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| **Required Checklist for Local Partner Service Delivery** **via Direct Linkage**  |

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| *Below is guidance for delivering WIOA services using direct linkage technology in Illinois. The purpose of this guidance is to help local partners that choose this form of service delivery assure that they are complying with statutory and regulatory requirements for services provided via direct linkage. This guidance, coupled with the* ***required*** *checklist that follows, is intended to help local partners ensure compliance with direct linkage requirements****.*** *The checklist below:** *Must be completed by a local partner staff member familiar with the local partner’s direct linkage service delivery procedures in the local area.*
* *When completed, the checklist should be filed with the local partner’s copy of the MOU. A copy must also be submitted to the local area’s lead MOU negotiator.*

*The general guidance section about direct linkage requirements in Illinois is followed by instructions for completion of the checklist.* *A list of common methods that do not comply with Illinois’ standards for delivering services using direct linkage technology is also provided as additional information local partners should know about direct linkage requirements.* *All local partners are asked to submit the completed checklist by* ***April 15 of each year.*** |

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| **Requirements for Providing Services via Direct Linkage in Illinois** |

*Background*

The WIOA Final Rule identifies three methods through which partners can provide access to services at comprehensive one-stop centers. Illinois is electing to specify more detailed requirements for one of these methods—making services available through technology via a “direct linkage”—to assure a high-level of service quality for the customers of partners using this service delivery method.

*Relevant Citation*

20 CFR Part 678.305

(d) “Access” to each partner program and its services means:

1. Having a program staff member physically present at the one-stop center;
2. Having a staff member from a different partner program physically present at the one-stop center appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or
3. Making available a direct linkage through technology to program staff who can provide meaningful information or services.

(i) A “direct linkage” means providing direct connection at the one-stop center, 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.

**(ii) A “direct linkage” cannot *exclusively* be providing a phone number or computer Web site or providing information, pamphlets, or materials.**

*Additional Requirements in Illinois*

The table below identifies additional requirements for three core components of partner services being provided through technology via a direct linkage.

| **Direct Linkage Components and Requirements in Illinois** |
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| **Core component** | **Additional Requirements** |
| 1. Direct connection at the one-stop center via phone or web-based communication
 | **By phone:**1. A specific, dedicated phone number
2. Phone coverage during normal business hours on all normal business days
3. 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:**1. High-speed Internet capability
2. Dedicated, computer-enabled communications access between devices at two or more locations
3. Communications via two-way real-time video and audio transmission
4. Back-up capability, instructions or appointment scheduling if access to services via video is unavailable at the time of contact
5. Examples:
	* + 1. Skype
			2. Zoom
			3. Go-to-Meeting
 |
| 1. Reasonable period of time
 | 1. **Immediate, on-demand access as the norm**
2. Contact initiated within 24 hours if service via direct linkage was unavailable at the time of initial contact from the customer
 |
| 1. Program staff member who can provide information or services to the customer
 | 1. Specifically identified needed partner staff person(s) who are:
2. Trained and knowledgeable regarding the needed partner’s services and programs, and
3. For whom providing services via direct linkage is a formal part of his/her job duties
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The specific method(s) used to provide services through technology via a direct linkage must be accessible to individuals with disabilities.

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| **Instructions for Completing Checklist** |

The Direct Linkage Compliance Checklist is intended to act as a helpful guide for each local partner using direct linkage via technology as a service delivery method. It encompasses three types of service delivery methods: (1. direct, dedicated phone communication on-demand in the one-stop center or 2. real-time, web-based communication on-demand in the one-stop center, or 3. Both a dedicated phone line and real-time, web-based communications). The checklist also serves as an extra layer of documentation regarding service delivery practices and procedures in the local area.

*Following are instructions for completing the checklist.*

The “Identifying Information” section immediately following asks for general information regarding the comprehensive one-stop center. Please enter:

* the complete comprehensive one-stop center name and address
* local workforce innovation area number
* name of partner and/or affiliated required program
* name and phone number of the individual(s) completing the checklist
* date the checklist was completed
* the name and title of the individual(s) completing the checklist

After completing the identifying information, read each “Minimum Criterion” and indicate whether the direct linkage service delivery at the comprehensive one-stop center is meeting the requirements by checking “Yes” or “No.” If “No” is selected, provide the “Action Necessary for Compliance” for the specified element of service delivery. If “Yes” is selected, provide the “Support for Determination” by selecting each box that supports that the minimum criterion has been achieved by the local partner (more than one box can be selected). If “Other” is selected, provide a description of the “other” support for determination.

Finally, in the “Overall Attainment” section, please provide a complete summary of the “Actions Necessary for Compliance” (complete with *how* and *when* the action will be taken). If applicable, provide “Notable Best Practices” and “Other Comments.”

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| **Identifying Information** |

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| **LWIA:** |
| **One-Stop Center Address:** |
|  **Comprehensive One-Stop Center Name:** |
| **Name of Partner and/or Affiliated Required Program:**  |
| **Contact Person:** |
| **Contact Phone Number:** |
| **Date of Direct Linkage Checklist Completion:**Click here to enter a date. |
| **Name(s) & Title(s) of Individuals completing the Direct Linkage Checklist:** |
| **Local Area Lead MOU Negotiator:** |

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| **Common Direct Linkage Methods that Do Not Comply with Requirements** |
| In addition to the forms of communication cited in §678.305(d)(3) as not complying with direct linkage requirements, none of the following forms of communication may be used as a direct linkage connection from customers to partner staff designated to provide direct linkage services. These methods are not technologies that satisfy the real-time, on-demand communications requirements. Do not cite these forms of communication as a form of direct linkage in any formal documentation (i.e. MOUs).  |
| * **Referrals**
 | * **Fax**
 |
| * **Email**
 |

| **Direct Linkage Compliance Checklist** |
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| 1. **Direct Linkage via Phone**
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| *If direct linkage via phone technology is being utilized at this center, please determine whether all of the following minimum criteria are being met. If phone linkage is not being used, please mark “N/A.”* |
| **Please list the specific partner services being provided via phone-based direct linkage technology:**Click or tap here to enter text. |
| **Minimum Criterion 1:** Direct connection at the one-stop center via phone using:* A specific, dedicated phone number connected directly to designated partner staff

[ ]  Yes [ ] No [ ]  N/A**Action Necessary for Compliance if No:** | **Support for Determination (check any that apply or explain “other” in comments):**[ ] The currentMOU accurately reflects the method of direct linkage service delivery being used at the comprehensive one-stop center in compliance with the dedicated phone number requirement (Criterion 1).[ ] The local partner is *currently* utilizing phone linkage in compliance with the dedicated phone number requirement (Criterion 1) for all appropriate customers during regular business hours.  Please provide the phone number of the dedicated phone line being used to deliver services:       [ ]  Other – describe below the basis used for determination:       **Comments:** |
| **Minimum Criterion 2:** Direct connection at the one-stop center via phone ensures:* Phone coverage during normal business hours on all normal business days

[ ] Yes [ ] No [ ] N/A**Action Necessary for Compliance if No:** | **Support for Determination (check any that apply or explain “other” in comments):**[ ] The current MOU accurately reflects the method of direct linkage service delivery being used at the comprehensive one-stop center in compliance with the phone coverage requirement (Criterion 2).[ ] The local partner is *currently* utilizing phone linkage in compliance with the phone coverage requirement (Criterion 2) for all appropriate customers during regular business hours. Please provide the name of the formal staff member providing phone coverage:      [ ] Other – describe below the basis used for determination:       **Comments:** |
| **Minimum Criterion 3:** Direct connection at the one-stop center via phone with:* Voicemail or other capability enabling customers to leave a message if access to services via phone is unavailable at the time of contact

[ ] Yes [ ] No [ ]  N/A**Action Necessary for Compliance if No:** | **Support for Determination (check any that apply or explain “other” in comments):**[ ] The current MOU accurately reflects the method of direct linkage service delivery being used at the comprehensive one-stop center in compliance with the voicemail requirement (Criterion 3).[ ]  The local partner is *currently* utilizing phone linkage in compliance with the voicemail requirement (Criterion 3) for all appropriate customers during regular business hours. Please provide any relevant details about the voicemail system being utilized, including the name of the device:      [ ]  Other – describe below the basis used for determination:       **Comments:** |
| 1. **Direct Linkage via Real-time Web-based Communication (Video or Web Chat))**
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| *If direct linkage via video (e.g., Skype, Google Hangout, etc.) or web chat (e.g., Web RTC) technology is being utilized at this center, please determine whether all the following minimum criteria are being met. If video or web chat linkage is not being used, please mark “N/A.”* |
| **Please list the specific partner services being provided via real-time, web-based direct linkage technology:**Click or tap here to enter text. |
| **Minimum Criterion 4:** Direct connection at the one-stop center via real-time, web-based communication using:* High-speed Internet capability

[ ]  Yes [ ]  No [ ]  N/A**Action Necessary for Compliance if No:** | **Support for Determination (check any that apply or explain “other” in comments):**[ ] The current MOU accurately reflects the method of direct linkage service delivery being used at the comprehensive one-stop center in compliance with the high-speed internet requirement (Criterion 4).[ ] The local partner is *currently* utilizing video or web chat linkage in compliance with the high-speed internet requirement (Criterion 4) for all appropriate customers during regular business hours. Please provide the name of the internet service provider (ISP) delivering the connection and the upload and download speed guaranteed by the ISP (3 MB minimum to be considered a high-speed connection):      [ ] Other – describe below the basis used for determination:       **Comments:** |
| **Minimum Criterion 5:** Direct connection at the one-stop center via real-time, web-based communication using:* Dedicated, computer-enabled communications access between devices at two or more locations

[ ] Yes [ ] No [ ]  N/A**Action Necessary for Compliance if No:** | **Support for Determination (check any that apply or explain “other” in comments):**[ ] The current MOU accurately reflects the method of direct linkage service delivery being used at the comprehensive one-stop center in compliance with the dedicated, computer-enabled access requirement (Criterion 5).[ ] The local partner is *currently* utilizing video or web chat linkage in compliance with the dedicated, computer-enabled access requirement (Criterion 5) for all appropriate customers during regular business hours. Please provide the specific software application or platform (Skype, Google Hangout, Web RTC, etc.) dedicated to delivering the direct linkage communication: [ ]  Other – describe below the basis used for determination:        **Comments:** |
| **Minimum Criterion 6:** Direct connection at the one-stop center via real-time web-based communication using:* Communications via two-way, real-time video and audio transmission

[ ] Yes [ ] No [ ] N/A**Action Necessary for Compliance if No:** | **Support for Determination (check any that apply or explain “other” in comments):**[ ] The currentMOU accurately reflects the method of direct linkage service delivery being used at the comprehensive one-stop center in compliance with the two-way, real-time video and audio requirement (Criterion 6).[ ] The local partner is *currently* utilizing video or web chat linkage in compliance with the two-way, real-time video and audio requirement (Criterion 6) for all appropriate customers during regular business hours.[ ] Other – describe below the basis used for determination:       **Comments:** |
| **Minimum Criterion 7:** Direct connection at the one-stop center via real-time, web-based communication using:* Back-up capability, instructions or appointment scheduling if access to services via video is unavailable at the time of contact

[ ] Yes [ ] No [ ] N/A**Action Necessary for Compliance if No:** | **Support for Determination (check any that apply or explain “other” in comments):**[ ] The currentMOU accurately reflects the method of direct linkage service delivery being used at the comprehensive one-stop center in compliance with the back-up capability/appt. scheduling requirement (Criterion 7).[ ] The local partner is *currently* utilizing video or web chat linkage in compliance with the back-up capability/appt. scheduling requirement (Criterion 7) for all appropriate customers during regular business hours. Please provide a description of the back-up appointment-scheduling capability of the software application or platform for when services are temporarily unavailable (this will more than likely be the back-up capability built into the software application or platform):      [ ] Other – describe below the basis used for determination:       **Comments:** |
| 1. **Reasonable Period of Time (24 hours in Illinois)**
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| **Minimum Criterion 8:** Direct connection at the one-stop center via phone or real-time web-based communication ensuring:* Immediate, on-demand access as the norm

[ ] Yes [ ] No **Action Necessary for Compliance if No:** | **Support for Determination (check any that apply or explain “other” in comments):**[ ] The current MOU accurately reflects the method of direct linkage service delivery being used at the comprehensive one-stop center in compliance with the immediate, on-demand access requirement (Criterion 8).[ ] The local partner is *currently* utilizing linkage in compliance with the immediate, on-demand access requirement (Criterion 8) for all appropriate customers during regular business hours. Please provide accompanying support data (e.g., an accurate count) verifying the number of instances for the last calendar quarter that immediate, on-demand access has been the norm for all direct linkage inquiries:      [ ]  Other – describe below the basis used for determination:       **Comments:** |
| **Minimum Criterion 9:** Direct connection at the one-stop center via phone or real-time, web-based communication ensuring:* Contact initiated within 24 hours if service via direct linkage was unavailable at the time of initial contact from the customer

[ ]  Yes [ ]  No **Action Necessary for Compliance if No:** | **Support for Determination (check any that apply or explain “other” in comments):**[ ] The current MOU accurately reflects the method of direct linkage service delivery being used at the comprehensive one-stop center in compliance with the contact initiation requirement (Criterion 9).[ ] The local partner is *currently* utilizing linkage in compliance with the contact initiation requirement (Criterion 9) for all appropriate customers during regular business hours. Please provide accompanying support data (e.g., an accurate count) verifying the number of instances for the last calendar quarter where contact between the customer and formal staff was initiated within the 24-hour window:      [ ] Other – describe below the basis used for determination:       **Comments:** |
| 1. **Formal Expertise Assurance**
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| **Minimum Criterion 10:** Direct connection at the one-stop center via phone or real-time, web-based communication ensuring those who are responding to customer’s direct linkage service inquiries are:* Specifically identified partner staff person(s) who are trained and knowledgeable regarding the needed partner’s services and programs.

[ ]  Yes [ ] No **Action Necessary for Compliance if No:** | **Support for Determination (check any that apply or explain “other” in comments):**[ ] The current MOU accurately reflects the method of direct linkage service delivery being used at the comprehensive one-stop center in compliance with the trained and knowledgeable staff requirement (Criterion 10). [ ] The local partner is *currently* utilizing linkage in compliance with the trained and knowledgeable staff requirement (Criterion 10) for all appropriate customers during regular business hours. Please provide the name and title of the individual(s) who have been trained and who retain the expertise required to properly respond to the partner’s direct linkage inquiries:      [ ] Other – describe below the basis used for determination:       **Comments:** |
| **Minimum Criterion 11:** Direct connection at the one-stop center via phone or real-time, web-based communication ensuring those who are responding to customer’s direct linkage service inquiries are:* Specifically identified partner staff person(s) for whom providing services via direct linkage is a formal part of his/her job duties.

[ ] Yes [ ]  No **Action Necessary for Compliance if No:** | **Support for Determination (check any that apply or explain “other” in comments):**[ ] The currentMOU accurately reflects the method of direct linkage service delivery being executed at the comprehensive one-stop center in compliance with the formal job duty requirement (Criterion 11). [ ] The local partner is *currently* utilizing linkage in compliance with the formal job duty requirement (Criterion 11) for all appropriate customers during regular business hours. Please provide the name and job description of the individual(s) whose formal job it is to respond to direct linkage service inquiries:      [ ]  Other – describe below the basis used for determination:       **Comments:** |

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| **Overall Attainment** |

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| **Summary of Actions Necessary for Compliance**  |
| Please compile all actions necessary for compliance stated above into a numbered list here, complete with *how* and *when* the actions will be taken.  |

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| **Notable Best Practices** |
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| **Other Comments** |
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| **Individual Completing Checklist on Behalf of Local Partner Signature(s)** |

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