

**COVER PAGE FOR SUBMITTAL OF MOU AMENDMENTS
AND ANNUAL ONE-STOP OPERATING BUDGETS**

**MEMORANDUM OF UNDERSTANDING
BETWEEN
Lake County Workforce Development Board
AND
LOCAL REQUIRED PARTNERS UNDER THE WORKFORCE INNOVATION AND OPPORTUNITY ACT
(WIOA)**

Amendment No. 2

Pursuant to the Workforce Innovation and Opportunity Act of 2014, the signatories are the Parties to the Memorandum of Understanding for integrated delivery of federally-funded workforce services in (1), effective 7/1/2017, (MOU). In accordance with Section 13 of the MOU, the Parties hereby mutually agree to this Amendment No. 2, which is set out in its entirety as follows:

1. Section(s) #1,7 and 12 of the MOU are hereby revised and replaced with amended Section(s) # #1, 7 and 12 as provided in Attachment 1 of this Amendment No. 2.
2. IDES Non-Disclosure Agreement is attached hereto as Attachment 2 of this Amendment No. 2 and is incorporated by reference into the MOU.
3. All terms, conditions, provisos, covenants and provisions of the MOU other than those expressly modified by this Amendment No. 2 shall remain in full force and effect as written. In the event of conflict, this Amendment No. 2 shall prevail.

IN WITNESS WHEREOF, the Parties have executed this Amendment No. 2 on the date of last signature.

LOCAL MOU TEMPLATE

**MEMORANDUM OF UNDERSTANDING
BETWEEN
LAKE COUNTY WORKFORCE DEVELOPMENT BOARD
AND
THE JOB CENTER OF LAKE COUNTY**

Jennifer Serino
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1. PARTIES TO MOU (SEC. 121 (C)(1)) (Governor's Guidelines, Section 1, Item (b))	
<ul style="list-style-type: none"> • List the required partner providing services in the local area • List the partner agency providing services of each required partner 	
PARTIES TO MOU	TYPED NAME
Local Workforce Innovation Board Chair	Jennifer Harris
Chief Elected Official	Sandra Hart
Chief Elected Official	
Chief Elected Official	
Chief Elected Official	
Chief Elected Official	
Chief Elected Official	
Chief Elected Official	
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REQUIRED PARTNERS AS PARTIES TO MOU	ENTITY ADMINISTERING PROGRAM TYPED NAME¹
Title I: Adult, Dislocated Worker, Youth	Lake County Workforce Development Department
Title II: Adult Education and Literacy	College of Lake County

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

Title III: Employment Programs under Wagner-Peyser	IDES
Title IV: Rehabilitation Services	IDHS-VR
Perkins/Post-secondary Career & Technical Education	College of Lake County
Unemployment Insurance	IDES
Job Counseling, Training, Placement Services for Veterans	IDES
Trade Readjustment Assistance (TRA)	IDES
Trade Adjustment Assistance (TAA)	Lake County Workforce Development Department
Migrant and Seasonal Farmworkers	IDES
Community Services Block Grant (CSBG)	Community Action Partnership
Senior Community Services Employment Program (SCSEP)	National Able Network
TANF	IDHS
Second Chance	NA
OTHER REQUIRED PROGRAMS OFFERED IN THIS LOCAL AREA AS PARTIES TO MOU	IF MARKED YES, LIST THE ENTITY ADMINISTERING PROGRAM
National Farmworker Jobs Program	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Housing and Urban Development Employment and Training Activities	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>Lake County Housing Authority</i> <i>Waukegan Housing Authority</i>
Job Corps	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Youth Build	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>YouthBuild Lake County</i> <i>Youth Conservation Corps.</i>
ADDITIONAL PARTNERS AS PARTIES TO MOU	ENTITY ADMINISTERING PROGRAM

2. PURPOSE AND SCOPE OF MOU

- Describe the general purpose and scope of the umbrella MOU

On July 22, 2014, President Obama signed the Workforce Innovation and Opportunity Act (WIOA)(Pub.L.113-128), comprehensive legislation that reforms and modernizes the public workforce system. It reaffirms the role of the public workforce system, and brings together and enhances several key employment, education, and training programs. WIOA provides resources, services and leadership tools for the workforce system that improves employer engagement and competitiveness for success in the global marketplace by helping individuals find good jobs, retain employment and advance job related skill sets.

The Memorandum of Understanding (MOU) is established as a collaborative framework encouraging cooperation, collaboration, communication, policy and technical guidance and governance to assist with the efficient and effective participation in the WIOA implementation in Lake County, Illinois. The partners will collaborate to identify effective services for efficient, consistent customer service delivery. The MOU includes a disclaimer that partners continue to have statutory responsibilities relating to the administration of their respective programs outside of, and not contained in, WIOA. The Memorandum of Understanding (MOU) fulfills the WIOA requirement to document and come to agreement for State and local partners for negotiating cost sharing, service access, service delivery and other matters essential to the establishment of effective local workforce development services under WIOA (§678.705).

The MOU will be used as an essential tool for achieving a key goal of WIOA – establishing an integrated and effective local workforce delivery system that produces the skilled workers that businesses in Lake County and regional economies require. The MOU is intended to reflect the shared vision and commitment of the Workforce Development Board and required partners to high-quality workforce development systems and centers and be consistent with the vision articulated by the Federal government and State, regional and local planning priorities.

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

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

The Job Center of Lake County partners agree that the shared vision for the local one-stop delivery system is to promote business driven talent solutions through integrated resources and partnerships and to enhance the economic vitality of Lake County. The intent of the MOU is to carefully plan and coordinate services among all federally-funded workforce development programs to achieve the level of integrated service delivery WIOA envisions. The partners to the MOU will 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 Job Center of Lake County partners envision a comprehensive one-stop and high performing one-stop delivery system to include equity in serving priority populations, shared customers, shared business outreach activities, efficient and effective referral process and tracking; and succinct reporting mechanisms on progress, continuous improvements and customer satisfaction.

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

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

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. As a result of this visionary leadership; the Workforce Board provides oversight and policy direction to the vital collaboration that exists among 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.

This local MOU is intended to reflect the shared vision and commitment of the Board and Partners to a high-quality workforce development system and Center and be consistent with the vision articulated by the Federal, State, regional and local planning priorities.

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 Job Center partners carry out this vision through structured collaborations as they work together 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 intent of the MOU is to carefully plan and coordinate services among all federally-funded workforce development programs to achieve the level of integrated service delivery WIOA envisions. The partners to the MOU work collaboratively to optimize the quality of services provided with

- An ongoing focus on sector strategies: 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. In addition, Workforce Development engages the Job Center in the Lake County Workforce Development Eco-System around shared and enhanced business relationships.
- Career pathways: the partners have worked together to identify career pathways in targeted sectors and work collaboratively to recruit unemployed and underemployed individuals to enroll in career pathway programs.
- 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 provider; 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.

Elements of the vision that are not yet in place:

- Clear metrics for progress and success;
- Job relevant career pathways;
- Advancement opportunities for all job seekers; and
- Integrated resource sharing across partners.

The Job Center of Lake County partners envision a comprehensive one-stop and high performing one-stop delivery system to include equity in serving priority populations, shared customers, shared business outreach activities, efficient and effective referral process and tracking; and succinct reporting mechanisms on progress, continuous improvements and customer satisfaction.

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. 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.

Year 1: The Operations Committee of the Workforce Board has established a plan to direct partners to develop an implementation plan and execute the requirements of this MOU. The partners have identified the key elements for implementation and are working towards achieving integration, co-location, a referral process, cross-training, staff development, and customer satisfaction measures.

Year 2: Strengthen the Lake County Workforce Eco-System through enhanced industry sector initiatives.

Year 3: Evaluation and continuous improvement measures will be implemented.

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

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

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

The MOU covers service delivery and related costs associated with the following comprehensive one-stop center:

Job Center of Lake County
1 N. Genesee Street
Waukegan, IL 60085

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

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

The 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 Center has a resource room area that provides customers with access to the internet, printers, copiers and fax machines. The resource room includes fifteen (15) public computers, a fax machine, and flyers/ materials regarding training, job openings, hiring events, job opportunities and community resources. There is a special section designated for veteran resources.

The Partners have made it a priority to focus the coordination of services around continuous improvement efforts to address and reduce overlapping services, create efficiencies in serving the job seekers and increasing the career services delivered at the Job Center and throughout the system among the partners. Through the role of the One-Stop Operator, the partners will collaborate in a number of ways, including in person, electronically and via telephone. Cross-training efforts have begun and will allow for better customer service. Designated staff is assigned to welcome the customer and a needs-based assessment will determine the customer's next step in the service delivery process. Cross-trained staff will direct clients to the services that best fit their needs through the agreed upon referral process. Partners to this MOU that have staff at the center include: Title I – Lake County Workforce Development; Title II – College of Lake County and APC Partners; Title III – IDES; Title IV – DHS VR; Veterans Services – IDES; TAA – Workforce Development; Migrant & Seasonal Farmworkers – IDES, Senior Community Services Employment Program (SCSEP) – National Able Network; TANF – DHS; Youthbuild – Youth Conservation Corps and YouthBuild Lake County; HUD – Waukegan Housing Authority.

The Partners have been actively engaged and have a good understanding of the career services each partner offers both in the physical Job Center and the local One-Stop system. The Partners have agreed to expand upon the MOU and compile a reference guide on the career services offered. These reference guides will be shared with the partners and used as part of the cross-training that will take place within the first six months.

Title I (Adult, Dislocated Worker and Youth) – Workforce Development is a key community player in the areas of career services, business services, and education/ training required for implementation of the Workforce Innovation and Opportunity Act (WIOA) and is committed to providing and coordinating services on-site at the Job Center of Lake County and through-out the system. Workforce Development is committed to carrying out the functions of the One Stop Operator through an on-site staff presence at the Job Center of Lake County. 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 at the Job Center of Lake County as well as community locations based on the customer needs. Workforce staff are physically located at the one-stop center to delivery program services. No direct linkage is needed. 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 – the 5 Steps to Your Next Job; and follow-up services.

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

Title III (Employment Services under Wager-Peyser) – IDES' Employment Services and Outreach is a labor exchange program designed to sustain economic growth by expanding employment opportunities to qualified job seekers that meet the demands of 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. IDES commits to working in conjunction with the Workforce Board, the one-stop operators, and all other partners in coordinating services for both the employers and clients of LWIA 1.

Title IV (Rehabilitation Services) – Illinois Division of Vocational Rehabilitation administered by IDHS, is committed to providing Vocational Rehabilitation services for persons with disabilities in preparing for, finding, and maintaining quality employment that pays a living wage and offers opportunities for advancement. Vocational Rehabilitation staff work closely with state, regional, and local employers, offering individualized placement services that bring employers and qualified employees together. The DRS Waukegan Field Office’s objective is to provide and coordinate services with the Job Center of Lake County and co-located partners by having staff on-site and through technology provide support for disabled job seekers. The development of an individualized employment plan with the job seeker includes the following services: guidance, counseling, information, referral, training and placement. These services are provided with utilization of workforce partners, community rehabilitation providers and local social service agencies. The Division of Vocational Rehabilitation-Waukegan DRS Field Office is committed to working in conjunction with the Workforce board, the one-stop operators, and all other partners in coordinating services for both employers and customers of LWIA 1. The DRS Waukegan Field Office utilizes a dedicated phone line for direct linkage with the Job Center of Lake County. Having a dedicated phone line ensures that the customer will receive immediate access with the DRS Waukegan Field Office during business hours. The customer can also leave a voicemail message before and after

business hours and will be contacted by a dedicated staff member within two business days. In addition, the customer can initiate an on-line referral for DRS services via the State of Illinois web site at www.dhs.state.il.us. The on-line referral is reviewed by a dedicated DRS employee within 24 hours of receipt and routed to the co-located counselor who is responsible for initiating contact with the customer within one business day. The DRS Waukegan Field Office have two staff members who are trained and knowledgeable regarding the required Partner's services and programs. Currently one staff member is co-located at the Job Center of Lake County one-half day per week in order to provide direct linkage with the DRS Waukegan Field Office.

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

Direct linkage between the Job Center and CLC occurs through dedicated phone numbers to the Counseling, Advising & Transfer Center at three campuses. Voicemail is available on all three phone lines - Grayslake (847-543-2060), Lakeshore (847-543-2186), and Southlake (847-543-6502). Specific counselors are trained to assist Job Center clients and receive annual training on the status of WIOA approved programs. The college's website (<http://www.clcillinois.edu/student-services/counseling-advising-transfer>) also specifically references WIOA/TAA clients having access to trained counselors.

IDES/Unemployment Insurance (UI) – The Unemployment Insurance program, administered by IDES, is designated to contribute to the state's overall economic stability by partially protecting eligible workers against loss of income during periods of unemployment. Eligible workers who become unemployed and meet all requirements set forth in the UI Act may receive benefits for the maximum number of weeks payable under the law or until the worker finds employment or becomes otherwise ineligible. UI services are provided through technology and Direct Linkage (Telephone line directly to a live person). IDES commit to working in conjunction with the Workforce Board, the one-stop operators, and all other partners in coordinating services for both the employers and clients of LWIA 1.

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. Veterans services are provided on-site and through technology. IDES commits to working in conjunction with the Workforce Board, the one-stop operators, and all other partners in coordinating services for both the employers and clients of LWIA 1.

IDES/Trade Readjustment Assistance – IDES administers Trade Readjustment Allowances, a benefit under the TAA program, providing income support to persons who have exhausted unemployment compensation and whose jobs were affected by foreign imports. TRA is provided through direct Linkage with a telephone line directly connecting to a live person). . IDES commits to working in conjunction with the Workforce Board, the one-stop operators, and all other partners in coordinating services for both the employers and clients of LWIA 1.

Trade Adjustment Assistance (TAA) – Workforce Development administers TAA services at the Job Center of Lake County, but also facilitates TAA services at the corresponding company that has been identified within the layoff petition. Some of the direct services that are provided are: Facilitation of the TAA applicants BRO, 7 Criteria for training approval, individualized training plan, and review of any other additional TAA forms that need to be completed. The career services can take place at a variety of

direct linkage locations, which pertain to onsite TAA services at the designated company, the College of Lake County, and the Job Center of Lake County

IDES/ Migrant & Seasonal Farmworkers (MSFW) –

IDES provides staff assisted services including job development, career guidance, and referral to training and supportive services for migrant and seasonal farmworkers. MSFW services are provided on-site and through technology. IDES commits to working in conjunction with the Workforce Board, the one-stop operators, and all other partners in coordinating services for both the employers and clients of LWIA 1.

National Farmworker Jobs Program (NFJP) – NA

Community Service Block Grant (CSBG) – Community Action Partner is committed to providing comprehensive services needed to assist job seekers with the basic needs.

Services are made available to all users of the one-stop via direct-linkage. A direct telephone number linked directly to the staff responsible for providing comprehensive services will be made available. Staff will be available during regular business hours to provide program information and/or services as needed.

Senior Community Services Employment Program (SCSEP) – National Able Network is committed to providing and coordinating services on-site at the Job Center of Lake County as well as accessed through technology with direct linkage to a SER staff via an office phone number.

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

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

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

IDOC Second Chance – NA

HUD Employment and Training Activities – Lake County Housing Authority is committed to providing and coordinating services at LCHA Waukegan Office through direct linkage. Waukegan Housing Authority is committed to providing and coordinating services at the WHA Waukegan 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. Housing Authorities provide 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.

Job Corps – NA

YouthBuild – Under the YouthBuild WIOA One Stop relationship provisions, Youth Conservation Corps (YCC) will be providing four hours per week of staff time at the Lake County Job Center One Stop location to best assist all youth into YCC’s YouthBuild Program, YCC’s HVAC training program and other career pathways. During the time at the One-Stop, YCC will learn and work with the ServicePoint referral system to assist youth with referrals to other appropriate agencies.

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 is using 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.

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 Director of Education and Programming.

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.

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

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

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

The Workforce Board initially contracted with Thomas P. Miller and Associates (TPMA) to lead the procurement process for selecting a One-Stop Operator. TPMA is a full-service consulting firm based in Indianapolis, Indiana with over 27 years of experience in workforce development activities including providing assistance to workforce boards in strategic planning exercises. As the contracted entity to lead this procurement process, TPMA served as a separate and independent outside entity to conduct the competition for the One-Stop Operator. The Workforce Board was required to complete an additional procurement process for selecting a One-Stop Operator. In March 2018, the Lake County Purchasing Division issued the RFP for a One-Stop Operator – the RFP included funding line item and budget request.

The Request for Proposal for the One Stop Operator for the Job Center of Lake County requested proposals for a high-quality one-stop operator that are business-driven, customer-centered, integrated and tailored to meet the needs as established in the federal regulations drafted by the U.S. Department of Labor as it relates to the One-Stop Delivery System. The One-Stop Operator of the Lake County Job Center will coordinate and integrate services and referrals among program partners.

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

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

The One-Stop Operator, with assistance from the required program partners, will:

- Coordinate activities, programs and services between all Partners and Services Providers.
- Coordinate and track partner agency referrals.
- Develop a reporting system(s) for the tracking of performance and referrals.
- Coordinate to maintain a Job Center website/web-page content.
- Regularly convene the Lake County Job Center Partners to:
 - o Work with partners to assess customer needs
 - o Collect customer feedback and work with partners to address issues
 - o Periodically review one-stop program(s) and center accessibility
 - o Assure one-stop center materials are up-to-date and available
 - o Report and coordinate maintenance needs
 - o Assist partners responding to economic needs of the local
 - o Assist partners in identifying to recruit and match businesses with the skilled workers
- Report activities and outcomes to the local LCWDB

The One-Stop Operator will be responsible for the on-going coordination of the Local One-Stop System and related center(s). The OSO will be responsible for the on-going development of the Lake County delivery system and center(s). The One-Stop system shall include, but not limited to:

- Providing access to initial and basic career services
- Training services
- Employment and training activities
- Programs and activities carried out by all WIOA one-stop partners
- Data, information, and analysis for the local labor market
- Initial, basic job search, placement, recruitment and employment activities

The One-Stop Operator must provide the services described in this scope of work to the following customers, as appropriate and within funding/eligibility guidelines:

- Employers seeking labor market information, labor exchange services (i.e., posting of job orders, receiving qualified referrals, etc.), specialized training arrangements for current or prospective workers, etc.;
- The general public seeking Job Search Services;
- Individuals who meet the requirements for WIOA registration and are included in the priority of service categories, who are enrolled in and provided Individualized Career Services and, in some cases, provided Training Services;
- Individuals seeking specialized services such as veterans, ex-offenders, substance abusers, non-high school/GED graduates, individuals with multiple barriers to employment (including older individuals, people with limited English-speaking ability and people with disabilities), individuals impacted by foreign trade who may be eligible for Trade Readjustment Assistance (TRA), NAFTA, etc.;
- Former WIOA enrollees to whom follow-up services are to be provided;
- Individuals receiving TANF that are subject to work requirements that have been referred by partner agencies;
- Non-custodial parents of the children supported by public assistance.

The One-Stop Operator may not perform the following functions:

- Convene system stakeholders to assist in the development of the local plan;
- Prepare and submit local plans;
- Be responsible for oversight of itself;
- Manage or significantly participate in the competitive selection process for one-stop operators;
- Select or terminate one-stop operators, career services, and youth providers;
- Negotiate local performance accountability measures; and
- Develop and submit budget for activities of the LCWDB in the local area.

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

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

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

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 Job Center currently manages a paper driven referral system among some partners. The One-Stop Operator will expand the use of the referral system by establishing standard procedures and rules and creating a document that meets with approval from each partner. The paper referral process will be managed by the Job Center Supervisor and information will be tracked and reported quarterly. 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 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 Job Center currently manages a paper driven referral system among some partners. The One-Stop Operator will expand the use of the referral system by establishing standard procedures and rules and creating a document that meets with approval from each partner. The paper referral process will be managed by the Job Center Supervisor and information will be tracked and reported quarterly. 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 partners to this MOU 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 the 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; and
- Evaluate and improve the referral process;

Title I (Adult, Dislocated Worker and Youth) – Individuals can receive and hear about training and employment services by attending an information session, which is scheduled several times a week on-site at the Job Center as well as at a partner agency. Based on information gathered during this session, individual customers are referred to appropriate partners and services including Workforce Development training services; Adult Basic Ed; Veteran services through IDES; IDHS-VR Services; YouthBuild Programs; youth serving programs; child care services; housing authorities; SCSEP; TANF/SNAP service providers; and legal 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 FindHelp Lake County website where they are able to access a full complement of service providers in the county based on their immediate need. Job Seekers using the services of the Job Center are also referred to these programs and service providers.

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

Title IV (Rehabilitation Services) – Customers are encouraged to use the online Rehabilitation Services Web Referral to refer themselves or someone else for services. Customers can access the online referral by visiting www.dhs.state.il.us. Customers may also have a referral completed by visiting the DRS Waukegan Field office or by calling the office at 847-244-8474. Once a referral is received the customer is assigned to a counselor and an invitation to attend an orientation session is initiated. In cases where a customer expresses a need for supportive services, DRS Waukegan staff refer customers to the appropriate agency and encourage customers to utilize the FindHelp Lake County website where they are able to access a full list of service providers in Lake County based on their needs. Referrals include Workforce Development services provided at the Lake County 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, YWCA Childcare services, Lake County Health Department, Prairie State Legal Services, Love Inc., Local Housing Authorities, PADS, Lake County FCRC (TANF, SNAP, Medicaid), Lake County Center for Independent Living, Youth Build, and NICASA. Customer referrals will be made to any Job Center partner agency when a need arises using the Job Center referral form.

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

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

IDES/Job Counseling, Training and Placement Services for Veterans – Wagner-Peyser staff assist all veterans without significant barriers to employment (SBEs) per the current Veterans Program Letter (VPL.) USDOL-VETS establishes the policies for the veteran's employment program. An initial assessment is performed by the WP staff and referrals are made to supportive agencies/organizations. If the veteran has SBES, he/she is referred to the Disabled Veterans Outreach Program Specialist (DVOP.)

The DVOP performs another assessment and provides intensive services and/or case management with the ultimate goal of overcoming barriers and being job ready. Referrals are also made to many partners for assistance. Personal, email, or telephone contact is used for tracking referrals. Client referrals will be made to any Job Center partner agency when a need arises using the Job Center referral form.

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

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

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

National Farmworker Jobs Program (NFJP) – NA

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

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

DHS/TANF – Our agency is committed to assist our customers to become economically self – sufficient. To that end, we refer customers to the Workforce Development services provided at Job Center including, workshops, employer recruitment events, access to on-line job applications, resume completion, and potential training opportunities; Adult Basic Education, ESL, and GED training programs; Youth Build, YWCA Childcare Services, NICASA, Lake County Health Department; IDES Unemployment and job Counseling Services; DHS Rehabilitation Services: Job Corps; Prairie State Legal Services; PADS; Mother's Trust, Love Inc; Local Housing Authorities including of Lake County, Waukegan and North Chicago. Individuals are also given printed copies of the Find Help Lake County Guide which includes

information on accessing the internet version of the guide. Client referrals will be made to any Job Center partner agency when a need arises using the State of Illinois Department of Human Services referral form. Client referrals will be made to any Job Center partner agency when a need arises using the State of Illinois Department of Human Services referral form.

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

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

Job Corps – Interested individuals must attend an orientation session; orientation sessions are held at the Kenosha County Job Center on the 2nd and 4th Monday of the Month at 11am. For information on Lake County locations and orientation sessions: contact Jana Zeek 414-469-0078

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.

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

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

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

The Job Center's layout supports a culture of inclusiveness in compliance with Section 188 of WIOA, the Americans with Disabilities Act (ADA) of 1990 and all other applicable statutory and regulatory requirements. The Job Center is recognizable in a high-traffic area; and is accessible through public transportation and a reasonable walking distance.

The Job Center has both accessible on-street parking with spaces closest to the door marked for individuals with disabilities as well as access to a parking garage with dedicated parking spaces marked for individuals with disabilities.

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

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

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

The partners to the MOU are committed to ensure all individuals seeking services at the Job Center will be given access to all 13 required career services on site and the opportunity to explore occupations to understand the technical and physical requirements. Accommodations will be made for individuals when necessary. All partners agree that they will not discriminate in their employment practices or services on the basis of gender, age, race, color, creed, religion, national origin, disability or veteran’s status, or on the basis of any other classification protected under state or federal law. The partners assure that they have in place policies and procedures to address these issues, and that such policies and procedures have been disseminated to their employees and otherwise posted as required by law. The partners further assure that they are currently in compliance with all applicable state and federal laws and regulations regarding these issues.

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

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

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

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

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

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

The Job Center partners do not have an integrated data system. The Partners to the MOU are committed to pursuing alignment and integration of participant and performance data across programs with the goal of providing effective and efficient services that lead to customer employment and retention. The One-Stop Operator will continue to work with the Workforce Board and partners to identify the most immediate and effective way to share information on shared customers.

The partners are aware that the Governor’s Interagency Work Group continues to explore technology improvements and data sharing systems; and will work with the Workforce Board to implement a system when made available. Until that system is in place, the One-Stop Operator will work with partners

individually to identify common information that can be collected on each customer utilizing services throughout the one-stop system; and then work with the Workforce Board and partners to determine if there is a tool that can best capture this information and track performance.

All partners to this MOU agree to share data to the fullest extent possible through agreements and practices that allow each program to comply with the state and federal laws governing it to protect personally identifiable information while working toward greater integration of services across programs.

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

General requirements related to personally identifiable information include:

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

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

The implementation of an integrated technology-enabled intake and case management information system for programs carried out under WIOA will be implemented as soon as practical following guidance from the State of Illinois Department of Innovation Technology. Until data system solutions is implemented the partners agree to pursue other means of securely sharing information relevant to improved outcomes for customers and businesses. Examples of such practices include an electronic referral system set up with the Lake County ServicePoint system that is currently in use by Workforce Development and community agencies and two MOU Partners – YouthBuild Lake County and Youth Conservation Corp. This system captures basic information on an individual customer as well as the purpose of the referral. The One-Stop Operator will work to expand this tool to additional partners to this MOU by July 2018.

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

Examples of this include:

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

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

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

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

Using the Infrastructure Funding Agreement (fillable spreadsheet)

1. *Complete the FTE Calculations tab of the Infrastructure Funding Agreement for each comprehensive one-stop center, as well as for each affiliate or specialized center designated by the local workforce board and at which required partners agree to provide services.*
 - a. *For partners whose staff will be cross-trained to provide services of another partner’s program:*
 - i. *Identify the FTE commitments being made to provide services on behalf of another required partner at the comprehensive one-stop center or affiliate or specialized center.*
 - ii. *Enter that FTE commitment into the “FTE Calculations” tab specific to that service location.*
 - b. *For partners whose services are being provided by another partner’s cross-trained staff:*
 - i. *Identify an FTE commitment that corresponds with the required partner providing the services on your behalf.*
 - ii. *Enter that FTE commitment into the “FTE Calculations” tab specific to that service location.*
2. *Complete a “Cost Allocation” tab for each service location. Note that infrastructure costs will be completed for each service location, including comprehensive one-stop centers and any affiliated or specialized center designated by the local workforce board.*
 - a. *For each service location, identify the agreed-upon amount that each required partner will contribute toward infrastructure costs to operate that service location. (Infrastructure costs must be negotiated on an annual basis.)*
 - b. *For the entire local service delivery system, specify the agreed-upon amount of the shared local system costs that each required partner will contribute. (Shared local system costs must be negotiated on an annual basis.)*
 - c. *In the Shared Delivery System Costs section of each “Center” tab, identify the cost of the one-stop operator in the designated line item.*
 - i. *If required partners have selected either a single entity or a consortium to perform one-stop operator functions, then enter the cost of the competitively*

procured one-stop operator in the designated cell of Column B and each partner's share of the total cost in that row.

- ii. If required partners have opted not to share the cost of the one-stop operator and instead will provide in-kind personnel to perform the one-stop operator functions, then enter the total agreed-upon value of the in-kind personnel in the designated line item of Column B, and each partner's share of the total cost in the row for "less in-kind staffing."*
 - iii. Explain the in-kind staffing contribution in the "Notes" section of the spreadsheet (which must align with Section 12 of the MOU narrative).*
 - iv. Name the one-stop operator model (consortium, single entity or other). If the operator model is a consortium, provide the names of the entities that comprise the consortium.*
- 3. Approve the agreed-upon, annual Infrastructure Funding Agreement through the MOU amendment procedures described in this MOU, Section 13, including signatures.*

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

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

f. Cover Page for Submittal of MOU Amendments and Annual One-Stop Operating Budgets (Appendix Item H of the Governor's Guidelines – Revision 3)

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

- i. Each required program partner's total cash contribution toward its proportionate share of infrastructure and local service delivery system costs for PY 2019; and*
- ii. The dollar amount of a 10% variance from each partner's total cash contribution in the case that actual costs exceed budgeted costs.*

The partners 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, 2019 through June 30, 2020 and negotiations for the year beginning July 1, 2020 will begin in January 2020.

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, the lease holder of the space, and communicated annually with the partners as related to the negotiation and reconciliation process. Lake County Workforce Development will issue invoices in February and June to the partners based on the negotiated fair share through a cash contribution. Lake County Workforce Development 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 time of staff member(s) delivering the services on-site in the Job Center, 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.

All partner programs agreed to an FTE of no less than .25FTE. Total FTEs have been calculated at 22.13.

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 Workforce Development as the entity that will reconcile budgeted 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.

According to the calculated costs of the Job Center, Shared infrastructure cost per FTE is \$6,666. Based on the partner's agreed upon FTE, the partner is required to make a cash contribute of that amount, eg. FTE=.25; Cash Contribution = \$1,667. The cash contribution will be made to Workforce Development. Workforce Development is the lease holder and pays for all the infrastructure costs.

According to the calculated costs of the Job Center, Delivery System Costs per FTE is \$19,096. 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 partners agree to contribute to the system costs of the Job Center of Lake County using the required FTE methodology and calculated the

budget costs. 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. The partner contribution against the system costs will be in-kind staffing unless a cash contribution is negotiated using the FTE methodology.

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 \$116,212.73. WDD is contributing these costs at 100%. These costs are a percentage of current WDD staff that perform the functions of the One-Stop Operator on-site at the Job Center.

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.

		Partner's Total Cash Contribution	Dollar Amount of 10% Variance from Total Cash Contribution displayed as Partner's Total Cash Contribution plus 10% Variance (if applicable)
Commerce	Title IB - Adult, Youth, & Dis. Workers	79,993	87,992
	TAA	13,332	14,665
	CSBG	1,667	1,833
IDES	Title III - Wagner-Peyser	11,666	12,832
	Title III - MSFW	1,667	1,833
	Veterans Services	13,332	14,665
	UI Comp Programs	1,667	1,833
	TRA	1,667	1,833
ICCB	Title II - Adult Education	7,533	8,286
	Career & Tech Ed - Perkins	1,667	1,833
DHS	Title IV - Vocational Rehab	6,666	7,333
	TANF - DHS	1,667	1,833
Aging	SCSEP	1,667	1,833

DOC	Second Chance		
	HUD	1,667	1,833
	Title IC - Job Corp		
	Title ID - National Farmworkers		
	Title ID - YouthBuild	1,667	1,833
	Other 1		
	Other 2		
	Other 3		
	Other 4		

13. AMENDMENT PROCEDURES (Sec. 121 (c)(2)(v)) (Governor's Guidelines, Section 5) (§ 678.500(b)(5))

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

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

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

All partners to the MOU may request an amendment to the MOU with 60 days written notice. All such requests must be in writing and must be agreed to by all the parties.

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

Annual negotiations of infrastructure and shared system costs must begin no later than March 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 March to review the costs data and review and agree to the plan set forward to negotiated infrastructure and shared system costs.

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

The Workforce Board is prepared to have a neutral board member engaged in the process to resolve any dispute that evolves after the agreement is reached. The information being disputed must be provided to the Workforce Board in writing and where it cannot be resolved in 30 days, a board member will engage in the resolution process.

The WDB will determine the need to convene all parties to the MOU to review proposed changes and negotiate revisions to the MOU. The MOU will be amended with agreement for partner agencies and executed by the authorized partner signatures.

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

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

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

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

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

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

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

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

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

The MOU effective date is July 1, 2017.

Partners have agreed that the MOU is effective through June 30, 2020.

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

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

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 to 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.

19. ATTACHMENTS

LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS

INCLUDES:

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

IDES NON-DISCLOSURE AGREEMENT

ONE-STOP OPERATING BUDGET SPREADSHEET FOR PY19

OTHER

**TEMPLATE
LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS**

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

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

TEMPLATE
LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS

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

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

TEMPLATE
LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS

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

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 Family 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	The Illinois Department of Employment Security encourages economic growth and stability in Illinois by providing Employment Services to Illinois residents and employers. IDES provides hiring events and workshops onsite at the Job Center of Lake County.
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.

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LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS

REQUIRED PARTNER	OTHER PROGRAMS AND ACTIVITIES PROVIDED
Post-secondary Career and Technical Education under Perkins	In Illinois, Perkins IV focuses state and local efforts on continuously improving programs to facilitate the academic achievement of CTE students through the following efforts: strengthening the connections between secondary and postsecondary education; restructuring the way stakeholders – high schools, community colleges, universities, business and parents – work together; and, increasing state and local accountability standards. Several themes are evident in Perkins IV: accountability for results and program improvement at all educational levels; coordination of CTE with the entire P-20 system; integration of academics and CTE; alignment and connections between secondary and postsecondary education, including baccalaureate; involvement of business and industry, and community-based partners.
Unemployment Insurance	The Illinois Department of Employment Security encourages economic growth and stability in Illinois by providing Employment Services to Illinois residents and employers, analyzing and disseminating essential Labor Market Information, and administering Unemployment Insurance programs. IDES administers the unemployment insurance program which provides temporary income to qualified individuals through Direct-Linkage.
Job Counseling, Training and Placement Services for Veterans	The Illinois Department of Employment Security delivers job counseling, training and placement services for veterans including case management and workshops onsite at the Job Center of Lake County.)
Trade Readjustment Allowance (TRA)	The Illinois Department of Employment Security provides trade readjustment assistance including claims maintenance and addressing general questions through Direct-Linkage..
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.

TEMPLATE
LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS

REQUIRED PARTNER	OTHER PROGRAMS AND ACTIVITIES PROVIDED
	<p>Reemployment Trade Adjustment Assistance (RTAA): A wage subsidy for up to two years that is available to reemployed older workers (age 50 and older) which covers a portion of the difference between a worker's new wage and their old wage up to \$50,000.</p> <p>Health Coverage Tax Credit: 72.5% credit if receiving TRA for the costs you pay for health care insurance may be claimed on your federal income taxes.</p> <p>IDES works with migrant and seasonal farmworkers providing hiring events and workshops onsite at the Job Center of Lake County..</p> <p>NA</p>
Migrant and Seasonal Farmworkers	
National Farmworker Jobs Program	
Community Services Block Grant (CSBG)	<p>CSBG Program delivers comprehensive supportive services to include:</p> <p>Emergency services for rent, water and temporary shelter,</p> <p>LIHEAP Utility Assistance services for light and gas,</p> <p>Child Care and Child Care Assistance for 3-5 year olds</p> <p>Food Pantry Assistance</p> <p>Educational and Trade School Scholarships</p>
Senior Community Services Employment Program (SCSEP)	<p>Applicants must meet the income guideline eligibility requirements currently set at 125% of the poverty guidelines.</p> <p>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.</p>
TANF	<p>The Department of Human Services provides Temporary Assistance to Needy Families (TANF), Medical assistance and Supplemental Nutritional Assistance Program (SNAP) to eligible customers. Staff assess customer needs and provides referrals to other agencies as necessary, in order to assist families/individuals in obtaining self-sufficiency.</p>
Second Chance	NA
Housing and Urban Development Employment and Training Activities	<p>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:</p>

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LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS

REQUIRED PARTNER	OTHER PROGRAMS AND ACTIVITIES PROVIDED
	<p>Homebuyer Education, Pre-Purchase Counseling, Post-Purchase and Foreclosure Prevention, Mortgage Default Counseling, Financial and Budgeting Counseling and Rental Counseling.</p> <p>Waukegan Housing Authority FSS Program is a voluntary program for participants who receive HUD Housing Choice Voucher (Section 8) Rental Assistance, or living in Public Housing and wish to improve their financial situation, eliminate their dependence on public assistance and are motivated to 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.</p>
Job Corps	NA
YouthBuild	<p>YouthBuild Lake County (YBLC) serves 17-24 year old, underserved youth in our traditional YouthBuild program: a twelve month education and career training opportunity offering academic skill enhancement, high school diploma attainment, leadership development and mentoring activities, green construction training, life skills, case management and counseling, community service opportunities, career exploration and job readiness training, post-secondary educational initiatives, job/college placement, and follow up services. In addition, a YouthBuild Work Experience Program provides 35 participants with paid work experiences, ranging between 80-160 hours of work.</p> <p>The Youth Conservation Corps YouthBuild Program helps opportunity youth (ages 17-24) to become independent and thrive by teaching discipline, education and practical construction/other job skills that will get them into a job or into college, We serve those who are neither studying nor employed. The Youth Conservation Corps also offers a summer youth conservation employment program that employs 48 youth and provides them with paid conservation jobs, college scholarships, and environmental training. This work is done on Lake County Forest Preserve land.</p>

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SERVICE DELIVERY METHOD THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)

PROGRAM	SERVICES PROVIDED THROUGH OWN STAFF	SERVICES PROVIDED THROUGH CROSS-TRAINED PARTNER STAFF	SERVICES PROVIDED THROUGH CONTRACTOR PROVIDER	SERVICES PROVIDED THROUGH DIRECT LINKAGE
Title I (Adult, Dislocated Worker, Youth)	<p>Analysis and use of labor market data to support local economic development</p> <p>Business services – interaction with business and economic development representatives</p> <p>Analysis and use of labor market data to support local economic development – interaction with business and economic development representatives</p>	<p>Services:</p> <p>Partner:</p>	<p>Services:</p> <p>Provider:</p>	<p>Services:</p> <p>Method:</p>
Title II: Adult Education and Family Literacy	<p>Outreach & Student Intake Assessment</p> <p>Student Support Services</p> <p>Career Planning, Job Search and Employment Plan</p> <p>ABE/ASE/ESL Instruction</p> <p>Online instruction – must meet minimum criteria</p> <p>Integrated Education & Training programs: Career Pathways</p>	<p>Services:</p> <p>Partner:</p>	<p>Services:</p> <p>Provider:</p>	<p>Services: Outreach & Student Intake Assessment</p> <p>Student Support Services</p> <p>Career Planning, Job Search and Employment Plan</p> <p>ABE/ASE/ESL Instruction</p> <p>Online instruction – must meet minimum criteria</p> <p>Integrated Education & Training programs: Career Pathways</p> <p>Method: The services accessed through technology have a direct linkage as defined by an individual being available through a phone number.</p>

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PROGRAM	SERVICES PROVIDED THROUGH OWN STAFF	SERVICES PROVIDED THROUGH CROSS-TRAINED PARTNER STAFF	SERVICES PROVIDED THROUGH CONTRACTOR PROVIDER	SERVICES PROVIDED THROUGH DIRECT LINKAGE
				<p>computer access to the program staff, or a work email address. At Township HS District 113, direct linkage is provided by the Adult Education Assistant and Lead Assessment Coordinator, Maria Bernardi. The dedicated phone line is 224-765-2410. Clients may call Monday through Friday, 7:30am-3:30pm and from 6pm-9pm on Tuesdays and Thursdays. In the event that the designated individual is unavailable, voice messaging is enabled, and all messages are returned within a 24-time frame.</p> <p>The College of Lake County has a dedicated phone at the Job Center of Lake County which can be used by clients to call the Adult Education Enrollment Center at ext. 2445. This line is staffed from 7:30 a.m. to 9:30 p.m.</p>

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PROGRAM	SERVICES PROVIDED THROUGH OWN STAFF	SERVICES PROVIDED THROUGH CROSS-TRAINED PARTNER STAFF	SERVICES PROVIDED THROUGH CONTRACTOR PROVIDER	SERVICES PROVIDED THROUGH DIRECT LINKAGE
Title III: Employment Programs under Wagner-Peyser	Labor exchange – job search and posting Apprenticeship program Re-entry employment services Wagner Peyser Services provided onsite in the Job Center of Lake County.	Services: Partner:	Services: Provider:	Mondays- Thursdays and 7:30 a.m. to 4:30 p.m. Fridays. Services: Labor exchange – job search and posting Apprenticeship program Re-entry employment services Method: The services accessed through technology have a direct linkage as defined by an individual being available through a phone number or a work email address.
Title IV: Rehabilitation Services	Overview and orientation to vocational rehabilitation services. Evaluation and assessment of eligibility for vocational rehabilitation services. Development of individualized plan for employment, including job placement, vocational training or post-secondary education services.	Services: Explanation of Division of Vocational Rehabilitation Services. Assist in referral to r Division of Rehabilitation Services.	Services: Community Rehabilitation Provider provides vocational rehabilitation services to individuals with disabilities, to enable those individuals to maximize opportunities for employment including: assessments for determining eligibility and vocational rehabilitation needs, job development, placement, and retention services, and supported employment services.	Services: Overview and orientation to vocational rehabilitation services. Evaluation and assessment of eligibility for vocational rehabilitation services. Development of individualized plan for employment, including job placement, vocational training or post-secondary education services.
		Partner: Job Center of Lake County/required partners.	Provider: Lake County Center for Independent Living, Northpointe Resources Inc., Best Buddies, Independence Center, Jewish Vocational Services, Orchard Village, Peioneer Center , Lester and	Method: The services accessed through technology have a direct linkage as defined by an individual being available through a phone number or a work email address.

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PROGRAM	SERVICES PROVIDED THROUGH OWN STAFF	SERVICES PROVIDED THROUGH CROSS-TRAINED PARTNER STAFF	SERVICES PROVIDED THROUGH CONTRACTOR PROVIDER	SERVICES PROVIDED THROUGH DIRECT LINKAGE
			Rosalie Anixter Center, Little City Foundation, Lanmb Farm Inc., Total Link to Community, Northern Suburban Special Education District, Special Education District of Lake County, Allendale Association, Grayslake Community High School, Warren Community High School, Lake Forest Community High School, Stephenson Community High School, Lake Zurich Community High School, Zion-Benton Community High School.	
Post-secondary Career and Technical Education under Perkins	Academic counseling and career advising Resume writing / interview skills	Services: Partner:	Services: Provider:	Services: Method:
Unemployment Insurance	UI Services are provided through Direct-Linkage to the Job Center of Lake County.	Services: Partner:	Services: Provider:	Services: Unemployment insurance Method: The services accessed through technology have a direct linkage through a department call center and online application information and technical assistance.
Job Counseling, Training and Placement Services for Veterans	Veterans' assistance – job preparation, employer outreach	Services: Partner:	Services: Provider:	Services: Method:

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PROGRAM	SERVICES PROVIDED THROUGH OWN STAFF	SERVICES PROVIDED THROUGH CROSS-TRAINED PARTNER STAFF	SERVICES PROVIDED THROUGH CONTRACTOR PROVIDER	SERVICES PROVIDED THROUGH DIRECT LINKAGE
Trade Readjustment Allowance (TRA)	Veteran Services are provided onsite at the Job Center of Lake County. Trade Readjustment Assistance determination and benefits	Services:	Services:	Services: TRA Services are provided through Direct Linkage in the Job Center of Lake County Method:
Trade Adjustment Assistance (TAA)	Case management and local delivery of TAA services	Partner:	Provider:	Method: The services accessed through technology have a direct linkage as defined by an individual being available through a phone number or a work email address. Services:
Migrant and Seasonal Farmworkers	Assisting individuals in finding employment, housing, medical care, and other vital necessities MSFW Services are provided through onsite assistance in the Job Center of Lake County..	Services:	Services:	Method:
National Farmworker Jobs Program		Partner:	Provider:	Services:
Community Services Block Grant (CSBG)		Services:	Services:	Method:
		Services:	Services:	Services: Employment support services (e.g., uniforms, protective gear, tools) Linkages – referrals to other programs

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PROGRAM	SERVICES PROVIDED THROUGH OWN STAFF	SERVICES PROVIDED THROUGH CROSS-TRAINED PARTNER STAFF	SERVICES PROVIDED THROUGH CONTRACTOR PROVIDER	SERVICES PROVIDED THROUGH DIRECT LINKAGE
		Partner:	Provider:	Method: The services accessed through technology have a direct linkage as defined by a named individual with an office email and phone number.
Senior Community Services Employment Program (SCSEP)		Services:	Services: Outreach activities Professional development Recruitment Financial assistance Benefits screening	Services: Outreach activities Professional development Recruitment Financial assistance Benefits screening
		Partner:	Provider: National Able Network	Method: Services are accessed through technology with direct linkage to a SER staff via office email and phone number.
TANF	Overview of Program Services and Applicants can apply for Cash, SNAP and medical assistance Evaluation and assessment of potential eligibility for work and training programs offered at the comprehensive one-stop center for the TANF and SNAP population Evaluate TANF and SNAP customers who may qualify for supportive services such as transportation and child care based on set policy guidelines and verification Develop responsibility and service plan for TANF and SNAP customers who are	Services:	Services:	Services:

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PROGRAM	SERVICES PROVIDED THROUGH OWN STAFF	SERVICES PROVIDED THROUGH CROSS-TRAINED PARTNER STAFF	SERVICES PROVIDED THROUGH CONTRACTOR PROVIDER	SERVICES PROVIDED THROUGH DIRECT LINKAGE
	engaged in workforce development services offered at the comprehensive one-stop center			
Second Chance		Partner: Services: Partner:	Provider: Services: Provider:	Method: Services: Method:
Housing and Urban Development Employment and Training Activities	Individual Training and Service Plan, Financial Literacy Workshops Financial and Budgeting Counseling, Rental Counseling	Services:	Services: Individual Training and Service Plan, Financial Literacy Workshops Financial and Budgeting Counseling, Rental Counseling	Services:
Job Corps		Partner: Services: Partner:	Provider: Catholic Charities Services: Provider:	Method: Services: Method:
YouthBuild	GED Attainment Alternative high school Construction certifications thru NCCER Life skills & leadership training GED attainment, Alternative high school degree with Penn-Foster taught by YCC staff. Construction certifications thru NCCER combined with hands-on training remodeling homes for low income families Hospitality and Maintenance certifications taught by YCC staff Community support conservation projects	Services: Food, Drug Treatment, Tutoring	Services: GED attainment thru staff and College of Lake County instructor coupled with small class size and individualized instruction HVAC certifications.	Services: Paid internships/work experience. Education scholarships.

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PROGRAM	SERVICES PROVIDED THROUGH OWN STAFF	SERVICES PROVIDED THROUGH CROSS-TRAINED PARTNER STAFF	SERVICES PROVIDED THROUGH CONTRACTOR PROVIDER	SERVICES PROVIDED THROUGH DIRECT LINKAGE
	Life skills training Leadership training	Partner: NIFB, NICASA, Waukegan Public Library	Provider: College of Lake County	Method: Paid internship at corporate partners to ease the transition to career pathways. Educational scholarships are provided at the completion of YCC's program. Method:
		Partner:	Provider:	Method:

IDES NON-DISCLOSURE AGREEMENT

Attachment No.2 to Amendment No. 2 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 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 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. Executed Amendment. RECIPIENT acknowledges and agrees that by signing Amendment No.2 to the MOU (“Amendment”) it agrees to be bound by the terms and conditions of this Agreement, which are incorporated into the MOU by the Amendment. RECIPIENT’s execution of the Amendment is a prerequisite for receiving any confidential information under this Agreement.
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 Amendment and shall end upon the termination of the MOU. Notwithstanding any other provision to the contrary, IDES may immediately terminate or cancel this Agreement and cease providing confidential information if RECIPIENT fails to adhere to any provision set forth in this Agreement. RECIPIENT agrees that its responsibilities and duties under this Agreement, including but not limited to its obligations regarding confidentiality and data security, shall remain in effect following the termination of this Agreement.
4. Confidential Information.
 - a) For purposes of this Agreement, “confidential information” means all data and information in whatever form produced, prepared, observed, or received under this Agreement to the extent such information is confidential within the meaning of any governing law, regulation, or directive, including, without limitation, the Illinois statute codified at 820 ILCS 405/1900 (“Section 1900”).
 - b) RECIPIENT agrees to comply with applicable laws, materials, regulations and all other state and federal requirements with respect to the protection of privacy, security and dissemination of the confidential information, including Section 1900; which is incorporated by reference into this Agreement. Protection from unauthorized use and/or disclosure specifically includes storage in a place physically secure from access by unauthorized persons, maintaining information in electronic formats such as magnetic tapes, discs, or on servers in such a way that unauthorized persons cannot obtain the information by any means, destroying all confidential information in the manner directed by IDES as soon as the information is no longer needed for RECIPIENT’s purposes, and undertaking precautions to ensure that only authorized employees and agents have access to said confidential information.
 - c) RECIPIENT agrees to instruct all personnel having access to the confidential information on the confidentiality requirements set forth in this Section and agrees to fully and promptly report any infraction to the IDES.
 - d) RECIPIENT agrees that the disclosure of the confidential information to the RECIPIENT does not convey any future ownership or use rights. RECIPIENT agrees that IDES shall retain sole and exclusive ownership of the confidential information.

IDES NON-DISCLOSURE AGREEMENT

- 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. RECIPIENT agrees to indemnify, assume all risk of loss, and hold harmless IDES from and against all liabilities, claims, suits, actions, judgments, damages and expenses related to or arising in connection with any acts or omissions of RECIPIENT in connection with this Agreement. RECIPIENT shall do nothing to prejudice the rights of IDES to recover against third parties for any loss.
8. Governing Law. This Agreement shall be governed by and construed in accordance with the laws of the State of Illinois. Any claim against IDES arising out of this Agreement must be filed exclusively with the Illinois Court of Claims, 705 ILCS 505/1 et seq., when said claim is within the jurisdiction of the Court of Claims.
9. Entire Agreement. This Agreement contains the entire agreement between the Parties and supersedes all previous agreements and proposals, oral or written, regarding the matters addressed herein. This Agreement may be amended upon the mutual written agreement of the Parties. In the event of conflict, this Agreement shall prevail over the MOU.
10. 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.