



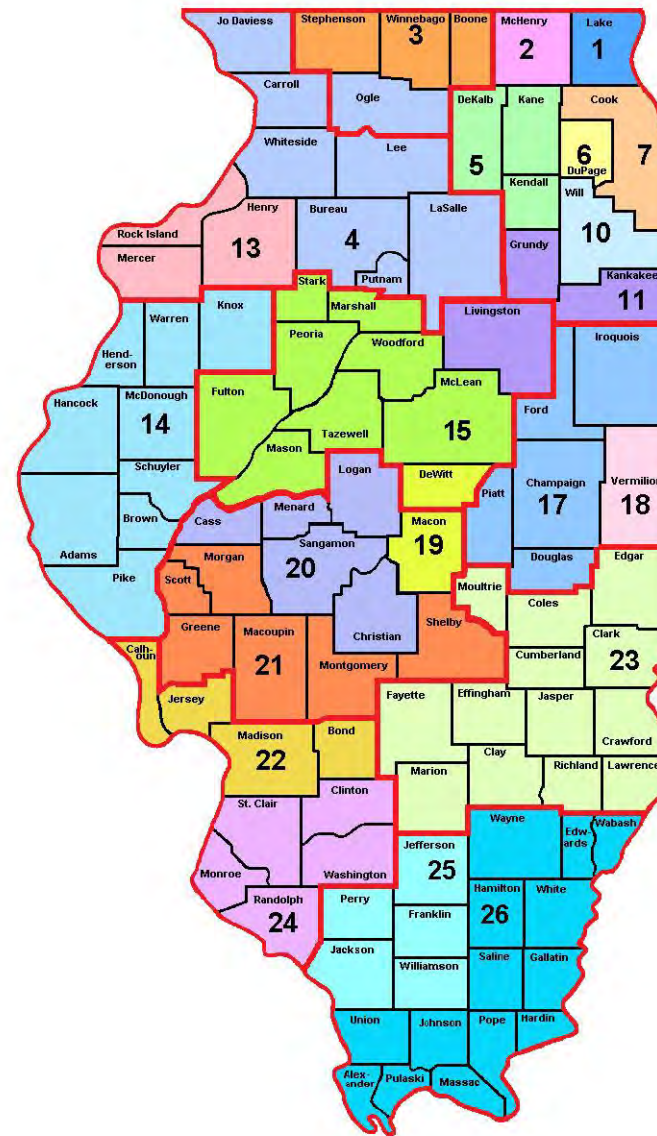
WIOA Notice for the Safe Reopening of American Job Centers



Friday, June 25, 2021

*Bethany Jaeger and Mitch Parrish, KEB
In coordination with the WIOA Interagency Team*

Where is Your Local Area?





Moderator:



Online Marketing Coordinator

Illinois Center for Specialized
Professional Support

ksheary@ilstu.edu

309-438-1838

Objectives:



- ✓ Background
- ✓ Purpose of the WIOA Notice
- ✓ Main Concepts within the WIOA Notice
- ✓ Requirements by Type of Center
- ✓ Required Reopening Form

Background—Original Reopening Checklist

Guidance originally issued in May 2020

#	ACTIVITY / AREA	CONSIDERATIONS – RESTORE ILLINOIS PHASES		
		PHASE 3 RECOVERY	PHASE 4 REVITALIZATION	PHASE 5 ILLINOIS RESTORED
SERVICE DELIVERY				
1. Center Services				
<i>This category offers guidelines in accordance with the Governor's "Restore Illinois" Plan for service delivery within American Job Centers.</i>				
	In-person service delivery	If a center is open to the public, appointments are required for all services; walk-ins are not permitted. (Sample dialogue is included as Attachment 1 if customers must be turned away for services.) If Unemployment Insurance services are necessary, the customer may go to the website at www.ides.illinois.gov or call 800-244-5631.	Appointments are still the standard practice; walk-in services are allowed only if PPE is readily available in the center for customers and only if staffing capacity allows. Face coverings and social distancing are mandatory. If Unemployment Insurance services are necessary, the customer may go to the website at www.ides.illinois.gov or call 800-244-5631.	Centers may fully reopen to in-person service delivery. Additional safety precautions remain in place. If Unemployment Insurance services are necessary, the customer may go to the website at www.ides.illinois.gov or call 800-244-5631.
	Customer/Staff screening	If a center is open to the public, screen customers and staff via phone to assess illness or exposure when scheduling appointments or re-entering the center; upon entrance, staff verifies screening questions. (Sample screening procedures and questions are included in the procedures section below and	Screen customers and staff upon entrance. Face coverings and social distancing are mandatory for anyone entering the center.	Centers may fully reopen and screening is not mandatory. Additional safety precautions remain in place.

Checklist for Reopening American Job Centers in Illinois in accordance with the Governor's Restore Illinois Plan

- Issued early in the pandemic
- Three minimum criteria
- The rest was guidance
- Still active and a resource

Background—Original Reopening Checklist

Guidance originally issued in May 2020

- WIOA Implementation during COVID-19 – State of Illinois Coronavirus Web Page
- Guidance on the use of masks – Illinois Department of Public Health
- FAQ for Businesses Concerning Use of Face-Coverings During COVID-19
- United States Centers for Disease Control and Prevention
- Illinois Coronavirus Resources
- Restore Illinois: A Public Health Approach to Safely Reopen Our State
- Illinois Community College Board Guidance for the return to Campus for Illinois Community Colleges in response to the COVID-19 Pandemic

Resources still available in the Reopening Checklist

- Service delivery guidance
- Health safety protocol
- Staffing considerations
- Links to resources
- Sample signage
- Sample talking points
- Sample job duties for overseeing safety protocol

Since then ... questions arose about:

- Decisions for when state agency employees would return to AJsCs
- Which decisions would be made by the State, and which local
- Criteria for when centers were deemed safe for in-person services
- How criteria would apply to different types of centers
 - Whether a State agency was the leaseholder
 - Whether a non-State agency was the leaseholder
 - Whether State employees were physically present (or planned)
- Legal implications of all of the above

Purpose of the WIOA Notice

This WIOA Notice issues **additional criteria** that will affect State agency decisions about **returning staff to on-site physical presence** and **minimum requirements** that must be met before American Job Centers may fully reopen for in-person service delivery.

- General requirements for Reopening Plans
- Requirements by Type of Service Location (4 scenarios)
- Requirements for Service Locations Subject to CMS Security Assessments
- Required Form to Document a Local Reopening Plan for AJCs

General Requirements for Reopening Plans

1. Use the current MOU to guide and govern the negotiation and approval process for an agreed-upon reopening plan
2. Complete the “Required Form to Document a Reopening Plan” provided with the WIOA Notice (multiple forms if reopening plans differ by location)
3. Submit to the State of Illinois’ WIOA Interagency Technical Assistance (TA) Team at wioaplans-mous@illinoisworknet.com

General Requirements for Reopening Plans (continued)

4. Agreed-upon by partners before announcing a public opening
5. Completed in collaboration with the leaseholder, one-stop operator and program partners with a physical presence in each center to which the plan applies

General Requirements: Centers that are already open

6. American Job Centers that are currently open to the public in any capacity have **30 days** from the date of this Notice to submit a reopening plan to the WIOA Interagency TA Team. If the form is not submitted within the specified timeframe, it will be a violation of this WIOA Notice and subject to compliance monitoring.

General Requirements: Approval Process

7. Unanimous approval by all programs with a physical presence in that center is required
8. If State agency employees are physically present, then State Agency Director or designee must agree to the local plan
9. Local Workforce Board Chair and Chief Elected Official(s) signatures required as certification (similar to MOU required revisions)
10. Use the same process outlined in MOU Section 5 to try to reach agreement
11. If agreement is not reached, the WIOA Interagency Technical Assistance (TA) Team may convene a State-level remediation team to facilitate agreement
12. If agreement is still not reached, Directors and State Agency executives may issue a decision
13. If agreement is still not reached, then the Governor or designee determines the local reopening plan (similar to how infrastructure funding agreements are determined if impasse is declared)

General Requirements: Organic Nature of Reopening Plans

13. Partners identified as Direct Linkage should be informed of the reopening plan but cannot be a cause for disagreement
14. Not all partners have to return to an onsite presence at the same time as long as they agree on the reopening plan and service delivery
15. Update Reopening Plans as circumstances change
 - State Agency Directors decide when State Agency staff will return on-site or be pulled back into remote work arrangements
16. Reopening Plans will be subject to monitoring

Requirements by Type of Service Location

Scenario A

- Comprehensive One-Stop Center
- Designated Affiliate
- Designated Specialized
- In-person UI services
- State Agency leaseholder
- State Agency staff present (or planned)

Scenario B

- Comprehensive One-Stop Center
- Designated Affiliate
- Designated Specialized
- Non-State leaseholder
- State Agency staff present (or planned)

Scenario C

- Designated Affiliate
- Designated Specialized
- Non-State leaseholder
- No State Agency staff present (or planned)

Scenario D

- Other Access Site
- Non-State leaseholder
- No State Agency staff present (or planned)

Scenario A(1)

- ✓ CMS security assessment required
- ✓ State Agency Director/Designee agreement on the local reopening plan required
- ✓ State Agency determines when staff will return onsite as part of the plan
- ✓ The plan can be modified if State Agency staff are placed onsite or removed to remote work

Date

- Comprehensive One-Stop Centers, Designated Affiliate and Specialized Centers
- State Agency leaseholder
- State Agency employees present
- In-person UI services

Service Locations with In-Person Unemployment Insurance (UI) Services

These service locations offer in-person IDES services, including onsite Wagner-Peyser and UI services. Other required program partners are present in these service locations at least 50% of the time.

LWIA	City	County	Economic Development Region	Tier for CMS Assessments
5	North Aurora	Kane County	Northern EDR	3
7	Burbank (Metro South)	Cook County	Northeast EDR	3
7	Harvey	Cook County	Northeast EDR	1
7	Lawrence	Cook County	Northeast EDR	3
7	Pilsen*	Cook County	Northeast EDR	1
7	Woodlawn	Cook County	Northeast EDR	3
10	IDES Joliet Office	Will County	Northeast EDR	3
25	Mount Vernon	Jefferson County	Southern EDR	1

Scenario A(2)

- ✓ CMS security assessment required
- ✓ State Agency Director/Designee agreement on the local reopening plan required
- ✓ State Agency determines when staff will return onsite as part of the plan
- ✓ The plan can be modified if State Agency staff are placed onsite or removed to remote work

- Comprehensive One-Stop Centers
- State Agency leaseholder
- State Agency employees present
- In-person UI services

Comprehensive One-Stop Centers where IDES or DHS is the Leaseholder				
These centers are designated comprehensive one-stop centers, through which all WIOA required program partners make their services available. IDES services are offered in person by onsite staff.				
LWIA	City	County	Economic Development Region	Tier for CMS Assessments
3	Rockford	Winnebago County	Northern EDR	1
4	Ottawa	La Salle County	Northwest EDR	2
7	Wheeling	Cook County	Northern EDR	1
13	Rock Island	Rock Island County	Northwest EDR	2
14	Quincy	Adams County	West Central EDR	2
15	Peoria	Peoria County	North Central EDR	2
17	Champaign	Champaign County	East Central EDR	1
19	Decatur*	Macon County	Central EDR	3
20	Springfield	Sangamon County	Central	2
23	Effingham	Effingham County	Southeastern EDR	2
24	Belleville	St. Clair County	Southwestern EDR	1

Scenario B

- ✓ No CMS security assessment
- ✓ Yes, document security was assessed
- ✓ State Agency Director/Designee agreement on the local reopening plan required
- ✓ State Agency determines when staff will return onsite as part of the plan
- ✓ The plan can be modified if State Agency staff are placed onsite or removed to remote work

- Comprehensive One-Stop Center
- Non-State leaseholder
- State Agency employees present

Comprehensive One-Stop Centers with Other Leaseholder			
These centers are designated comprehensive one-stop centers, through which all WIOA required program partners make their services available.			
LWIA	City	County	Economic Development Region
1	Waukegan	Lake County	Northeast EDR
2	McHenry	McHenry County	Northeast EDR
5	Batavia	Kane County	Northern EDR
6	DuPage	DuPage County	Northeast EDR
7	Chicago Heights (Prairie State College, South Suburban)	Cook County	Northeast EDR
7	Chicago (Mid-South)	Cook County	Northeast EDR
10	Joliet	Will County	Northeast EDR
11	Kankakee	Kankakee County	Northeast EDR
18	Danville	Vermillion County	East Central EDR
21	Carlinville	Macoupin County	Central EDR
22	Wood River	Madison County	Southwestern EDR
25	Marion	Williamson County	Southern EDR
26	Carmi	White County	Southern EDR

Scenario C

- ✓ No CMS security assessment
- ✓ Yes, document security was assessed
- ✓ State Agency Director/Designee agreement on the local reopening plan if State Agency staff will be placed back onsite

- Designated Affiliate
- Designated Specialized
- Non-State leaseholder
- No State employees typically present

Designated Affiliate and Designated Specialized Centers			
These centers are designated affiliate and designated specialized centers included in the local MOU for LWIA 17.			
LWIA	City	County	Economic Development Region
17	Paxton (Title I only)	Ford County	East Central EDR
17	Monticello (Title I only)	Piatt County	East Central EDR
17	Watseka (Title I and TAA)	Iroquois County	East central EDR
17	Tuscola (Title I only, specialized)	Douglas County	East Central EDR

Scenario D (e.g., libraries)

Other WIOA access sites that are not included in the tables on pages 10-13 of the WIOA Notice

- State Agency is not the leaseholder
- State Agency staff members are not typically present
 - ✓ Security assessments and a reopening plan are encouraged
 - ✓ CMS resources and best practices for security assessments are available
 - ✓ State Agency Directors or designees must agree to the reopening plan if State Agency staff planned to be onsite

Summary of Requirements for Security Assessments and State Agency Agreement or Decision-Making

<p>Red = Yes, required Black = No, not required</p>	CMS Assessment Required	Documentation of an Assessment Required	State Agency Director/Designee Agreement Needed to Reopening Plan	State Agency Director/Designee Placement of Staff and Public Hours
<p>Scenario A (blue / yellow tables) State lease State employees present or planned</p>	Yes	N/A	Yes	Yes
<p>Scenario B (red tables) Non-State lease State employees present or planned</p>	No	Yes	Yes	Yes
<p>Scenario C (third red table) Non-State lease No State employees currently or</p>	No	Yes	No	No
<p>Scenario D (no table) Other access sites Non-State lease No State employees planned</p>	No	Encouraged	No	No

CMS Security Assessment Tiers

Tiers for the Timing of Security Assessments	Local Workforce Innovation Area (LWIA) and Service Location
<p>Tier 1: CMS will conduct security assessments of these service locations, first. These service locations have a layout with physical separation between public spaces and staff workstations.</p>	<ul style="list-style-type: none"> • LWIA 3 – Rockford • LWIA 7 – Harvey • LWIA 7 – Pilsen • LWIA 7 – Wheeling • LWIA 17 – Champaign • LWIA 24 – Belleville • LWIA 25 – Mount Vernon
<p>Tier 2: CMS will conduct security assessments of these service locations, second. These comprehensive one-stop centers have an open concept layout between public spaces and staff workstations.</p>	<ul style="list-style-type: none"> • LWIA 4 – Ottawa • LWIA 13 – Rock Island • LWIA 14 – Quincy • LWIA 15 – Peoria • LWIA 20 – Springfield • LWIA 23 – Effingham
<p>Tier 3: CMS will conduct security assessments of these service locations, third. These centers are not Comprehensive One-stop centers, do not have full-time partners to accommodate but do have the most access between public and staff.</p>	<ul style="list-style-type: none"> • LWIA 5 – North Aurora • LWIA 7 – Burbank • LWIA 7 – Lawrence • LWIA 7 – Woodlawn • LWIA 10 – IDES Joliet office • LWIA 19 – Decatur

Required Form to Document an AJC Reopening Plan

Reopening Plan for the Designated American Job Centers			
Local Workforce Innovation Area (LWIA):		Primary Contact(s):	
Email:		Phone:	
List all centers to which the reopening plan applies	List the City in which the Center is Located	List the County in which the Center is Located	
1.	1.	1.	
2.	2.	2.	
3.	3.	3.	
4.	4.	4.	
5.	5.	5.	



Required Form to Document an AJC Reopening Plan (Continued)

Safety Component	Required Criteria for All Service Locations <i>(By checking the boxes below, the Local Workforce Innovation Board, on behalf of the partners in the local area, certifies that the information is true, agreed upon and current as of the signature date.)</i>
Security	<input type="checkbox"/> Onsite, full-time security is present (if not, explain the security plan and how the center will keep staff and customers safe while receiving services).
	<i>Explain below the security presence:</i>
	[type response here]
	<input type="checkbox"/> If applicable, security is armed or unarmed (local discretion) (Note: armed guards are required for centers with in-person UI staff).
	<i>Explain below whether security is armed/unarmed:</i>
	[type response here]
	<input type="checkbox"/> CMS-administered security assessment required for in-person UI offices has been completed (If a security assessment was not completed in centers where an assessment is not required, describe specific ways in which the leaseholder and one-stop operator will ensure the safety of employees and customers).
	<i>Explain below whether assessment was required and / or completed:</i>
	[type response here]
	<input type="checkbox"/> Security/staff have been trained in de-escalation and emergency protocol.
	<i>Explain below security/staff training:</i>
	[type response here]
	<input type="checkbox"/> Local/state law enforcement is aware of public office hours.
	<i>Explain below law enforcement communications:</i>
[type response here]	
<input type="checkbox"/> Law enforcement has been requested to be present periodically during business hours (or is closely available in needed situations).	
<i>Explain below law enforcement visibility:</i>	
[type response here]	



Required Form to Document an AJC Reopening Plan (Continued)

Layout	<input type="checkbox"/> Staff workspaces have solid barriers from public spaces (e.g., reception and intake rooms); if not, explain how the center ensures that staff workspaces are safely separated from public access.
	<i>Explain below the layout of workspaces and public spaces:</i>
	[type response here]
	<input type="checkbox"/> Triage and check-in procedures are in place at the office entrance(s) and accessibility and safety for individuals with special needs.
	<i>Enter your explanation below of triage and check-in procedures:</i>
	[type response here]
	<input type="checkbox"/> Entrances and exits are accessible for individuals with special needs and can be accessed in cases of emergency.
	<i>Explain below accessible entry/exit:</i>
	[type response here]
	<input type="checkbox"/> Social distancing signage is displayed, and socially distanced seating arrangements are in place.
	<i>Explain below social distancing signage and seating implementation:</i>
	[type response here]
	<input type="checkbox"/> CMS workspace guidelines are followed.
	<i>Explain below the workspace guidelines for sanitation and safety:</i>
[type response here]	
<input type="checkbox"/> Capacity limits in public areas and staffing areas have been determined per the Governor’s Restore Illinois plan.	
<i>Explain below the capacity limits set in these areas as determined:</i>	
[type response here]	

Required Form to Document an AJC Reopening Plan (Continued)

Entrance/Exits	<input type="checkbox"/> Staff have designated spaces for entrance/exit that are separate from public entrance/exit (if not, explain ways to keep staff safe from public as they enter/exit location).
	<i>Explain below entrance/exit configurations:</i>
	[type response here]
	<input type="checkbox"/> Entrance/exit is well-lit during early morning or night hours.
	<i>Explain below safety around entrance/exits:</i>
	[type response here]
	<input type="checkbox"/> Staff hours differ from public operation hours (if not, explain ways to keep staff safe from public as they enter/exit location).
	<i>Explain below staff/public hours:</i>
	[type response here]

Required Form to Document an AJC Reopening Plan (Continued)

Supervision	<input type="checkbox"/> Safety and emergency protocol are clearly communicated and available to all staff in the center. <i>Explain below emergency protocol:</i> [type response here]
Agreed-upon Plan	<input type="checkbox"/> By checking this box, the Local Workforce Innovation Board, on behalf of the partners in the local area, certifies that the local workforce area has documented procedures to guide decisions described in the “Checklist for Reopening AJCs in Illinois.” Examples follow: <ul style="list-style-type: none"> ▪ Security ▪ Training ▪ In-person service delivery ▪ Signage ▪ Communications protocol ▪ Emergency protocol ▪ Customer screening ▪ Capacity limits ▪ Group meetings or events ▪ PPE policies ▪ Sanitation and cleaning <p>(NOTE: Group meetings and events must adhere to the Governor’s Restore Illinois Plan’ capacity guidelines)</p> <i>Explain below the way in which the LWIB confirmed agreement with all partners regarding the policies, procedures and safety protocol:</i> [type response here]



Required Form to Document an AJC Reopening Plan (Continued)

The Local Workforce Innovation Board Chair and Elected Official(s) have reviewed the above checklist, certified that all partners with on-site staff have agreed to the reopening plan and confirm that all mandatory protocols and procedures are in place to allow for a safe reopening of the center(s) listed above.

Chair, Local Workforce Innovation Board (below)		
Signature	Printed Name	Date
Chief Elected Official (below)		
Signature	Printed Name	Date
Chief Elected Official (below)		
Signature	Printed Name	Date
Chief Elected Official (below)		
Signature	Printed Name	Date

A completed and signed form for PY 2021 must be submitted to the following before a comprehensive one-stop center can start or continue offering in-person services:

Michael Baker
 Manager – Strategic Planning & Innovation
 Office of Employment & Training
 Illinois Department of Commerce and Economic Opportunity
wioaplans-mous@illinoisworknet.com
 O: 217-558-6423





Bethany Jaeger, Mitch Parrish

KEB

✉ bethanyj@kebcpa.com

✉ mitchp@kebcpa.com

☎ (217) 789-0960

thank you