



Introduction

CORE PROGRAM PARTNER CONTACTS

Efforts in the past month to implement the Workforce Innovation and Opportunity Act (WIOA) have focused on building the backbone of the one-stop delivery system. Under WIOA, the Governor is responsible for developing guidelines for State and local program partners to use when negotiating costs and services of the system. The State Board is responsible for developing guidelines for local areas to use when certifying comprehensive one-stop centers.

The Interagency Work Group, which consists of all required State program partners under WIOA, and local partners are providing input for these draft guidelines, which include:

1. Guidelines for the sharing of costs related to the operations of local one-stop delivery systems;
2. Guidelines for entering into a Memorandum of Understanding (MOU) between local partners about cost sharing, service delivery, service accessibility and referrals to partner programs; and
3. Guidelines for the criteria and processes by which local areas will certify comprehensive one-stop centers.

A draft of these guidelines will be distributed in October to State and local partners for comment. A summary of activities supporting the development of these guidelines is on Page 2.

The following individuals may be contacted with questions about implementation efforts each of the core program partners under WIOA:

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Integrated State and Regional Planning Efforts

WIOA regional planning efforts facilitated by Maher and Maher will commence in October with a webinar to set the framework for the planning process. In November, Maher and Maher will convene regional meetings, which are intended to identify high-level goals and strategies. Local areas and partners will then more specifically identify ways in which they will support those high-level goals. These meetings will lead to a statewide summit in January 2016 to prioritize short- and long-term goals that will influence the State's Unified Plan. The Unified Plan will be drafted in collaboration with State partners and will be approved by the Illinois Workforce Innovation Board in early 2016.



Recent Implementation Activities

The Interagency Work Group and its subgroup on MOUs, infrastructure and one-stop center certification, worked in August to develop a series of recommended approaches to implementation of major activities. The State program partners then sought feedback from the local perspective in September through Governance and Operations Task Advisory Groups (TAGs) about the following approaches:

1. **Location of comprehensive one-stop centers:** Grandfather in as many current comprehensive one-stop centers as possible for the first two years of WIOA. Work collaboratively to resolve issues related to providing all required career services and activities in each comprehensive one-stop center, understanding that any significant limitations and how to overcome them will be worked out locally.
2. **Service delivery using technology:** State program partners are in the process of more specifically identifying how each will meet WIOA service access requirements utilizing technology in compliance with the “direct linkage” definition. Considerations include the need to provide on-demand access while protecting customer privacy and ensuring available staff can meet that demand. (*See p. 3 for a “direct linkage” definition.*)
3. **Sharing of one-stop infrastructure costs and local workforce system costs:** A standard budget form will outline how local partners in the comprehensive one-stop center will share infrastructure costs. The goal is to encourage all program partners to agree on an annual budget that a) allocates agreed-upon infrastructure costs equitably among local partners and b) is consistent with the guidelines issued by the Governor related to infrastructure cost-sharing.
4. **Negotiation of MOUs:** Establish a 90-day negotiation period, followed by a 45-day remediation period if local partners cannot agree on an MOU. An independent entity or a State team could provide special assistance to local partners during remediation in efforts to facilitate agreement.
5. **Joint training:** Joint training and technical assistance regarding MOU and infrastructure cost negotiations are needed. The general timeframe for this joint training will be in December 2015 prior to MOU negotiations commencing in January 2016.

WIOA Wednesday Webinars

The Illinois Department of Commerce and Economic Opportunity continues to conduct regular informational and interactive webinars entitled “WIOA Wednesday Webinars.” The webinars are open to anyone and can be accessed through the following:

Webinar URL:

<http://siuccwd.adobeconnect.com/wioa>

Audio Options:

- Use computer speakers, with chat and/or computer microphone.
- Call 866-821-1611 (No passcode required.)

Webinar archives:

All webinars are recorded and available on the WIOA Implementation Portal:
<https://www2.illinoisworknet.com/WIOA/Outreach/Pages/WIOA-Implementation.aspx>

To receive email notices about upcoming webinars:

Email your name, affiliation and email address to Bethany Jaeger, KEB:
bethanyj@kebcpa.com



Service Delivery Utilizing Technology in Compliance with “Direct Linkage” Requirements

Section 121(b)(1)(A) of WIOA and Section 678.300(c) and (d) of the draft Notice of Proposed Rulemaking (NPRM) describe each required partner’s responsibility to provide access to its services and activities at a single physical location in each local area.

Implementation of WIOA requires each program partner to:

1. Identify the specific services and activities encompassed by WIOA that must be accessed at the single, physical location in each local area.
2. Identify the specific way(s) in which customers of one-stop centers can access these services taking into account the following requirements from the Notice of Proposed Rulemaking – Sections (678.305(c) and (d)).

(c) “Customers must have access to these programs, services, and activities during regular business days at a comprehensive one-stop center...”

(d) “Access” to programs and services means having either: program staff physically present at the location; having partner program staff physically present at the one-stop appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or providing direct linkage through technology to program staff who can provide meaningful information or services.

(1) A “direct linkage” means providing direct connection at the one-stop, within a reasonable time, by phone or through a real-time Web-based communication to a program staff member who can provide program information or services to the customer.

(2) A “direct linkage” does not include providing a phone number or computer Web site that can be used at an individual’s home; providing information, pamphlets, or materials; or making arrangements for the customer to receive services at a later time or on a different day.

(e) All comprehensive one-stop centers must be physically and programmatically accessible to individuals with disabilities, as described in § 678.800.