

Guidance for Program Year 2024 MOU Negotiations Under WIOA

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<p>Purpose of the PY 2024 Guidance</p>	<p>This annual guidance is issued to support negotiations of memoranda of understanding (MOUs) between required partners under the federal Workforce Innovation and Opportunity Act (WIOA) of 2014. Per WIOA, the MOU must reflect each required program partner’s human and financial commitments to make their services accessible and to share in the cost of operating the local workforce delivery system. This includes required Infrastructure Funding Agreements to operate the physical comprehensive one-stop centers, affiliate centers and specialized centers within a local workforce area.</p> <p>This annual guidance applies to MOU negotiations that will occur between January 2024 and June 2024, resulting in an MOU that takes effect July 1, 2024 (Program Year 2024 / State Fiscal Year 2025).</p> <p>This annual guidance supplements—and does not change—the current, overarching, authoritative “Governor’s Guidelines to State and Local Program Partners Negotiating Costs and Services under WIOA.”</p>
<p>Guidance Specific to PY 2024 MOUs</p>	<ol style="list-style-type: none"> 1. Updates to the MOU Template from Program Year 2023. Updates incorporated into the MOU Template for Program Year 2023 are kept for Program Year 2024¹. 2. Delivery of Services. The MOU Template is updated to incorporate concepts from the COVID reopening guidance to ensure agreement between partners for such service delivery plans as clients forming lines outside of the one-stop center, facilitating in-person events, clients accessing Resource Room services, and communicating to customers which services are available to walk-in customers and which services continue to require an appointment to access. 3. Safety. The MOU Template is updated to incorporate concepts from the COVID reopening guidance regarding the safety of customers and staff members. 4. Appendix I. New for Program Year 2024 is that the Required Checklist for Service Delivery via Direct Linkage must be attached to the final MOU submittal. (In previous years, the checklist was only submitted to the local MOU negotiator.) Submitting the

	<p>Required Checklist for Service Delivery via Direct Linkage to the State WIOA Interagency Technical Assistance Team will help expediate the State-level review process and support direct technical assistance to ensure compliance.</p>
<p>PY 2024 MOU and Budget Timeline Guidance</p>	<p>5. Final MOU and Budget Submittal Due Date is May 31. The earlier due date established in Program Year 2023 remains for 2024. Local workforce board chairs and CEOs must submit a signed MOU and one-stop operating budget by May 31, 2024. This updated timeline helps required partners comply with signature requirements by the Illinois Office of the Comptroller.</p>
<p>PY 2024 Signature Guidance</p>	<p>6. Requirements for using electronic signatures. The Illinois Office of the Comptroller has modified its procedures to allow for the submission of contract and grant obligation related documents containing electronic signatures as defined by the Electronic Commerce Security Act (5 ILCS 175). The WIOA Interagency Technical Assistance Team, which reviews and approves MOUs, recommends that local workforce areas and required program partners continue to provide physical ink signatures in PY 2024. The submission of physical ink signatures ensures that processes and payments will not be delayed.</p> <p>Requirements for using electronic signatures:</p> <ul style="list-style-type: none"> a) Complete and submit a new SCO-470 Contract Signature Authorization Form, which has been updated to include an electronic signature sample on the Specimen Signature (field #5). <ul style="list-style-type: none"> i. The Agency Head approval signature on the Contract Signature Authorization Form (line 8), must be in wet ink, regardless of the type of signature supplied on the specimen signature line (line 5). b) Check the box next to “Specimen signature is electronic.” c) Designees must also submit a new Contract Signature authorization Form to use for the documents. <ul style="list-style-type: none"> i. The electronic designee signature must incorporate signatures of both the Agency Head and the authorized designee. <p>The Illinois Comptroller’s Office does not require a specific electronic signature format. The selection and format of electronic signatures is the agency’s decision but must comply with the requirements of the Electronic Commerce Security Act.</p>

	<p>By submitting an agency-approved Contract Signature Authorization Form, the agency is certifying that it has adequate processes and written procedures governing its use of electronic signatures, ensuring compliance with the Act.</p> <p>This guidance is effective on April 1, 2021, for documents executed on or after April 1, 2021, provided the agency’s new Contract Authorization Form is on file with the Illinois Comptroller’s Office.</p> <p>The Comptroller’s Office encourages agencies to utilize electronic submission for contracts, grants, and obligations-related documents signed electronically. Prior to electronic submission of documents, agencies must sign a Memorandum of Understanding with Illinois Office of the Comptroller and submit test documents to the Comptroller’s Office to verify that the documents submitted are in an acceptable format. Electronic document requirements include the following:</p> <ul style="list-style-type: none"> d) Optical character recognition (OCR) e) Maximum file size of 25 MB f) 200 dpi minimum <p>7. Update to Signature Pages for Submittal of MOUs and One-Stop Operating Budgets. Signature pages are updated to include a self-attestation checkbox regarding electronic signatures. If electronic signatures are used, checking the box attests that the signatory confirms that they have read and complied with the current guidance related to electronic signatures. Failure to mark the box in the case of an electronic signature will result in an automatic rejection of the signature page.</p>	
<p>Summary Timeline for PY 2024 MOU Submittals</p>	<p>December 31, 2023</p>	<p>Deadline to submit the “Pre-Program Year Planning Form” to outline work plans for PY 2024 negotiations</p>
	<p>January 2024</p>	<p>PY 2024 MOU negotiations begin</p>
	<p>April 15, 2024</p>	<p>Deadline to submit the “Report of Outcomes” and a draft one-stop operating budget as a status report to the WIOA Interagency TA Team</p>
	<p>May 31, 2024</p>	<p>Deadline to submit final, agreed-upon MOUs</p>

	July 1, 2024	PY 2024 MOUs take effect
Effective date	This guidance is effective as of the date of issuance. This guidance will be updated as needed.	
Contact Information	Any questions about this PY 2024 MOU Guidance should be directed to the WIOA Interagency Technical Assistance (TA) Team or the primary contact for each required program partner. Questions may be emailed to wioaplan@illinoisworknet.com .	
Attachments	<p>In conjunction with this PY 2024 MOU Guidance, the following documents are available for download on the WIOA Implementation Portal and the WIOA ePolicy Manual and specific to PY 2024.</p> <ol style="list-style-type: none"> 1. Appendix J – MOU Template for PY 2024 2. Appendix K – One-Stop Operating Budget Spreadsheet for PY 2024 (unchanged from PY 2023) 3. Signature Pages for Submittal of MOUS and One-Stop Operating Budgets <p>All other forms issued as part of the Governor’s Guidelines – Revision 4 remain unchanged and active and available for download. Examples include:</p> <ul style="list-style-type: none"> • Appendix I – Required Checklist for Local Partner Service Delivery via Direct Linkage • Appendix L – Local Board Revision Response Letter Template 	

SUMMARY OF UPDATES TO THE PY 2023 MOU TEMPLATE THAT REMAIN FOR PY 2024.

Service Integration Action Plans. The MOU Template was updated in PY 2023 to acknowledge that as local Service Integration Action Plans are updated, any changes to partners’ commitments must be incorporated into the MOU and/or future MOU amendments.

Conflict resolution. The MOU Template was updated in PY 2023 so that partners outline in the MOU narrative a process and roles for conflict resolution in operations at any time, not just during the annual MOU negotiation period. The new content should specify roles and authority of each entity in decision-making when conflicts arise (e.g., leaseholders, one-stop operators, local workforce board, state program administrators and local program administrators).

Commitments to assess the customer experience. The MOU Template was updated in PY 2023 to require a description of the specific human and financial commitments to coordinate the customer experience through a physical or virtual front door (e.g., investing in career navigators and customer advocates, cross-training program staff, participating in professional development, investing in more accessible technology).

a) The narrative can acknowledge that while the commitment is made in the PY 2024 MOU, the implementation of those commitments will take multiple years and may need additional technical support or professional development to fully implement.

b) This content is subject to feedback to consider in future MOU guidance and the Regional and Local Plan guidance.

Current One-Stop Operator Agreement Attachment. The MOU Template was updated in PY 2023 to require the LWIA's current one-stop operator (OSO) agreement to be attached to the final MOU submittal. Submitting the actual OSO agreement will help expediate the State-level review process of final MOUs and one-stop operating budget, both of which reference the OSO agreement.

MOU Template clarifications. The MOU Template was updated in PY 2023 to streamline and clarify the narrative that complements the Career Service Matrices and Referral Matrices.