

LWIA #1 MOU**LOCAL MOU TEMPLATE****MEMORANDUM OF UNDERSTANDING****BETWEEN****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**Daniel Newport**Impartial individual designated by the Local
Board Chair to lead annual budget
negotiations**dnewport@lakecountyil.gov**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	Carlotta Roman
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)	NA
Migrant and Seasonal Farmworkers	IDES
Community Services Block Grant (CSBG)	Community Action Partnership (CAP of Lake County)
Senior Community Services Employment Program (SCSEP)	National Asian Pacific Center on Aging
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 ☐ Yes ☒ No	NA
Housing and Urban Development Employment and Training Activities ☒ Yes ☐ No	Lake County Housing Authority Waukegan Housing Authority
Youth Build ☒ Yes ☐ No	YouthBuild Lake County Youth Conservation Corps.
ADDITIONAL PARTNERS AS PARTIES TO MOU	ENTITY ADMINISTERING PROGRAM
National Farmworker Jobs Program	☐ Yes ☒ No
Housing and Urban Development Employment and Training Activities	☒ Yes ☐ No
Youth Build	☒ Yes ☐ No
Township School District 113	☒ Yes ☐ No
	☐ Yes ☐ No

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

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

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

The effective date of the original MOU: July 1, 2026

Termination date of the MOU: June 30, 2029

Purpose of the umbrella MOU:

This umbrella Memorandum of Understanding (MOU) describes the commitment of the Workforce Innovation and 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”).

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 coordinated service delivery, system integration, and customer access.

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 and consistent with state, regional, and local workforce priorities. 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 carry out 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 there will be a consistent emphasis and focus on the following four system service priorities.

- 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.*

This section reflects the local workforce system's current service integration commitments and will be reviewed and updated annually to align with state guidance and local implementation efforts.

Service Integration Action Plan goals jointly implemented by required partners include:

- 1- Communication is consistent, comprehensive and timely.
 - Explore and implement technology tools that will be utilized to promote and share partner and program information.
 - Real-time communications shared with/across/between partners. Partner engaged at the onset. Partners will report that a successful process is in place that ensures all staff are regularly informed of changes/updates/trends in service design, program policies and services to customers.
- 2- Timely and coordinated access for customers.
 - Identify and implement a common electronic referral system to be used by partners.
 - Design a shared process to gather feedback from all customers.
 - Referral process improvements. Increased job center customer traffic from partners.
 - Increased shared customers among partners.
 - Partner engaged at the onset.
 - Shared system to track customers.
 - Customers – job seekers, workers, businesses – describe their access to services as

timely and coordinated whether on-site, through technology, at a partner site, and other appropriate accessible community services.

3- Services delivered through functional, cross-partner service delivery.

- Develop a standard format to chart out all partner services, customers, and customer flow.
- Create a functional organizational structure and customer flow.
- Identify shared functions by partner.
- Cross trainings continue and archived.
 - Increase career services delivered jointly. Each partner owns their program services and activities.
 - Shared measurements and goals. Shared ways to track customers and outcomes.
 - Core agencies create a functional organizational structure to share information, data, and resources to achieve common goals and mutually agreed upon outcomes.

4- Integrated business services delivered across partners.

- Prioritize and engage in the following activities and tactics in order to increase customer satisfaction – business and job seeker. Increased business engagement. Unified business engagement practices. More partners engaged at the onset of developing and implementing strategies.
 - Expand current business service team – capacity and partners.
 - Expand Business U Training.
 - Explore shared database.
 - Expand on-site hiring and job fairs throughout the County.

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

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

The Workforce Development Board develops and oversees the Memorandum of Understanding in accordance with applicable federal and state policies and guidance, with support and direction provided through the Board's Operations Committee and participation by required partners. The MOU process and tools are shared with Job Center partners, and partners commit to participating in the process and completing required tasks to ensure timely submission of the MOU.

The Workforce Development Board's standing Operations Committee provides guidance and direction to partners throughout the MOU development process. The Operations Committee includes Workforce Development Board members and representatives from required partner programs. Partners participate in committee meetings, planning discussions, and facilitated negotiations to document career service delivery approaches, service locations, cost-sharing arrangements, and expectations and commitments. All partners provide written input to the MOU and participate in negotiations related to infrastructure and shared system costs.

If consensus cannot be reached through facilitated discussions, additional negotiations may be led by a neutral party identified by the Workforce Development Board. If these efforts do not result in agreement, unresolved issues may be elevated to the Illinois WIOA interagency technical assistance team for guidance and support. Partners acknowledge the importance of reaching consensus and collaboratively implementing continuous improvement strategies related to services, referrals, and system integration.

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

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

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

Comprehensive One-Stop Center(s)	Designated Affiliate Sites	Designated Specialized Centers
Job Center of Lake County 1 N. Genesee Street Waukegan, IL 60085		

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

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

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

Initial Interaction with Customers: Upon arrival, customers will be greeted by the receptionist, who will assess their needs and check the availability of services. If services are available immediately, customers will be directed accordingly. If services are at capacity or there is a wait time, the following process will be followed.

Queue Management System:

- **Sign-in Process:** Customers will be asked to sign in at the front desk. The receptionist will maintain a first-come, first-served queue system to ensure fairness in service delivery. Each customer will be informed of their estimated wait time based on current demand. Once seats in the resource room are filled, individuals will be asked to stay in line in the entry and staff will begin the triage for high-demand situations.

Triage Plan for High-Demand Situations:

- In the event of an unexpectedly large number of people arriving at the Job Center (e.g., for a major hiring event or confusion about services), staff will implement a triage system. Staff will walk the line, identify customer needs, and provide immediate resources, such as pamphlets or contact numbers for unemployment services, appointments, or alternative services.
- The receptionist and on-site supervisor will coordinate with security to maintain order and ensure clear communication. Customers will be informed about who can be served and directed to set appointments as needed.

Resource Room Capacity: The Resource Room is currently not restricted beyond fire code regulations, but this could change as updated guidance from the health department regarding COVID-19 or other illnesses is implemented. Visitors may reserve one of the six available computers, and there is a cleaning period from 12:00 to 1:00 PM daily.

Overflow Plan: If there is a high demand for services or events, customers will be given the option to schedule an appointment for a later time or return during less busy periods. The Job Center's website will provide updated information on high-traffic times and service availability to help customers plan their visits.

Health and Safety Protocols: If updated guidance from the health department necessitates changes to capacity or waiting line procedures, these adjustments will be communicated clearly to customers, and signage will be updated accordingly.

Clear Communication: The receptionist will explain the expected wait time and available service options to each customer. In cases where services are not immediately available, the customer will be informed about alternate options or rescheduling possibilities.

Security Personnel's Role: Security personnel will ensure that staff interactions with the public are visible and that crowd management protocols are followed. They will not be responsible for directing customers; that role falls to the receptionist and designated program staff. In the event of large groups, security will monitor the area and coordinate with staff to implement the triage plan if necessary.

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.

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; Unemployment Insurance – IDES; Trade Readjustment Assistance (TRA) – IDES; 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.

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 throughout 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 Development 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 11 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 works with the 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 receiving 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 Wagner-Peyser) – IDES' Employment Services and Outreach is a labor exchange program designed to sustain economic growth by expanding employment opportunities to qualified job seekers that meet the demands of the employers. The program's objectives aim to reduce the loss of productivity by filling job openings as quickly as possible and to shorten the duration of individuals' unemployment. For job seekers who are not job ready, Employment Services, in cooperation with other workforce partners, assist clients to access training, employability development services, and other supportive services needed to realize their employment goals. Wagner-Peyser services are provided on-site and through technology through the 1.75 FTEs .

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

Employment Services under Wagner-Peyser are offered on-site at the Lake County Comprehensive One Stop Center.

Title IV (Rehabilitation Services) –

The 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 to 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 has two staff members who are trained and knowledgeable regarding the required Partner's services and programs. A DRS staff member will be available at the Job Center of Lake County once per week as well as provides direct linkage with the DRS Waukegan Field Office. Title IV has committed a total of .25 on site and .75 via direct linkage.

Perkins/Post-Secondary Career and Technical Education –

The College of Lake County is committing .25 FTE. College of Lake County serves as the local provider of Career and Technical Education programs under the Carl D. Perkins Career and Technical Education Act. Career and Technical Education programs support students in developing the academic, technical, and employability skills necessary to enter and succeed in the workforce and/or continue their education. CLC coordinates with workforce and education partners to offer career pathways aligned with regional labor market needs, including articulated programs, dual credit options, industry-recognized credential attainment, and career exploration services in priority sectors such as manufacturing, healthcare, information technology, and business.

Direct linkage between the Job Center and CLC occurs through the Welcome and One Stop Center at 847-542-2085 and through CLC's WIOA program information page: <https://www.clcillinois.edu/programs-and-classes/wioa-programs>. CLC staff support connections to education, training, and career pathway information and coordinate with Job Center partners when additional workforce services or referrals are needed..

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 do 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.

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 TRA program, providing income support to persons who have exhausted unemployment compensation and whose jobs were affected by foreign imports.

TRA services are offered through direct phone line at the Lake County Comprehensive One Stop Center. TRA is provided by the committed .25 FTE

Trade Adjustment Assistance (TAA) –

The Trade Adjustment Assistance program is currently in sunset status. While no new TAA grants are being administered, the Job Center of Lake County will continue to provide services for qualifying trade events should any eligible customers come into the one-stop center seeking assistance. Workforce Development remains aligned with Trade Program regulations and will ensure that individuals impacted by certified trade events receive appropriate information, referrals, and assistance consistent with federal and state guidance.

IDES/ Migrant & Seasonal Farmworkers (MSFW) –

MSFW services are **not provided on-site** at the Job Center of Lake County, but a **direct connection is maintained** through the Illinois Department of Employment Security (IDES). Customers are referred to dedicated MSFW staff via coordinated scheduling and communication.

IDES assists MSFW clients with employment opportunities, housing, medical care, and other vital necessities. Specific job orders are posted in IllinoisJobLink.com and are accessible to all job seekers. While some job orders are entered at the state level, referrals are made locally. Client referrals are coordinated using the Job Center referral form, and partner staff ensure connections are made when MSFW-related needs are identified.

National Farmworker Jobs Program (NFJP) – NA

Community Service Block Grant (CSBG) – Community Action Partnership (CAP) of Lake County administers the CSBG program to provide services and activities that support low-income individuals and families in achieving self-sufficiency. Services may include case management, emergency financial assistance, housing and utility assistance, transportation support, financial literacy, referrals for employment and training, and support for basic needs. CAP collaborates with the Job Center of Lake County to provide supportive services and referrals that complement employment and training programs. CAP has committed .25 FTE. Services are made available through direct linkage, shared referral coordination, and communication with CAP staff during regular business hours.

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 through a combination of part-time on-site presence and direct linkage. NAPCA has committed .25 FTE. Potential SCSEP participants may be referred to NAPCA SCSEP Reception / Admin, with referral status follow-up communication to NAPCA’s SCSEP Illinois Project Director. Direct linkage will be used when SCSEP staff are not physically present at the Job Center to ensure customers can access SCSEP program information and services during regular business hours.

DHS/TANF –

Since the COVID-19 pandemic, the Illinois Department of Human Services (IDHS) Family Community Resource Center (FCRC) in Lake County has transitioned away from routinely assigning caseworkers to the Job Center of Lake County. In place of on-site staffing, IDHS has adopted a collaborative, referral-based service model supported by the Unify software platform, utilized by all partner agencies. This system allows for seamless two-way referrals between IDHS and community partners, ensuring that customers are connected to services that best meet their needs in a timely manner.

In addition to referral-based services, IDHS actively participates in the Job Center on the Move initiative. As part of this mobile outreach program, one DHS caseworker travels with Workforce Development Board staff to various locations across Lake County. This caseworker supports customers by providing job search assistance, including resume preparation, and by offering direct access to essential IDHS programs such as:

- **Supplemental Nutrition Assistance Program (SNAP):** Provides food purchasing assistance for low-income individuals and families.
- **Temporary Assistance for Needy Families (TANF):** Offers financial assistance for eligible pregnant women and families with dependent children.
- **Medical Assistance (Medicaid/All Kids):** Delivers health coverage to eligible individuals across age groups.
- **Supportive Services:** Includes transportation, childcare, job search allowances, and post-employment support.

Through this hybrid service model, IDHS remains committed to supporting the Workforce Development Board’s mission by connecting individuals to employment resources and public benefits that promote economic self-sufficiency for Lake County residents.

IDOC Second Chance – NA

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 Authority will commit .125 FTE).

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 this MOU are committed to ensuring that all individuals seeking services at the Job Center of Lake County and throughout the workforce system have access to required career services, both on-site and, when available, through virtual or technology-enabled options. Reasonable accommodations will be made for individuals when necessary to ensure equitable access to services.

All partners agree that they will not discriminate in their employment practices or service delivery on the basis of gender, age, race, color, creed, religion, national origin, disability, veteran status, or any other classification protected under

applicable state or federal law. Partners affirm that they maintain policies and procedures to address nondiscrimination and accessibility requirements and that such policies and procedures are disseminated to employees and posted as required by law. Partners further affirm that they are in compliance with all applicable state and federal nondiscrimination and accessibility laws and regulations.

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

Assistive technology and accommodations, including screen-reading software, assistive listening devices, and interpretation services, are available to support individuals with disabilities or language barriers. Interpretation services will be provided in real time to customers as needed.

Direct linkage to required partner programs will be provided through an actual person, available on demand and in real time, either on-site at the Job Center of Lake County or through technology consistent with the direct linkage requirements outlined in WIOA Section 121(b)(1)(A) and 20 CFR § 678.305(d).

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

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

The local one-stop system affirms compliance with all applicable federal and state physical inclusiveness and accessibility requirements, including the Americans with Disabilities Act (ADA) of 1990, Section 188 of the Workforce Innovation and Opportunity Act (WIOA), the Illinois Accessibility Code, the most current ADA Standards for Accessible Design, the Uniform Federal Accessibility Standards, and all other applicable statutory and regulatory requirements.

The Job Center of Lake County's physical layout supports a culture of inclusiveness and accessibility in compliance with Section 188 of WIOA, the ADA, and other applicable requirements. Facilities are designed and maintained to provide access to programs and services in an equal and meaningful manner for individuals with disabilities.

The Job Center of Lake County is located in a highly visible, high-traffic area on the College of Lake County Lakeshore Campus in downtown Waukegan and is accessible by public transportation within reasonable walking distance. The Job Center provides accessible on-street parking with designated spaces near the entrance, as well as accessible parking within a nearby parking garage, including clearly marked spaces for individuals with disabilities.

The Job Center of Lake County is open Monday through Friday from 8:30 a.m. to 5:00 p.m. Visitors encounter a welcoming environment and access to partner programs and services. Partners maintain a culture of inclusiveness, and facilities meet standards of accessible design to ensure equal access for individuals with disabilities.

Individuals with disabilities will not be limited, segregated, or classified in any way that adversely affects their employment or training opportunities or their access to services within the Job Center. The Job Center is committed to removing architectural, communication, and attitudinal barriers and to promoting practices that ensure equitable access and full participation for individuals with disabilities.

Partners agree to provide reasonable accommodations for individuals with communication challenges, including individuals who are deaf or hard of hearing, individuals with vision impairments, and individuals with speech or language impairments. In addition, a Limited English Proficiency (LEP) plan is maintained to ensure meaningful access to services for individuals with limited English proficiency. Job Center staff are trained to take reasonable steps to ensure effective communication and access to services for all customers.

During high-traffic periods or special events, the Job Center of Lake County monitors and manages customer flow to ensure accessibility and safety. Staff conduct walk-throughs to offer assistance and ensure no individuals are overlooked. Clear signage is used to guide visitors, priority assistance is provided for individuals with disabilities, older adults, and others requiring accommodations, and appointments are encouraged when feasible to minimize wait times.

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

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

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

The procured One-Stop Operator for LWIA 1 is the Job Center Partner Consortium. The agreed-upon One-Stop Operator model for the local area is a consortium model. The One-Stop Operator is selected through a competitive procurement process conducted in accordance with applicable federal, state, and local procurement requirements. The scope of work for the One-Stop Operator is designed to support a business-driven, customer-centered, and integrated One-Stop Delivery System that meets federal regulatory requirements and local workforce system needs.

The One-Stop Operator, with assistance from required partner programs, is responsible for coordinating the delivery of services across the local one-stop system. Responsibilities include, but are not limited to:

- Coordinating activities, programs, and services among required partners and service providers
- Coordinating and tracking partner referrals
- Supporting the development and maintenance of reporting systems for performance and referrals

- Coordinating content related to the Job Center website or web-based information
- Convening Job Center partners on a regular basis to:
 - assess customer needs and system performance
 - collect and review customer feedback and work collaboratively to address identified issues
 - periodically review program alignment and center accessibility
 - ensure materials are current and accessible
 - coordinate facility-related needs
 - support partner responses to changing economic conditions
 - assist in identifying strategies to recruit employers and connect businesses with qualified talent
 - report activities and outcomes to the Local Workforce Development Board
- Supporting one-stop certification activities, continuous improvement efforts, and follow-up on identified corrective actions or system improvements

The One-Stop Operator is responsible for the ongoing coordination of the local One-Stop Delivery System and related service locations. The One-Stop Delivery System includes access to, but is not limited to:

- Initial and basic career services
- Training services
- Employment and training activities
- Programs and activities carried out by required One-Stop partners
- Labor market information, data, and analysis
- Job search, placement, recruitment, and employment activities

The One-Stop Operator supports service delivery for a broad range of customers, as appropriate and consistent with funding and eligibility requirements, including employers, job seekers, individuals enrolled in WIOA programs, individuals with barriers to employment, veterans, returning citizens, individuals with disabilities, individuals with limited English proficiency, individuals receiving public assistance, and other populations served through partner programs.

One-Stop Operator services for Program Year 2026 are funded through the annual MOU budget and related cost-sharing budget for the period of July 1, 2026 through June 30, 2027. Payment for One-Stop Operator services is made in accordance with the approved One-Stop Operator agreement, annual MOU budget, and local invoicing and reconciliation procedures.

The total cost of the One-Stop Operator for Program Year 2026 is \$46,455.00. Required partner contributions toward the cost of the One-Stop Operator are reflected in the approved annual cost-sharing budget. Contributions are provided in the form identified in that budget and supporting agreements.

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

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

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 a paper driven referral system among some partners. The One-Stop Operator continues 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 One-Stop Operator will work with the WDB to explore electronic solutions that can be effectively implemented utilizing minimal resources while anticipating the state putting a system in place.

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 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 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. 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 Wagner-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 – CLC Career and Technical Education programs participate in referral exchanges when appropriate to support transitions between education and workforce services. CLC staff may refer students to employment, training, supportive services, or Job Center partner programs when needs are identified. CLC also accepts referrals from Job Center and partner organizations for individuals seeking information about education, training, and career pathway options.

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) –Referrals to CAP are facilitated through shared intake information, direct communication, and coordination with partner staff. Based on the customer’s needs and CSBG intake assessment, CAP may provide case management, emergency financial assistance, supportive service referrals, and connections to employment, training, education, housing, utility assistance, legal aid, childcare, food assistance, or other community resources. CAP also directs customers to Lake County 211 when broader community resources are needed.

Senior Community Services Employment Program (SCSEP) – The referral process to SCSEP is a direct connection to the agency and the telephone number.

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: 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.

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.

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.

Notwithstanding any other provisions of this MOU, only partners that have executed a separate data sharing agreement with the Illinois Department of Employment Security (IDES) will have access to wage records and other confidential IDES data.

All partners affirm that participants' Personally Identifiable Information (PII) will be kept confidential and protected in accordance with applicable federal and state laws and regulations.

Partners to this MOU agree to share data to the fullest extent allowable through agreements and practices that support coordinated service delivery while ensuring compliance with state and federal requirements governing confidentiality and protection of PII.

The Job Center partners do not currently operate under a single, fully integrated data system. Partners commit to pursuing alignment and integration of participant and performance data across programs to support effective and efficient service delivery that leads to positive employment and retention outcomes. Partners will work collaboratively with the Workforce Development Board, the One-Stop Operator, and state partners to implement technology-enabled data sharing solutions as they become available through state guidance.

Until such systems are implemented, the One-Stop Operator will work with partners to identify common data elements that can be collected and shared, consistent with applicable laws, to support coordinated services and shared customers. Partners will continue to collaborate to identify practical and secure methods to share information and track performance outcomes.

Data sharing related to referrals will occur only as permitted by each partner agency and in compliance with applicable federal and state confidentiality requirements. Partners agree to execute and adhere to data sharing agreements and releases of information that allow appropriate information exchange to support coordinated service delivery. Personally Identifiable Information is defined as information that can be used to distinguish or trace an individual's identity, either alone or when combined with other identifying information.

General requirements related to the protection of PII include, but are not limited to:

- 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.
- Ensuring sensitive information is protected through secure storage, encryption where required, and appropriate handling of portable devices
- Maintaining participant files in secure or locked locations and redacting PII prior to copying, uploading, or sharing documents
- Properly disposing of documents containing PII through shredding or secure recycling methods
- Preventing unauthorized access to systems, including safeguarding usernames and passwords and avoiding the use of unauthorized hardware

Partners will share aggregate data related to customers served and program performance to support system oversight and continuous improvement. The One-Stop Operator coordinates the collection and distribution of system-level data, including periodic summaries of Job Center activities and services, and shares relevant information with partners and the Workforce Development Board through established reporting processes.

Where statewide data sharing agreements exist, partners eligible to participate in those agreements will do so. When statewide agreements are not applicable, partners will utilize locally approved releases of information or data sharing protocols to support coordinated and integrated service delivery.

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

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

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

1. Affirm in the narrative that required partners negotiated infrastructure and shared local service delivery system costs specific to the applicable program year for both comprehensive one-stop centers and any affiliate or specialized centers designated by the local workforce board.
2. Clearly identify in the narrative the time period for which the Infrastructure Funding Agreement is effective; e.g., July 1, 2025 through June 30, 2026.
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.*

Funding Source / Agency	Required Program Partner	FTE	Infrastructure Cash Contribution	One-Stop Operator Cash Contribution	Total Cash Contribution	10% Variance	Total with 10% Variance
Commerce	Title IB - Adult, Youth, & Dislocated Workers	12	\$50,854.33	\$27,692.98	\$78,547.31	\$7,854.73	\$86,402.04
Commerce	CSBG	0.25	\$1,059.47	\$576.94	\$1,636.41	\$163.64	\$1,800.05
IDES	Title III - Wagner-Peyser	1.75	\$7,416.26	\$4,038.56	\$11,454.82	\$1,145.48	\$12,600.30
IDES	Title III - MSFW	0.25	\$1,059.47	\$576.94	\$1,636.41	\$163.64	\$1,800.05
IDES	Veterans Services	2	\$8,475.72	\$4,615.50	\$13,091.22	\$1,309.12	\$14,400.34
IDES	UI Comp Programs	0.25	\$1,059.47	\$576.94	\$1,636.41	\$163.64	\$1,800.05
IDES	TRA	0.25	\$1,059.47	\$576.94	\$1,636.41	\$163.64	\$1,800.05
ICCB	Title II - Adult Education	1.13	\$4,788.78	\$2,607.76	\$7,396.54	\$739.65	\$8,136.19
ICCB	Career & Tech Ed - Perkins	0.25	\$1,059.47	\$576.94	\$1,636.41	\$163.64	\$1,800.05

DHS	Title IV - Vocational Rehab	1	\$4,237.86	\$2,307.75	\$6,545.61	\$654.56	\$7,200.17
DHS	TANF - DHS	0.25	\$1,059.47	\$576.94	\$1,636.41	\$163.64	\$1,800.05
Aging	SCSEP	0.25	\$1,059.47	\$576.94	\$1,636.41	\$163.64	\$1,800.05
DOC	Second Chance	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
HUD	Lake County Housing Authority	0.125	\$529.73	\$288.47	\$818.20	\$81.82	\$900.02
Title IC - Job Corps	Job Corps	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Title ID - National Farmworkers	National Farmworker Jobs Program	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Title ID - YouthBuild	YouthBuild Lake County	0.125	\$529.73	\$288.47	\$818.20	\$81.82	\$900.02
HUD - Waukegan Housing Authority	Waukegan Housing Authority	0.125	\$529.73	\$288.47	\$818.20	\$81.82	\$900.02
YouthBuild YCC	Youth Conservation Corps	0.125	\$529.73	\$288.47	\$818.20	\$81.82	\$900.02

☒ 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, 2026 through June 30, 2027 and negotiations for the year beginning July 1, 2027 will begin in January 2027.

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 20.13.

Infrastructure Budget

- According to the calculated costs of the Job Center, Shared infrastructure cost per FTE is \$3,741
- 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 = \$935.25
- 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 \$12,184
- 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 cost of the One-Stop Operator for Program Year 2026 is \$46,455.00. The OSO budget supports personnel costs that perform 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 this MOU may be amended upon the mutual agreement of all partners when an amendment is required to remain consistent with applicable federal, state, or local laws, regulations, rules, plans, or policies, or for one or more of the following reasons: changes in required partners; changes in the One-Stop Operator; changes in physical location; changes in allocation methodology requiring renegotiation of cost-sharing arrangements with one or more partners; or a partner's loss of funding.

Any partner to the MOU may request an amendment with sixty (60) days' written notice. All amendments must be made in writing, signed and dated by authorized representatives, and executed with the same level of formality required for the original MOU. Amendment requests are submitted to the Workforce Development Board, which will notify all partners and facilitate discussions and negotiations within the sixty (60)-day timeframe.

If a dispute arises related to the interpretation or implementation of the MOU after execution, the Workforce Development Board may designate a neutral board member to assist with resolution. Disputed issues must be submitted to the Workforce Development Board in writing. If the issue cannot be resolved within thirty (30) days, the Board may convene affected partners to review proposed changes and negotiate revisions. Any agreed-upon revisions will be incorporated into an amended MOU executed by authorized partner representatives.

This MOU may be terminated by any partner with cause upon thirty (30) days' written notice to the other partners, or without cause upon ninety (90) days' written notice to the other partners.

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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 ☒ |

DIRECT LINKAGE CHECKLIST ☒

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		YouthBuild	Other (specify)	Other (specify)	Other (specify)
Title I: Adult, Dislocated Worker, Youth	☐	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☐	☒	☐	☒	☐	☐	☐
Title II: Adult Education and Literacy	☒	☐	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☐	☒	☒	☒	☐	☐	☐
Title III: Employment Programs under Wagner-Peyser	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☐	☒	☐	☐	☐
Title IV: Rehabilitation Services	☒	☒	☒	☐	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☐	☐	☐	☒	☐	☐	☐
Post-secondary Career and Technical Education under Perkins	☒	☒	☐	☒	☐	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☐	☒	☐	☐	☐
Unemployment Insurance	☒	☒	☒	☒	☒	☐	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☐	☒	☐	☐	☐
Job Counseling, Training and Placement Services for Veterans	☒	☒	☒	☒	☒	☒	☐	☒	☒	☒	☒	☒	☒	☒	☒	☒	☐	☒	☐	☐	☐
Trade Readjustment Allowance (TRA)	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☐	☒	☐	☐	☐
Trade Adjustment Assistance (TAA)	☒	☒	☒	☒	☒	☒	☒	☐	☒	☒	☒	☒	☒	☒	☒	☒	☐	☐	☐	☐	☐
Migrant and Seasonal Farmworkers	☒	☒	☒	☒	☒	☒	☒	☒	☒	☐	☒	☒	☒	☒	☒	☒	☐	☒	☐	☐	☐
National Farmworker Jobs Program	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

**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		YouthBuild	Other (specify)	Other (specify)	Other (specify)
Community Services Block Grant (CSBG)	☒	☐	☒	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Senior Community Services Employment Program (SCSEP)	☒	☒	☒	☒	☐	☒	☒	☒	☒	☒	☒	☒	☐	☒	☐	☒	☐	☐	☐	☐	☐
TANF	☒	☒	☒	☒	☒	☒	☒	☐	☐	☐	☐	☐	☐	☐	☐	☒	☐	☐	☐	☐	☐
Second Chance	☐	☐	☒	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Housing and Urban Development Employment and Training Activities (HUD)	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☐	☐	☐	☐	☐	☐	☐
	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
YouthBuild	☒	☒	☒	☒	☒	☒	☐	☐	☐	☐	☐	☐	☐	☐	☒	☒	☐	☒	☐	☐	☐
Other (specify):	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Other (specify):	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Other (specify):	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

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	☒	☒	☒	☒	☒	☒	☒	☒	☒	☐	☒	
Title II: Adult Education and Literacy	☐	☒	☒	☐	☒	☐	☒	☐	☒	☐	☒	
Title III: Employment Programs under Wagner-Peyser	☐	☒	☐	☒	☒	☒	☐	☒	☒	☒	☐	
Title IV: Rehabilitation Services	☐	☒	☒	☒	☒	☒	☒	☐	☒	☐	☐	
Post-secondary Career and Technical Education under Perkins	☐	☐	☐	☐	☒	☒	☒	☐	☒	☐	☐	
Unemployment Insurance	☐	☒	☐	☐	☒	☐	☐	☐	☐	☒	☐	
Job Counseling, Training and Placement Services for Veterans	☐	☒	☐	☒	☒	☒	☐	☒	☒	☐	☐	
Trade Readjustment Allowance (TRA)	☐	☒	☐	☐	☒	☐	☐	☐	☐	☒	☐	
Trade Adjustment Assistance (TAA)	☐	☒	☒	☒	☒	☐	☒	☐	☒	☒	☒	
Migrant and Seasonal Farmworkers	☐	☒	☐	☒	☒	☐	☐	☐	☒	☒	☐	
National Farmworker Jobs Program	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	
Community Services Block Grant (CSBG)	☐	☐	☐	☐	☒	☐	☐	☐	☐	☐	☐	
Senior Community Services Employment Program (SCSEP)	☐	☒	☒	☐	☒	☐	☐	☐	☐	☐	☐	
TANF	☐	☐	☒	☐	☒	☐	☐	☐	☒	☐	☐	
Second Chance	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	
Housing and Urban Development	☐	☐	☐	☐	☒	☐	☐	☒	☐	☒	☐	

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												
	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	
YouthBuild	☐	☒	☒	☒	☒	☐	☐	☐	☒	☐	☒	
Other (specify):	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	
Other (specify):	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	
Other (specify):	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	

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	☒	☒	☐	☒	☒	☐	☒	☒	☐	☐	☐	☒
Title II: Adult Education and Literacy	☐	☒	☐	☒	☒	☒	☐	☒	☐	☐	☒	☐
Title III: Employment Programs under Wagner-Peyser	☒	☒	☐	☐	☒	☒	☐	☒	☐	☐	☐	☐
Title IV: Rehabilitation Services	☒	☒	☐	☒	☒	☒	☐	☐	☐	☐	☐	☐
Post-secondary Career and Technical Education under Perkins	☐	☐	☐	☒	☒	☐	☒	☒	☐	☐	☒	☐
Unemployment Insurance	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Job Counseling, Training and Placement Services for Veterans	☐	☒	☐	☐	☒	☒	☐	☒	☐	☐	☐	☐

TEMPLATE
LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS

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

TEMPLATE
LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS

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

REQUIRED PARTNER	OTHER PROGRAMS AND ACTIVITIES PROVIDED
Title I (Adult, Dislocated Worker, Youth)	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, PerkinsV focuses state and local efforts on continuously improving programs to facilitate the academic achievement of CTE students through the following efforts: strengthening the

TEMPLATE
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 V: 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)	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: Employment and Case Management Services: Skills assessments, individual employment plans, career counseling, supportive services and information on training, labor markets and more. Training: Vocational, remedial and on-the-job training. 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. Job Search and Relocation Allowances: Reimbursement for costs of seeking employment and relocation costs for employment outside of the workers commuting area. 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. 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.
Migrant and Seasonal Farmworkers	Hiring events, workshops

TEMPLATE
LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS

REQUIRED PARTNER	OTHER PROGRAMS AND ACTIVITIES PROVIDED
National Farmworker Jobs Program	NA
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, Childcare 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 poor 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 provide referrals to other agencies as necessary, in order to assist families/individuals in obtaining self-sufficiency.
Second Chance	NA
Housing and Urban Development Employment and Training Activities	Lake County Housing Authority (LCHA) 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 Education, Pre-Purchase Counseling, Post-Purchase and Foreclosure Prevention, Mortgage Default Counseling, Financial and Budgeting Counseling and Rental Counseling.
YouthBuild	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,

TEMPLATE
LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS

REQUIRED PARTNER	OTHER PROGRAMS AND ACTIVITIES PROVIDED
	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 experience, ranging between 80-160 hours of work. 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.

IDES NON-DISCLOSURE AGREEMENT

Attachment to LWIA #1MOU

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, 2025 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

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

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

5. Data Specifications.

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

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

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

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

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9. 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.