MOU 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.

Examples of this include:

The One-Stop Operator has implemented a Job Center sign-in system that captures basic information for each visitor to the Job Center including the other partner programs they are working with and a release of information statement – this practice has allowed the One-Stop Operator to share visitor data with each of the partners.

Workforce Development has implemented a release of information with all customers enrolled in a training activity and the training institution/employer regarding progress in the training. Workforce Development can share information on progress and employment as needed to support the integration of services the individual receives from partners – reducing overlapping services and leading to greater success.

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.

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

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

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

1. *Affirm in the narrative that required partners negotiated infrastructure and shared local service delivery system costs specific to the applicable program year for both comprehensive one-stop centers and any affiliate or specialized centers designated by the local workforce board.*
2. *Clearly identify in the narrative the time period for which the Infrastructure Funding Agreement is effective; e.g., July 1, 20XX through June 30, 20XX.*
3. *Specify in the narrative whether the budget submitted represents an interim or final budget agreement.*
4. *Describe in the narrative the agreed-upon method that each partner will contribute as a proportionate share of costs to support the services and operations of the local service delivery system.*
5. *Affirm in the narrative that each required partner meets the minimum FTE commitment of .25 FTEs in each comprehensive one-stop center and each designated affiliate site.*
 - a. *If all required partners agree for a partner to commit to less than .25 FTE, then the local board may submit a waiver using the waiver request form included in the Report of Outcomes template (Appendix G of the Governor’s Guidelines – Revision 4).*
6. *Describe in the narrative whether and which staff will be cross-trained to provide services on behalf of another required partner.*

b. For each required partner providing cross-trained staff to deliver services on behalf of another partner, confirm how the contributing partner's shared cost allocations will be reduced in correlation with the number of FTEs that will be cross-trained to provide another partner's programs.

7. Please describe the invoicing process and any special deadlines for determining actual costs for each partner included in this MOU (Please note that CSBG's grant cycle requires the partner to pay all actual costs within 30 days of the partner's 12/31 invoicing deadline and within 30 days of its 6/30 invoicing deadline each program year).

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

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

		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	212,811.32	21,281.13	234,092.45
	TAA	9,242.88	924.29	10,167.17
	CSBG	2,310.72	231.07	2,541.79
IDES	Title III - Wagner-Peyser	16,175.05	1,617.51	17,792.56
	Title III - MSFW	2,310.72	231.07	2,541.79
	Veterans Services	18,485.77	1,848.58	20,334.35
	UI Comp Programs	2,310.72	231.07	2,541.79
	TRA	2,310.72	231.07	2,541.79
ICCB	Title II - Adult Education	10,444.46	1,044.45	11,488.91
	Career & Tech Ed - Perkins	2,310.72	231.07	2,541.79
DHS	Title IV - Vocational Rehab	9,242.88	924.29	10,167.17
	TANF - DHS	2,310.72	231.07	2,541.79
Aging	SCSEP	2,310.72	231.07	2,541.79
HUD – Lake County Housing Authority		1,155.36	115.54	1,270.90
Title IC - Job Corp		9,242.88	924.29	10,167.17
Title ID - YouthBuild		1,155.36	115.54	1,270.90

HUD - Waukegan Housing Authority	1,155.36	115.54	1,270.90
Title 1D – Youth Conservation Corps	1,155.36	115.54	1,270.90

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 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).

The partners to this MOU agree the budget submitted represents the final budget agreement.

The partners to this MOU agree the shared cost funding agreement is effective July 1, 2023 through June 30, 2024 and negotiations for the year beginning July 1, 2024 will begin in January 2024.

The required program partners annually negotiate infrastructure costs of the comprehensive one-stop center and other shared costs. The annual infrastructure costs are compiled by Lake County Workforce Development Department, the lease holder of the space, and communicated annually with the partners as related to the negotiation and reconciliation process. Lake County Workforce Development Department will issue invoices in February and June to the partners based on the negotiated fair share through a cash contribution. Lake County Workforce Development Department will be responsible for reporting to the required partners and Workforce Board on a bi-annual basis the costs and reconciliation.

The Partners have agreed to contribute as a proportionate share of costs to support the services and operations of the local one-stop delivery system on the agreed upon allocation methodology of FTEs – the staff member(s) time delivering the services on-site in the Job Center, or delivering the services at a partner site, or supporting the direct linkage to services through technology. No partners staff will be cross trained to provide services of another partner’s program.

The local board, chief elected official and required partners reached a consensus on shared costs through on-going discussion and engagement regarding value-add services. The costs were agreed upon in current & previous MOU and modifications and updates were determined to be fair and reasonable. The agreed contributions demonstrate fair and equitable service delivery and integration within the comprehensive one-stop and across the system. The Workforce Board was and is prepared to have a neutral board member engage in the local negotiations if a consensus could not be reached. The Workforce Board has designated the Lake County Workforce Development Department as the entity that will reconcile budgets to actual shared costs in the Infrastructure Funding Agreement semi-annually. Engagement and commitment from the partners at each step of the process was a key element in completing the final budget.

FTEs

- All partner programs agreed to an FTE of no less than .25FTE.

- Total FTEs have been calculated at 22.13.

Infrastructure Budget

- According to the calculated costs of the Job Center, Shared infrastructure cost per FTE is \$ 7,144.
- Based on the partner’s agreed upon FTE, the partner is required to make a cash contribute of that amount, e.g. FTE=.25; Cash Contribution =\$1,786
- The cash contribution will be made to Lake County Workforce Development Department.

Delivery System Budget

- According to the calculated costs of the Job Center, Delivery System Costs per FTE is \$10,591.
- Based on the partner’s agreed upon FTE, the partner is required to make a contribute of that amount as in-kind staffing; unless the partner has negotiated a cash contribution.
- The system costs are for the operations taking place at the Job Center location and include reception staff available to assist and record data on customers coming into the Job Center for services, resources, partner appointment, hiring events and workshops.
- The resource room staff available to assist job seekers with resources, technology, applications and resumes.
- Business service staff working with employers on hiring and recruitment events in the Job Center as well as posting jobs for job seekers.
- Workforce Board costs associated with labor market data and regional work and activities.

One-Stop Operator Budget

- A partner consortium has been selected to be the One-Stop Operator through the competitive procurement process.
- The total One-Stop Operator budget is \$46,455.
- The budget is personnel costs that perform the on-site One-Stop Operator functions.

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

Annual negotiations of infrastructure and shared system costs must begin no later than January of each year. On an annual basis and tied to the annual negotiations of infrastructure and shared system costs, partners will meet in the month of January and February to review the costs data and review and agree to the plan set forward to negotiated infrastructure and shared system costs.

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.

The partners agree that the MOU may be amended upon mutual agreement of all partners where the amendment that is consistent with federal, state, or local laws, regulations, rules, plans or policies or for one or more of the following reasons – change in partners; change in one-stop operator, change in physical location, change in allocation methodology need to renegotiate cost sharing with one or more partners; a partner’s loss of funding.

All partners to the MOU may request an amendment to the MOU with 60 days written notice. Amendments to the MOU must be in writing, signed and dated and entered into with the same degree of formality as that required for entry into the original MOU. Amendments must be made to the Workforce Development Board and the Board will notify all partners of the requested amendment and work within the 60-day timeframe to negotiate with all partners.

The Workforce Board is prepared to have a neutral board member engaged in the process to resolve any dispute that evolves after the agreement is reached. The information being disputed must be provided to the Workforce Board in writing and where it cannot be resolved in 30 days, a board member will engage in the resolution process. The Board will determine the need to convene all parties to the MOU to review proposed changes and negotiate revisions to the MOU. The MOU will be amended with agreement for partner agencies and executed by the authorized partner signatures.

The MOU may be terminated by any of the partners upon 30 days written notice to the other partners with cause or upon 90 days of written notice to the other partners without cause.

Lake County Workforce Development Board will convene the partners to the MOU within ninety (90) days prior to the end of the MOU to review and negotiate where changes may be needed. As part of the ongoing continuous improvement, the partners will evaluate the effectiveness of the MOU provisions and operations and recommend any modifications necessary for renewal.

If substantial changes occur before the MOU’s three-year expiration date, these changes must be communicated to the WDB in writing, signed and dated. The WDB will notify all the partners to substantial changes and work within a 60-day timeframe to negotiate with all partners. The WDB will determine the need to convene all parties to the MOU to review proposed changes and negotiate revisions to the MOU. The MOU will be amended with agreement for partner agencies and executed by the authorized partner signatures. The full renewal process will take place every three years.

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

None have been identified.

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

None have been identified.

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

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

Individuals agreeing to and signing the MOU have authority to represent and sign on behalf of their program. These individuals signing the Memorandum of Understanding for Career Services and Programs delivery and One-Stop Center Cost Sharing arrangements have been granted authority negotiate and execute the agreement by their respective agencies as indicated on the 'Individuals to Negotiate Local Memorandum of Understandings (MOUs) on behalf of the Required Partners in Lake County, LWIA 1.

18. ATTACHMENTS

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

LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS

INCLUDES:

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

IDES NON-DISCLOSURE AGREEMENT

ONE-STOP OPERATING BUDGET SPREADSHEET

CURRENT ONE-STOP OPERATOR AGREEMENT

OTHER | |

**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 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"/>
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 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"/>
Title III: Employment Programs under Wagner-Peyser	<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 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"/>
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 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"/>
Post-secondary Career and Technical Education under Perkins	<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 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 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 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"/>
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 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"/>
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 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"/>
Trade Adjustment Assistance (TAA)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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"/>	<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 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"/>
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 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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Senior Community Services Employment Program (SCSEP)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TANF	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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"/>	<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"/>
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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<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 Corps	<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"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
YouthBuild	<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"/>	<input type="checkbox"/>	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>
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 checked="" 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Title III: Employment Programs under Wagner-Peyser	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Title IV: Rehabilitation Services	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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 checked="" 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 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Migrant and Seasonal Farmworkers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" 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 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"/>	
Senior Community Services Employment Program (SCSEP)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
TANF	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Second Chance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Housing and Urban Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 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"/>	
YouthBuild	<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 checked="" type="checkbox"/>	
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

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 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"/>	<input checked="" type="checkbox"/>
Title II: Adult Education and Literacy	<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 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title IV: Rehabilitation Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Post-secondary Career and Technical Education under Perkins	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Unemployment Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Counseling, Training and Placement Services for Veterans	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trade Adjustment Assistance (TAA)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Migrant and Seasonal Farmworkers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Farmworker Jobs Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Services Block Grant (CSBG)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Senior Community Services Employment Program (SCSEP)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TANF	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Second Chance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing and Urban Development Employment and Training Activities	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Corps	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
YouthBuild	<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 checked="" type="checkbox"/>
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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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)	Lake County Workforce Development offers a variety of career services such as: initial and comprehensive skills assessment, case management, career counseling, career planning, individualized training and employment plans, work experiences, occupational skills training, on-the-job training, incumbent worker training, services linkage, job search assistance, various job seeker workshops, information on unemployment compensation claims, labor market information, financial aid assistance, supportive services, and integrated education and training through coordinated partners.
Title II: Adult Education and Literacy	The Area Planning Council 532 members comprised of the College of Lake County, Mundelein High School and Highland Park High School provides educational opportunities to adults in District 532 who lack basic skills in reading, writing, and mathematics or those who need to learn English as a second language, or those who need preparation for the high school equivalency test to prepare them for college or the workforce. The core programs offered are: 1) Adult Basic Education and Adult Secondary Education which provides basic reading, general language development, mathematical and life coping skills to adults who have not completed their high school; 2) High School Equivalency which provides preparation, either in English or Spanish, for adults who have not completed high school for the high equivalency test; 3) English as a Second Language which provides instruction in English speaking, reading, listening, and writing; 4) Bridge, ICAPS, and other transition initiatives that provide instruction and support to students seeking college career or degree programs; and 5) job readiness embedded within all curricula.
Title III: Employment Programs under Wagner-Peyser	Hiring events; Workshops
Title IV: Rehabilitation Services	The Vocational Rehabilitation program is designed to help people with disabilities find and keep jobs. Our goal is to help our customers find quality employment that pays a living wage and offers a chance for advancement. DRS offers specialized VR services for people who are: Blind or Visually Impaired, Deaf or Hard of Hearing, Hispanic or Latino with disabilities. DRS also helps high school students who have disabilities plan for their futures after high school graduation through our Transition and STEP programs. The Work Incentive Planning and Assistance Program helps people who receive SSDI/SSI benefits understand how working will affect their benefits. Supported Employment Program (SEP) services eligible people with significant disabilities who want to go to work and need on-going support services to succeed on the job.
Post-secondary Career and Technical Education under Perkins	In Illinois, Perkins IV focuses state and local efforts on continuously improving programs to facilitate the academic achievement of CTE students through the following efforts: strengthening the

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LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS

REQUIRED PARTNER	OTHER PROGRAMS AND ACTIVITIES PROVIDED
	connections between secondary and postsecondary education; restructuring the way stakeholders – high schools, community colleges, universities, business and parents – work together; and, increasing state and local accountability standards. Several themes are evident in Perkins IV: accountability for results and program improvement at all educational levels; coordination of CTE with the entire P-20 system; integration of academics and CTE; alignment and connections between secondary and postsecondary education, including baccalaureate; involvement of business and industry, and community-based partners.
Unemployment Insurance	Claims maintenance; General questions; Claims filing.
Job Counseling, Training and Placement Services for Veterans	Case management; Workshops
Trade Readjustment Allowance (TRA)	Claims maintenance; General questions
Trade Adjustment Assistance (TAA)	<p>The Trade Adjustment Assistance Program (TAA) is a federal entitlement program that assists workers who have lost or may lose their jobs as a result of foreign trade including increased imports or a shift in operations to foreign countries. The program seeks to provide workers with opportunities to obtain the skills, credentials, resources and support necessary to become reemployed. Benefits and Services: If a worker is a member of a worker group certified by DOL, that worker may be eligible to receive the following benefits and services:</p> <p>Employment and Case Management Services: Skills assessments, individual employment plans, career counseling, supportive services and information on training, labor markets and more.</p> <p>Training: Vocational, remedial and on-the-job training.</p> <p>Trade Readjustment Allowances (TRA): Income support available in the form of weekly cash payments to workers who are enrolled in full time training programs and have exhausted their unemployment insurance.</p> <p>Job Search and Relocation Allowances: Reimbursement for costs of seeking employment and relocation costs for employment outside of the workers commuting area.</p> <p>Reemployment Trade Adjustment Assistance (RTAA): A wage subsidy for up to two years that is available to reemployed older workers (age 50 and older) which covers a portion of the difference between a worker’s new wage and their old wage up to \$50,000.</p> <p>Health Coverage Tax Credit: 72.5% credit if receiving TRA for the costs you pay for health care insurance may be claimed on your federal income taxes.</p>
Migrant and Seasonal Farmworkers	Hiring events, Workshops

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REQUIRED PARTNER	OTHER PROGRAMS AND ACTIVITIES PROVIDED
National Farmworker Jobs Program	N/A
Community Services Block Grant (CSBG)	CSBG Program delivers comprehensive supportive services to include: Emergency services for rent, water and temporary shelter, LIHEAP Utility Assistance services for light and gas, Child Care and Child Care Assistance for 3-5 year olds Food Pantry Assistance Educational and Trade School Scholarships Applicants must meet the income guideline eligibility requirements currently set at 125% of the poverty guidelines.
Senior Community Services Employment Program (SCSEP)	SCSEP is a community service and work-based training program for older workers. Authorized by the Older Americans Act, the program provides subsidized, service-based training for low-income persons 55 or older who are unemployed and have limited employment prospects.
TANF	The Department of Human Services provides Temporary Assistance to Needy Families (TANF), Medical assistance and Supplemental Nutritional Assistance Program (SNAP) to eligible customers. Staff assess customer needs and provides referrals to other agencies as necessary, in order to assist families/individuals in obtaining self-sufficiency.
Second Chance	N/A
Housing and Urban Development Employment and Training Activities	receive HUD Housing Choice Voucher (Section 8) Rental Assistance, or living in Public Housing and wish to improve their financial situation, eliminate their dependence on public assistance and are motivated to change their lives. The program emphasizes employment as well as educational and vocational training that lead to full time consistent employment. LCHA's Housing Counseling Program serves the needs of Lake County residents in various areas related to housing, including: Homebuyer Education, Pre-Purchase Counseling, Post-Purchase and Foreclosure Prevention, Mortgage Default Counseling, Financial and Budgeting Counseling and Rental Counseling. Waukegan Housing Authority FSS Program is a voluntary program for participants who receive HUD Housing Choice Voucher (Section 8) Rental Assistance, or living in Public Housing and wish to improve their financial situation, eliminate their dependence on public assistance and are motivated to change their lives. The program emphasizes employment as well as educational and vocational training that lead to full time consistent employment. LCHA's Housing Counseling Program serves the needs of Lake County residents in various areas related to housing, including: Homebuyer

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REQUIRED PARTNER	OTHER PROGRAMS AND ACTIVITIES PROVIDED
	<p>Education, Pre-Purchase Counseling, Post-Purchase and Foreclosure Prevention, Mortgage Default Counseling, Financial and Budgeting Counseling and Rental Counseling.</p> <p>Waukegan Housing Authority FSS Program is a voluntary program for participants who receive HUD Housing Choice Voucher (Section 8) Rental Assistance, or living in Public Housing and wish to improve their financial situation, eliminate their dependence on public assistance and are motivated to</p>
Job Corps	<p>Job Corps is the largest nationwide residential career training program in the country and has been operating for more than 50 years. The program helps eligible young people ages 16 through 24 complete their high school education, trains them for meaningful careers, and assists them with obtaining employment. Job Corps has trained and educated over two million individuals since 1964. At Job Corps, students have access to room and board while they learn skills in specific training areas for up to three years. In addition to helping students complete their education, obtain career technical skills and gain employment, Job Corps also provides transitional support services, such as help finding employment, housing, childcare, and transportation. Job Corps graduates either enter the workforce or an apprenticeship, go on to higher education, or join the military.</p>
YouthBuild	<p>YouthBuild Lake County (YBLC) serves 17-24 year old, underserved youth in our traditional YouthBuild program: a twelve month education and career training opportunity offering academic skill enhancement, high school diploma attainment, leadership development and mentoring activities, green construction training, life skills, case management and counseling, community service opportunities, career exploration and job readiness training, post-secondary educational initiatives, job/college placement, and follow up services. In addition, a YouthBuild Work Experience Program provides 35 participants with paid work experiences, ranging between 80-160 hours of work.</p> <p>The Youth Conservation Corps YouthBuild Program helps opportunity youth (ages 17-24) to become independent and thrive by teaching discipline, education and practical construction/other job skills that will get them into a job or into college, We serve those who are neither studying nor employed. The Youth Conservation Corps also offers a summer youth conservation employment program that employs 48 youth and provides them with paid conservation jobs, college scholarships, and environmental training. This work is done on Lake County Forest Preserve land.</p>

IDES NON-DISCLOSURE AGREEMENT

Attachment to LWIA #1 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 #1 (“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

IDES NON-DISCLOSURE AGREEMENT

- by IDES as soon as the information is no longer needed for RECIPIENT's purposes, and undertaking precautions to ensure that only authorized employees and agents have access to said confidential information.
- c) RECIPIENT agrees to instruct all personnel having access to the confidential information on the confidentiality requirements set forth in this Section and agrees to fully and promptly report any infraction to the IDES.
 - d) RECIPIENT agrees that the disclosure of the confidential information to the RECIPIENT does not convey any future ownership or use rights. RECIPIENT agrees that IDES shall retain sole and exclusive ownership of the confidential information.
 - e) Upon the termination of this Agreement, RECIPIENT agrees to destroy or return all confidential information in the manner directed by IDES. RECIPIENT agrees that the confidential information shall not be archived or sent to a records center and shall not be retained with personal identifiers for any period longer than the term of this Agreement.
5. Data Specifications.
- a) The Parties acknowledge and agree that under this Agreement IDES will not share or provide the RECIPIENT with any information obtained from an individual or employing unit during the administration of the Illinois unemployment insurance (UI) program including, but not limited to, social security numbers, benefit records and employer's wage records.
 - b) In accordance with 56 Ill. Admin. Code 2960.120, IDES may provide RECIPIENT with non-UI information contained in the Illinois Job Link (IJL) including: (i) a customer's name, address, phone number, and/or employment history; (ii) an employer's name, address, and phone number; (iii) job order information; and (iv) other non-UI information contained in IJL, provided that disclosure of such information is not prohibited under this Agreement.
6. Purpose and Use. RECIPIENT agrees that it will use the confidential information solely for the limited purpose of administering an employment, training or education program through an Illinois One-Stop Center in accordance with WIOA. Any dissemination or use of the confidential information other than for the purpose and use set forth in this Section without the express written authority of the Director of IDES is specifically prohibited.
7. Indemnification. To the extent authorized by law, RECIPIENT agrees to indemnify, assume all risk of loss, and hold harmless IDES from and against all liabilities, claims, suits, actions, judgments, damages and expenses related to or arising in connection with any acts or omissions of RECIPIENT in connection with this Agreement. RECIPIENT shall do nothing to prejudice the rights of IDES to recover against third parties for any loss.
8. Governing Law. This Agreement shall be governed by and construed in accordance with the laws of the State of Illinois. Any claim against IDES arising out of this Agreement must be filed exclusively with the Illinois Court of Claims, 705 ILCS 505/1 et seq., when said claim is within the jurisdiction of the Court of Claims.

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.