

GUIDANCE FOR MINIMAL DISRUPTION OF SERVICES IN AMERICAN JOB CENTERS

Purpose: This guidance is intended to support decision making about the need to temporarily close all or portions of an American Job Center (AJC) for safety or other reasons. The guidance encourages required partners in each AJC to continue to be flexible and to communicate in advance so that emergency closure or partial closure of an American Job Center is coordinated to the extent possible and that any disruption of services is minimal.

- **Communications protocol between one-stop operators, leaseholders, required partners and customers if a known risk is identified.**
 - The one-stop operator is responsible for proposing and maintaining a communications protocol with leaseholders, required partners and customers regarding when all or part of an AJC must temporarily close to staff and the public and when it is preparing to reopen.
 - Leaseholders are responsible for signage¹ on entryways and common areas stating the hours of operations, closures, planned reopening as well as contact information and web addresses for continued services.
 - Required partners are responsible for working with the appropriate entity to ensure content on the AJCs website is updated to inform the public about the closure(s), availability of programing timeline for reopening.

- **Service delivery protocol in the case of unexpected, temporary closures of the AJC to the public.**
 - Required partners communicate plans to the one-stop operator and each other for staffing and service delivery methods that will ensure minimal disruption of service delivery if all or portions of the AJC were to close on short notice.
 - It is critical that IDES regional managers communicate with required partners in the local area so they are aware whether the individual programs and activities provided by IDES would be available if the center were to close temporarily.
 - Each partner staff must ensure their work areas are prepared for cleaning services as needed. One-stop operators should coordinate partners to ensure proper sanitation² and cleaning are conducted prior to reopening the AJC to staff and the public.
 - The closures and processes are contingent upon IDPH and CMS guidance for each scenario³.

- **Safety in the AJC if all or a portion of the center must temporarily close.**
 - If applicable, leaseholders ensure entry and exit doors are locked during closure and signage must be visible notifying customers of the closure.

¹ The Illinois Department of Commerce and Economic Opportunity released guidance on Restore Illinois Phase 3-Guidelines for reopening business and returning people to work safely; which included industry specific toolkits and guidance and can be visited at <https://www2.illinois.gov/dceo/pages/restoreILP3.aspx>.

² The United States Environmental Protection Agency offers a list of disinfectants known to be successful in fighting against COVID-19. A list of disinfectants can be found at <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19>

³ The Illinois Department of Public Health released guidance on cleaning procedures for community organizations. This guidance can be found at <https://www.dph.illinois.gov/topics-services/diseases-and-conditions/diseases-a-z-list/coronavirus/preventing-spread-communities/community>.

- Partners ensure security is available to escort staff in and out of the building during regular business hours (or extended hours, if available).
- Leaseholder(s) develop plans to ensure heightened security is available to assist in deterrence.
 - Security is trained with consistent messaging to customers trying to access the American Job Center.
 - Additional security is arranged, if needed, to have a visible presence at the AJC.
- **Cost sharing and agreements if required program partners are unable to procure their own PPE prior to reopening and, therefore, must share PPE with other partners.**
 - Partners agree to share PPE as available and develop a method of tracking the amount owed to the partner who incurred the cost of the PPE, if cost sharing is agreed upon.
 - Clear communication between partners is critical when identifying an agreed-upon method for tracking the amount owed for any shared costs (i.e., PPE costs that were not originally included in the annual MOU budget).
 - If partners agree to share costs of additional cleaning supplies, security and other services needed to ensure timely reopening, then:
 - Final costs owed will be reconciled⁴ along with any other extra expenses specific to the pandemic (see guidance for periodic reconciliation for pandemic-specific costs incurred in the last quarter of PY 2019).
 - An amendment to the MOU and/or budget is not necessary at this time if the variance of a shared cost line item does not exceed the threshold described in the [Handbook for Conducting Periodic Reconciliation](#) (i.e., cost of an individual line item varies by more than 15% of the budgeted amount for that line item *and* accounts for more than 10% of the total budget).
 - If partners agree to share in the cost of pandemic-specific expenses and equipment, then a written agreement must be in place before invoices and payment can be processed by the authorizing State agencies.

⁴ The handbook for Conducting Periodic Reconciliation of budgeted to actual costs for shared costs in comprehensive one-stop centers may be viewed at <file:///C:/Users/mitchp/Downloads/Handbook%20for%20Conducting%20Periodic%20Reconciliation%20-%20Updated%2010.9.2019.pdf>