

Orientation to
the Workforce
Innovation and
Opportunity
Act (WIOA)



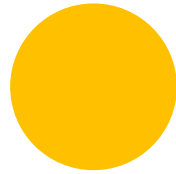
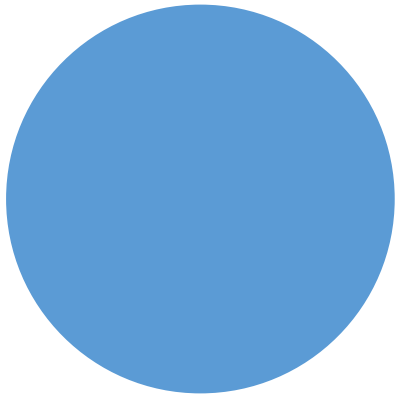
Questions?

WIOA Inbox:

CWD-wioaplan@ad.siu.edu

Today's Agenda

Agenda	Topics
Part 1	Summary of WIOA (Federal legislation) Basics of one-stop system
Part 2	Summary of Governor's Guidelines / MOU template General requirements of the MOU Infrastructure and shared system costs
Part 3	Comprehensive one-stop center certification
Part 4	Summary of Regional and Local Planning Guide
Part 5	Service Integration
Wrap-up	Resources



Part 1

Federal legislation and
Final Rules



WIOA (Workforce Innovation and Opportunity Act) Basics

- Signed into law July 22, 2014
- Amended and replaced WIA (Workforce Investment Act)
 - Left in place many basics
 - Included significant new requirements
- Oriented toward sector and employer-based training
- Most provisions took effect July 1, 2015

WIOA Principles

Prioritizes collaboration and alignment between employment, education and training programs

Program Alignment

- Create employer-driven training solutions

Increased Accountability

- Establish common performance measures with sanctions for core partners
- Increase transparency with reporting

Enhanced Service Delivery

- Expand career pathways through public-private partnerships
- Focus training on the skills that businesses need

WIOA Goals



Increase access to workforce-related services;



Better align workforce investment, education and economic development systems;



Improve reliance of worker skills and credentials

WIOA Goals



Serve needs of employers, workers and job seekers;



Increase job retention, earnings and credential attainment to reduce welfare dependency; and



Increase prosperity, productivity, economic growth and global competitiveness.

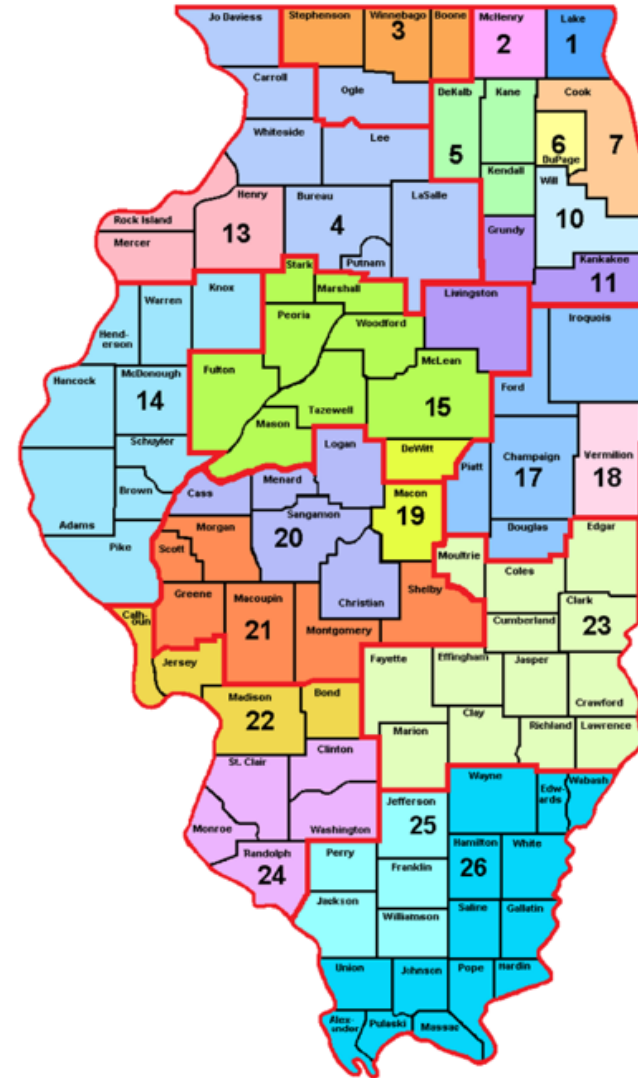
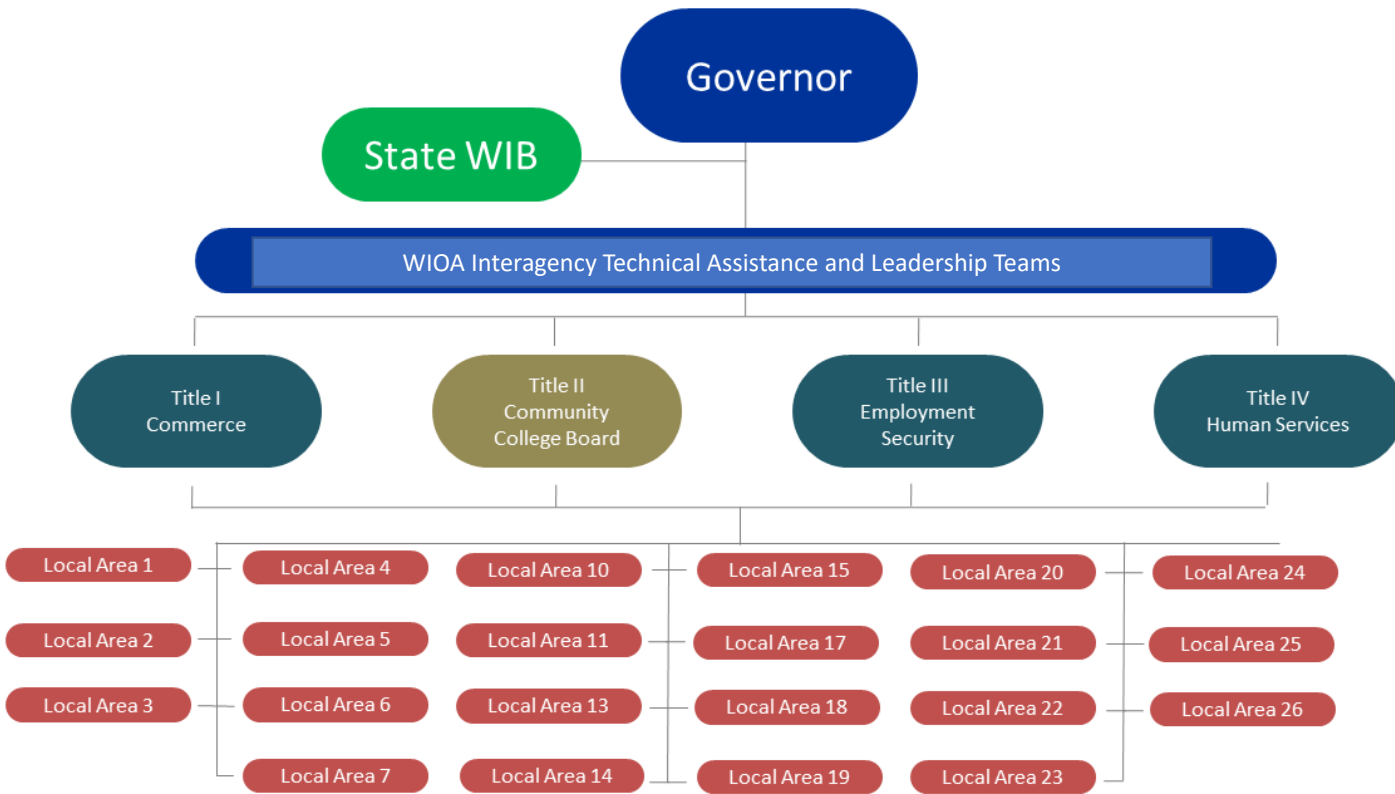


Workforce Development System

Basic Structure

- Seventeen 'required program partners.' Of those, four are 'core program partners' with additional obligations.
- Services of all partners are provided through one-stop delivery system and in one-stop centers.
- Every local workforce innovation area must have at least one comprehensive one-stop center where all required career services can be accessed during all regular business hours.

Illinois WIOA System





Some PY20 WIOA Implementation Activities

July 1, 2020: One-stop operators must be competitively selected and operating the center

July 1, 2020: Certification of comprehensive one-stop centers takes effect

July 1, 2020: New Regional and Local Plans and MOUs take effect for PY2020

WIOA Core Partners



Title IB - Workforce Development Activities - Employment & Training
Services include Adult, Dislocated Worker and Youth programs



Title II - Adult Education and Family Literacy

Services include assessments, basic skills instruction, English language acquisition instruction, high school equivalency instruction, career awareness, workforce preparation, bridge programs and accelerated education and training programs



Title III - Employment Services under the Wagner-Peyser Act

Services include job placement assessment, individual re-employment plans, job search and placement using the State's labor exchange system, and employer outreach



Title IV - Vocational Rehabilitation Services

Assists individuals with significant in obtaining and retaining competitive, integrated employment and prepares individuals for employment through individualized planning processes

WIOA Core Partners Additional Obligations

- Develop and submit a “Unified State Plan” to the Secretaries of Labor and Education
 - Timely and in compliance with requirements, or funding for four core programs ceases
- Collectively held accountable for six “primary indicators of performance”
 - Sanctions for failure to meet the common primary indicators of performance

Required Partners under WIOA

Title I: Adult, Dislocated Worker, Youth

Title II: Adult Education and Literacy

Title III: Employment Programs under Wagner-Peyser

Title IV: Rehabilitation Services

Perkins/Post-secondary Career & Technical Education

Unemployment Insurance

Job Counseling, Training, Placement Services for Veterans

Trade Readjustment Assistance (TRA)

Trade Adjustment Assistance (TAA)

Migrant and Seasonal Farmworkers

Community Services Block Grant (CSBG)

Senior Community Services Employment Program (SCSEP)

TANF

Second Chance

National Farmworker Jobs Program

Housing and Urban Development Employment and Training Activities

Job Corps

Youth Build

Other Situational Partners under WIOA



National Farmworkers Jobs Program
(NFJP)



Housing and Urban Development
Employment and Training Activities (HUD
ETA)



Job Corps



YouthBuild



WIOA Required Partners Other Obligations

- Provide “access” to program services through local one-stop delivery systems and comprehensive one-stop centers
- Make “career services” authorized under each program accessible to WIOA participants at comprehensive one-stop centers



Other Obligations of ALL WIOA Partners

- Negotiate a memorandum of understanding (MOU) in each local area
- Use a portion of program funds to maintain the one-stop delivery system
- Contribute a defined share of “infrastructure” costs to operate the comprehensive one-stop center



Career Services – What are they?

- **Career services – What are they?**

- There are 23 career services that must be made available to individuals in the “adult” and “dislocated worker” programs served by required partners
 - (11) **Basic** – available to anyone who accesses the one-stop
 - Examples: eligibility determination, TANF applications, assessment
 - (11) **Individualized** – tailored to each participant
 - Examples: individual employment plan, career planning, ESL
 - (1) **Follow-up** – as appropriate for 12 mo.
 - Example: counseling for participants placed into a job
- Each required partner determines which of the 23 career services are applicable to their programs and must be made available at one-stops



Career Services - What are they?

- Career services must be made available in every comprehensive one-stop center
 - Core and required partners can provide career services:
 1. In person,
 2. Through cross-trained staff, or
 3. Via "direct linkage" technology
- TANF must provide individuals the opportunity to initiate an application for TANF assistance at a one-stop center

One-stop operators

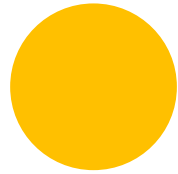
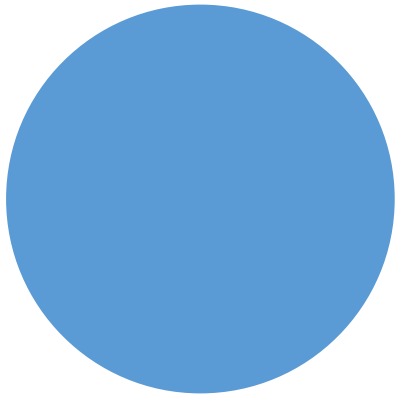
- One-stop operators must be competitively procured at least once every four years
- The one-stop operator role, including in referrals between required partners, must be clearly defined in RFPs and MOUs

One-stop operator role (§ 678.620)

- Coordinate service delivery of required one-stop partners and service providers; e.g.:
 - Coordinate service providers across the one-stop delivery system
 - Be the primary provider of services within the center
 - Provide some services within the center
 - Coordinate service delivery in a multi-center area

One-stop operator role (cont.)

- Final rules prohibit one-stop operators from some activities to prevent a conflict of interest
 - Cannot convene system stakeholders in the development of a local plan
 - Cannot be responsible for overseeing itself
 - Cannot manage or significantly participate in the competitive selection of one-stop operators
 - Cannot select or terminate one-stop operators, career services or youth providers
 - Cannot develop a budget for local board activities



Part 2

Governor's Guidelines,
MOUs and
infrastructure costs



Governor's Guidelines – Revision 4

Purpose:

- Fulfill a WIOA requirement for the Governor to issue guidelines for negotiating cost sharing and service delivery
- Optimize service quality and value for customers and core partner return on investment
- Establish ground rules for MOU negotiations and cost sharing



Governor's Guidelines – Revision 4

Context:

- First issued December 2015 under WIOA draft rules
- Supplemental Guidance and 4 revisions have been issued since
- Revision 4 issued in November 2019
- Changes over time have included:
 - Updates to cost allocation methodology guidance
 - Additional guidance and clarification regarding negotiations of shared costs
 - Updates to MOU template, local service matrices and standard budget spreadsheet



Governor's Guidelines – Revision 4

Content of the Guidelines:

- Negotiation of local MOUs
- Annual Negotiation of Local Shared Costs
- Negotiation Outcomes (for MOUs and Annual Budgets)
- Waiver Process
- Annual Submission Requirements / Amendment Procedures
- Annual State-level Review
- Periodic Reconciliation of Shared Costs
- Additional Annual Guidance
- Appendices, including Glossary, Forms and other resources

Forms to Support Negotiations

Concept	Details
<p>Electronic, fillable forms are available for download on the WIOA Implementation Portal.</p> <p>Appendices C, G, H, I, J, K, L</p> <p>New Template: Local Board Revision Response Letter</p>	<ol style="list-style-type: none"> 1. Pre-Program Year Planning Form 2. MOU Template 3. One-Stop Operating Budget Spreadsheet 4. Report of Outcomes 5. Required Checklist for Local Partner Service Delivery via Direct Linkage 6. Cover Page for Submittal of MOU Amendments and Annual One-Stop Operating Budgets 7. Local Board Revision Response Letter Template

General Requirements for MOUs

- Serve as a tool to achieve integration
- Reflect a shared vision and commitment of local workforce innovation boards (LWIBs)
- Document each required partner's commitments to service delivery
- Demonstrate negotiations were in good faith by individuals with authority to commit financial and programmatic resources



MOU negotiated every 3 years

Shared costs negotiated annually

General Requirements for MOUs

Decisions reflected in the MOU:

1. Services available in local one-stop delivery system
2. Locations where services are provided
3. Each program partner's method of service delivery
4. Role of comprehensive one-stop center operators
5. Coordination of referrals
6. How local comprehensive one-stop center infrastructure costs and local system costs will be shared (annually)



General Requirements for MOUs

WIOA definition of “Access:” Final Rules identify three methods through which required partners can provide access to services at comprehensive one-stop centers (§ 678.305):

1. Having program staff physically present at the one-stop;
2. Cross-training an individual from a different program who is physically present to provide programs and services; or
3. Making available a “direct linkage” at the one-stop center through technology – a direct connection within a “reasonable time” to a program staff member who can provide information or services to the customer.



General Requirements for MOUs

Direct Linkage Technology Requirements: Additional clarifications in the Final Rules regarding direct linkage:

1. A direct linkage through program staff or technology must be made available *if* needed by the customer. (§ 678.305(d)(3)(i)-(ii))
2. Program staff can arrange to meet with a customer at a later date and time but must be within a reasonable amount of time.
3. Providing a phone number, website or pamphlet is OK as long as it's not the *only* information offered to a customer. Direct linkage via technology to a program staff member must remain available to the customer at all times.





General Requirements for MOUs

- Additional Direct Linkage Requirements in Illinois:
 - Direct connection at the one-stop center via phone or web-based communication
 - By phone:**
 - A specific, dedicated phone number
 - Phone coverage during normal business hours on all business days
 - Voicemail or other capability enabling customers to leave a message if access to services via phone is unavailable at the time of contact
 - By video:**
 - High-speed Internet capability
 - Dedicated, computer-based communication between multiple locations (e.g., Skype, Zoom)
 - Communication via two-way, real-time video and audio transmission
 - Back-up instructions or appointment scheduling if access to services via video is unavailable at the time of contact



General Requirements for MOUs

Additional Direct Linkage Requirements in Illinois:

2. Reasonable period of time
 - Immediate, on-demand access as the norm
 - Contact initiated within 24 hours if service via direct linkage was unavailable at the time of initial contact from the customer
3. Program staff member who can provide information or services to the customer
 - Specifically identified required partner staff person(s) who are:
 - Trained and knowledgeable regarding the required partner's services and programs, and
 - For whom providing services via direct linkage is a formal part of his/her job



Infrastructure costs – What are they?

- WIOA Section 121(h)(4) defines infrastructure costs: “... the non-personnel costs that are necessary for the general operation of the one-stop center, including the rental costs of facilities, the costs of utilities and maintenance, equipment (including assessment-related products and assistive technology for individuals with disabilities), and technology to facilitate access to the one-stop center, including the center’s planning and outreach activities.”

Infrastructure costs

- Expanded role of the Governor in establishing infrastructure cost budgets if the local required partners do not agree
 - Three possible types of partner contributions under the local funding mechanism: cash, non-cash and third-party in-kind
 - Two possible types of partner contributions under the State funding mechanism: cash and third-party in-kind

Infrastructure and Shared System Costs

Infrastructure costs:

Non-personnel costs to operate the comprehensive one-stop center

- Facilities costs (e.g., leases)
- Technology (e.g., telecom)
- Marketing (e.g., signage)

Shared local system costs:

Non-infrastructure costs essential for service delivery and shared services; e.g.,

- Intake, needs assessments
- Local board functions
- Joint staff training
- Business services
- Other costs agreed upon by local required partners

Infrastructure Costs

Local funding mechanism when partners agree

- More flexibility
- No new statutory caps on partner contributions
- Increased flexibility to decide on cost allocation methodology (FTE = preferred methodology)
- Cash, non-cash or third-party in-kind contributions allowed

Contribution	Example
Cash	Cash or interagency transfer between required partners
Non-cash	Expenditures incurred by a partner on behalf of the one-stop center and non-cash goods or services to be used in the center
Third-party in-kind	E.g., space, equipment, technology, non-personnel services or other contributions from a non-one-stop partner

Infrastructure Costs

State funding mechanism as a last resort



No flexibility



Must be cash contributions (no non-cash or personnel)



Statutory caps placed on partner contributions



Limited funds available, in part because of the caps



Funds only available for certified comprehensive one-stop centers (i.e., no certification = no state funding)



Mandated partner acceptance of Governor's infrastructure cost budget

Infrastructure Costs

Cost Allocation Method:

- Local agreement is the expectation
- Cost allocation based on FTEs is preferred and will be the basis the Governor uses to decide each partner's contribution under the State funding mechanism
 - Both onsite and offsite FTEs are counted toward a partner's contribution
 - FTEs are the only allowable basis for cost allocation under the State funding mechanism
- Other allocation methods are possible under the local funding mechanism (consistent with "Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards")

Full Time Equivalents

- **.25 FTE minimum & waiver request:**

Required partners must commit a minimum of a .25 FTE staff to provide services at the one-stop center through either onsite program staff or contractor staff, onsite program staff or contractor staff who are cross-trained to deliver services on behalf of another required partner, or through offsite staff available via on demand technology meeting the requirements of “direct linkage” (as defined in Appendix I of the Governor’s Guidelines and 20 CFR Part § 678.305(d)).

- If all required partners agree to allow a partner to commit less than a .25 FTE, and the local board chair concurs, the local board chair may submit a waiver using the waiver request form included in the Report of Outcomes template (Appendix G of the Governor’s Guidelines – Revision 4).

Shared Local System Costs

Guidelines:

- All required partners must share in these costs
- Specific costs to be shared are determined locally
- Cash, non-cash and third-party in-kind contributions are allowable
- Priority is for costs that promote integration, streamline service delivery or improve outcomes

Shared Local System Costs (examples)

Costs to Support

Local Board Functions:

- Board staff salaries
- Board meeting costs
- Audit costs
- Strategic data gathering, analysis




Costs that Promote Integration:

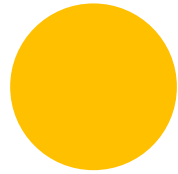
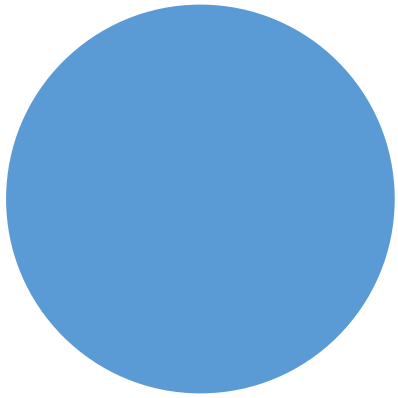
- Joint training
- Customer satisfaction surveys
- Business services
- Receptionists
- Resource room material

The list can include anything local core and required partners agree upon.



Timeline for Negotiations

Annual Timeline	Activity
November	<ul style="list-style-type: none"> State legal and fiscal staff identify any provisions to add to the MOU Template
December	<ul style="list-style-type: none"> MOU/budget negotiators gather essential information Fillable templates and forms provided by the State
 January	<ul style="list-style-type: none"> Pre-Program Year Planning Form due Start negotiations
 April 15	<ul style="list-style-type: none"> Negotiations end → Report of Outcomes due Draft one-stop operating budget spreadsheets due
May 1	<ul style="list-style-type: none"> Remediation period begins for any local areas not yet in agreement
May 31	<ul style="list-style-type: none"> State gives feedback on draft budgets Local areas at impasse are identified
June 15	<ul style="list-style-type: none"> State Infrastructure Cost Mechanism applied to areas at impasse
 June 30	<ul style="list-style-type: none"> Final MOUs due Areas at impasse reported to applicable Federal agencies
Fall	<ul style="list-style-type: none"> State-level review of MOUs/budgets → Identifies required revisions due in 30 days



Part 3

Certification of
Comprehensive One-
Stop Centers



Certification of comprehensive one-stop centers

Purpose:

- Fulfill a WIOA requirement for the State Workforce Board to consult with chief elected officials and local boards to establish objective criteria for use by local boards in certifying their comprehensive one-stop centers
- Each area must have one comprehensive one-stop center that provides on-demand access to career services, training services, employment services and all other required programs
- Helps ensure a minimum level of **quality and consistency** in one-stop centers throughout the state

Certification of comprehensive one-stop centers

Criteria must cover:

1. Effectiveness
2. Physical Accessibility
3. Programmatic Accessibility
4. Continuous Improvement

Content: Minimum criteria for local boards to evaluate and certify comprehensive one-stop centers

- Procedures to guide the evaluations
- Timelines for certification
- Reporting requirements
- Potential other tools under development (e.g., checklist)

<https://www.illinoisworknet.com/DownloadPrint/WIOAWednesdayWebinarOneStopCertificationProcess.pdf>

Certification of comprehensive one-stop centers



Only certified comprehensive one-stop centers can receive state funding under the state infrastructure funding mechanism, which only kicks in if local partners do not agree on an annual budget



No certification = no state infrastructure funding

Certification timeline



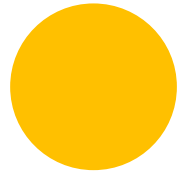
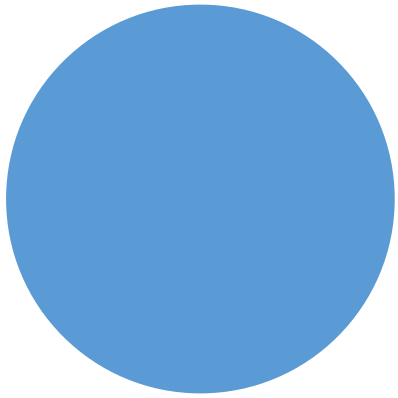
Obtain certification by July 1



Local board must certify the comprehensive one-stop center(s) at least once every three years



Review certification criteria at least every two years as part of the process of updating Local Plans



Part 4

State of Illinois Regional
and Local Planning &
Submission and Review
Processes

Regional and Local Planning Guide



Purpose and Structure:



Provide State of Illinois Governor's vision for workforce and WIOA implementation



Provide instructions and timelines for public comment and submittal of regional and local plans



Chapters 1-3: Outline required regional plan components



Chapters 4-6: Outline required local plan components

Regional and Local Plan & MOUs - Modifications

State-level review process developed by the Interagency Technical Assistance Team

Reviews conducted in accordance with draft (and then final) regulations, Planning Guide and Governor's Guidelines

"Review subgroup" reviewing all regional plans, local plans and MOUs (54 documents) in a standard review process

Issuing final reports by September 30, 2020 identifying "required revisions for compliance"

Regional and Local Plan and MOU - Modifications

Regional plans and local plans submitted this year are good for four years, per regulations

- “Required revisions” noted in the final reports must be submitted in a plan modification to take effect July 1

All MOUs are being negotiated for PY20 / SFY20 under the Governor’s Guidelines-Revision 4 and PY20 MOU template

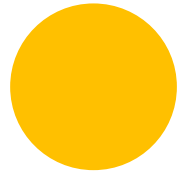
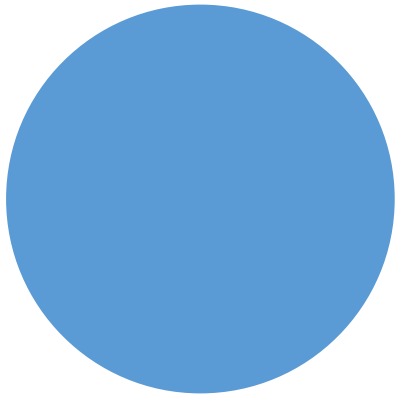
- MOUs will be good for up to three years, per regulations
- MOUs will be modified each year to reflect changes to the annual MOU one-stop operating budget, which serves as a contract between required partners in the local area and payees

Common Themes in MOU Required Revisions

- **Missing signatures**
- **Vision for the System** – A description of the vision must also include actions *and* timelines for implementing aspects of the vision not yet in place
- **MOU Development** – The next MOU must describe the process to negotiate the MOU and the process if consensus cannot be reached to comply with § 678.510 (c)(1)
- **Description of Comprehensive One-Stop Services** – All required partners listed as providing services in the comprehensive one-stop center should have completed descriptions and must be reflected in the Local Service Matrices
- **Procurement of One-Stop Operator** – The next MOU must describe the functions and scope of work on the one-stop operator and the one-stop operator’s role in coordinating referrals to comply with § 678.500(b)(3)
- **Referral Process** – The next MOU must describe specific arrangements to assure that individuals with barriers to employment can access services to comply with § 678.500(b)(4)
- **Data Sharing** – The next MOU must describe how core partners will share data and collaborate to assure all core partners achieve the primary indicators of performance, as well as assure confidentiality of personally identifiable information

Tips for Submitting Revised Plans and MOUs

- Respond to each item of required content in the revised Regional and Local Planning Guide and Governor's Guidelines
- Review Final Rule citations provided in the final reports for plans and MOUs; specifically address the required content
- Provide sufficient detail to demonstrate each required partner's commitment to integration in current and future activities
- If specifics are not yet available, describe why; include as much detail as possible about the planned activities with projected timetables for each required partner's next steps



Part 5

Service Integration

WIOA Focus on Service Integration

Integrating local workforce services for job-seeker and employer customers is a priority for the Illinois Workforce Innovation Board (IWIB). Because Illinois has many departments and programs involved in service delivery, integrating these many resources is essential for customers to have a positive experience.

The Illinois Workforce Innovation Board has adopted a service integration policy and a self-assessment process to help Local Workforce Areas establish a baseline and measure progress along a continuum of integration.

Annual Service Integration Self-Assessment

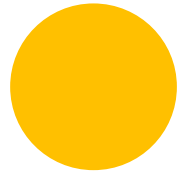
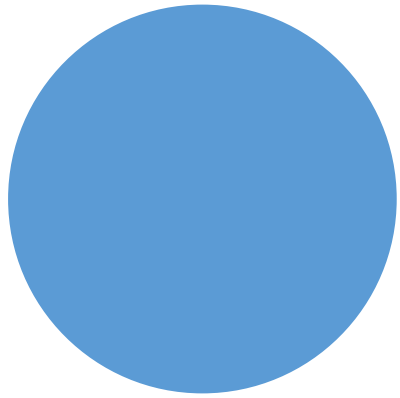
As of 2019, a self-assessment guide has been developed by an IWIB interagency team to help local workforce innovation boards (LWIBs) implement the State's service integration policy. This tool and the continuum model on which it is based were adapted from material developed by the Workforce Innovation Technical Assistance Center funded by the U.S. Department of Education.



Illinois WIOA Service Integration

Overview and Self-Assessment Guide
July 2019

<https://www.illinoisworknet.com/WIOA/Resources/Pages/Service-Integration.aspx>



Technical Assistance

Resources



Interagency Technical Assistance Team Role and Responsibilities

- **Collaborate to solve local implementation problems that are interagency in nature**
- Engage required partners locally and regionally to identify emerging implementation challenges
- Assure timely submission of reports/required documents
- Clarify and promote understanding of and compliance with requirements for Regional/Local Planning and MOU/budget negotiations
- **Review and process Regional/Local Plans and MOUs/budgets and modifications**
- Intervene, if necessary, when cost sharing negotiations get bogged down
- **Compose State-level Remediation Team when local negotiations are at risk of impasse**
- Monitor progress on local and regional plan submissions
- Respond to technical assistance (TA) requests
- **Identify the need for and initiate TA for regions/local areas**
- Recommend as a last resort the use of the State mechanism for funding infrastructure costs in local areas unable to reach agreement

Technical Assistance Contacts			
Agency/ Organization	Required Program / Affiliation	Name	Email
Program-Specific Technical Assistance			
Commerce	Title IB	Mike Baker	michael.baker@illinois.gov
Commerce	Trade Adjustment Assistance	John Barr	John.W.Barr@illinois.gov
CSBG	Community Services Block Grant	Adrian Angel	adrian.angel@illinois.gov
DHS	Vocational Rehabilitation	John Marchioro	john.marchioro@illinois.gov
DHS	Employment & Training	Jataun Rollins	jataun.j.rollins@illinois.gov
DHS	TANF	Rena Bryson	rena.bryson@illinois.gov
DoA	Senior Community Services Employment Program (SCSEP)	Jose Jimenez	jose.jimenez@illinois.gov
DoA	Senior Community Services Employment Program (SCSEP)	Christopher Rogers	Christopher.L.Rogers@illinois.gov
ICCB	Adult Education and Literacy	Lavon Nelson	Lavon.Nelson@illinois.gov
ICCB	Career and Technical Education under the Perkins V Act	Natasha Allan	natasha.allan@illinois.gov
IDES	Employment Programs authorized under Wagner-Peyser; Unemployment Insurance; Job Counseling, Training, Placement Services for Veterans; Trade Adjustment Allowances; Migrant and Seasonal Farmworkers	Janice Taylor Brown	janicetaylor.brown@illinois.gov
IDES	Business Services	Todd Lowery	todd.lowery@illinois.gov
Illinois Migrant Council	National Farmworker Jobs Program (NFJP)	Donna Fantozzi	dfantozzi@illinoismigrant.org

Wrap-up

Resources

<https://www.illinoisworknet.com/wioaimplementation>

WIOA Implementation Portal

“ “Documents & Updates” (public)

“Regional Planning Material” (public)

https://www.illinoisworknet.com/DownloadPrint/IntegratedTimeline-PY2020_Light.pdf

WIOA Integrated Timeline

Wrap-up

Resources

<https://apps.il-work-net.com/WIOAPolicy/Policy/Home>

WIOA ePolicy Manual

<https://www.illinoisworknet.com/DownloadPrint/List%20of%20Agency%20Planning%20and%20Negotiations%20Contacts.xlsx>

List of Agency Planning & Negotiations Contacts

Questions?

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