



WIOA INTERAGENCY TECHNICAL ASSISTANCE TEAM

DETERMINATIONS

The Interagency Technical Assistance Team has made the following determinations related to the MOU pertaining to your LWIA:

Please revise all signature pages that use any acronyms and abbreviations to instead spell out each official title. The inclusion of acronyms or abbreviations may prevent the ultimate approval of the MOU by the Illinois Comptroller, thus resulting in possible payment delays.

THE MOU EFFECTIVE THROUGH JUNE 30, 2023 IS:	
<input type="checkbox"/>	APPROVED
<input type="checkbox"/>	APPROVED WITH TECHNICAL CHANGES REQUIRED
<input checked="" type="checkbox"/>	APPROVAL PENDING

REQUIRED MODIFICATIONS

REQUIRED REVISIONS TO THE MEMORANDUM OF UNDERSTANDING		
Page # of MOU	Citation of Required Content	Required Revisions
Required Revisions in the MOU effective through June 30, 2023:		
Pg. 21	Section 7 – DESCRIPTION OF COMPREHENSIVE ONE-STOP SERVICES (Sec. 121 (c)(2)(i)) (Governor’s Guidelines, Section 1, Items 8(e)-(g)) (§ 678.500(b)(1))	Required Revision: The Second Chance partner has been included on the Career Services Matrix. However, they do not appear to be a partner to the MOU. Please review and make needed corrections so that the Career Services Matrix and MOU align and only include parties to the MOU. Edited to fix error
Pg. 12	Section 10 – PROCUREMENT OF ONE-STOP OPERATOR (Governor’s Guidelines, Section 1, Item 8(j)) (§ 678.600-635) WIOA Sec. 121(c)(2)(iv) § 678.500(b)(4)	Required Revision: Please include the agreed upon one-stop operator model used in the MOU narrative. The agreed upon one-stop operator model is single entity.
Pgs. 12-13	Section 11 – REFERRAL PROCESS (Sec. 121 (c)(2)(iii)) (Governor’s Guidelines, Section 1, Item 8(i)) (§678.500(b)(3)-(4))	Required Revision: Please describe, in the introductory paragraph, the local one-stop operator’s role(s) and responsibilities for coordinating referrals among required partners.



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		The one-stop operator in DuPage County is responsible for tracking and coordinating referrals in the Center. The one-stop operator maintains regular communication with the partners in the center to ensure referrals are being addressed in a timely manner. The one stop operator also ensures the partners have each other's contact information to ensure the referral process is seamless for the job seeker.
N/A	Section 12 – SHARED DATA AND INFORMATION (Governor's Guidelines, Section I, Item 8(k))	<p>Required Revision: Please cite examples of how service integration is leading to greater customer access for services and appropriate customer information being shared among partners. Please include: specific actions, partners involved and how customer access and information sharing have improved.</p> <p>workNet DuPage achieves meaningful service integration through ongoing partner referrals and collaboration.</p> <p>In PY19, the following referrals were made at the point of initial client contact alone:</p> <ul style="list-style-type: none"> • 1592 Title I • 46 Title IV • 164 Wagner-Peyser • 138 Veterans Services • 286 Perkins • 58 SCSEP. <p>These numbers do not include all the referrals that are made partner-to-partner once a client is already engaged with the system.</p> <p>workNet DuPage's service integration efforts improve customer access and enhance client services. One example of how service integration leads to greater customer access is reflected in a customer who sought services from IDES. IDES assisted the customer with his unemployment claim and IL Job Link resources. The client expressed a need for resume and interviewing assistance. The customer was referred to Title I and attended a resume review and interviewing workshop. As a result of these services, the client was able to find gainful employment.</p>



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		Another example of service integration occurred when a client applied for Title I services. The customer was unsure of his educational options, as he had previous medical training outside the US. A Title I Career Counselor and Perkins staff jointly met with the client in-person to discuss his career goals and training options. As a result, the client is currently enrolled in College of DuPage's Medical Assistant Program and will complete next year.
Pg. 16, Service Delivery Method Attachment, Budget Spreadsheet	Section 13 – COSTS AND COST SHARING OF SERVICES WIOA Section 121(c)(2)(ii) § 678.755 and §678.760 Governor's Guidelines, Section 1, Item 1(c); Section 2	Required Revision: The budget and service delivery method table only show CSBG as being a program staffed by cross-trained individuals. However, the response includes TAA. Please review and make any needed changes to ensure alignment between the table and budget. Edited to fix error
Pg. 18 of Signature Document	Section 17 – AUTHORITY AND SIGNATURES § 678.500(d)	Required Revision: Please obtain and submit a new signature for CSBG – Gina R. Strafford-Ahmed, as it is light and potentially illegible. Completed