



March 25, 2020

Mr. Michael Baker
Manager, Strategic Planning and Innovation
Office of Employment and Training
Illinois Department of Commerce and Economic Opportunity
500 East Monroe Street
Springfield, IL 62701

Re: LWA #6 Local WIOA 4-Year Plan Submittal

Mr. Baker:

Attached please find DuPage County's (LWA6) Local Workforce Innovation and Opportunity Act (WIOA) Four-year Plan due to the State no later than March 31, 2020.

The draft Local Plan was made available to the Board on February 7, 2020 and to the public on February 20, 2020. A public notice was published in the Daily Herald newspaper on February 20, 2020 and an email was provided for comments. The Plan was also available on the workNet DuPage website (www.worknetdupage.org). The plan was available for viewing on-site at the workNet DuPage Career Center, 2525 Cabot Drive, Suite 302, Lisle, IL 60532.

As a member of the Workforce Partners of Metropolitan Chicago (WPMC), LWA6 has also participated in the regional planning process for the Northeast Region (EDR 4). Both our local and regional plans reflect service integration across partner agencies in order to enhance service strategies for employers, current workers, job seekers and youth.

Sincerely,

A handwritten signature in black ink, appearing to read "Daniel J. Cronin".

Daniel J. Cronin
Chairman
DuPage County Board

A handwritten signature in black ink, appearing to read "Tiffany Rotondo".

Tiffany Rotondo
Chairwoman
DuPage County Workforce Innovation Board



DUPAGE COUNTY
WIOA
LOCAL PLAN

2020-2024



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Workforce Innovation & Opportunity Act Planning Structure

The Workforce Innovation & Opportunity Act (WIOA), signed into law in July 2014, outlines how the core programs of federal investment in the areas of employment and training will be coordinated. To that end, WIOA requires each state to develop four-year strategies in the form of a Unified State Plan covering all core programs. The Unified State Plan informs the regional and local plans that, in the State of Illinois, take place at the Economic Development Region (EDR) and Local Workforce Area (LWA) levels.

DuPage County (LWA 6) is part of the Northeast Region of Illinois (EDR 4.) The DuPage County Workforce Innovation Board ("Local Board"), in conjunction with the WIOA required partners and other workforce system stakeholders throughout the County, developed a four-year local plan per the guidance of the Illinois Department of Commerce and Economic Opportunity (DCEO.) The local plan is aligned with the Unified State Plan and the regional plan developed by all WIOA partners in EDR 4. (The regional plan for EDR 4 contains Chapters 1-3 of the Regional & Local Planning Guide provided by DCEO in October 2019; the local plan in the pages to follow contains Chapters 4-6.)

Overview of DuPage County¹

DuPage County shares its entire north and east borders with Cook County, as well as a portion of its southern border. It is the second most populous County in the State of Illinois (931,826) behind Cook County, and the two counties combined account for nearly half of the state's population. The County also shares borders with Will County, Kane County, and Kendall County. It is densely populated (2,835 people per square mile) in comparison with the rest of Illinois (229.5 people per square mile.) Between 2010 and 2019, DuPage County experienced a net increase in total population of 1.4% in comparison to an overall decrease for the state of Illinois (-.46%).²

WIOA Demographics

The unemployment rate in DuPage County as of December 2019 was 2.2%, which was the lowest in the state.³ With that being said, DuPage has continued to see consistent Worker Adjustment and Retraining Notification (WARN) and mass layoff activity including major retail closures, ongoing telecommunications layoffs including Nokia, and significant manufacturing plant closures including General Mills and Pepperidge Farms. The projected total layoffs resulting from WARN and Trade Act events for 2018-2020 is 2,971.⁴ Initial claims for unemployment insurance from April 2018 through July 2019 were 31,505, which is third highest in the state behind Cook and Will counties.⁵ Funding for dislocated workers and Trade Act-eligible individuals continues to be essential to DuPage County residents in transition.

Regarding residents who are WIOA-eligible based on income, 4.94% of families, or 11,982 families, in DuPage are living below the poverty line. ² According to the American Community Survey, 1.5% of households in DuPage County received cash public assistance (TANF) between 2013-2017. In 2018, 63,429 people received SNAP benefits in DuPage County. ⁶

Although DuPage County is well known for its highly educated workforce (50.9% of the population has a Bachelor's degree or higher), there are 33,625 residents (6.7%) who have less than a high school diploma. An

¹ Chmura JobsEQ/Economic Overview, January 2020- unless otherwise noted

² Claritas/Impact DuPage Dashboard, January 2019

³ IDES Quarterly Census of Employment and Wages

⁴ Dislocated Event Tracking System (DETS)

⁵ IDES Monthly RS-101 Report

⁶ Illinois Department of Human Services/Impact DuPage

estimated 18.9% of the population (175,707 people) is foreign born, and 9.2% residents indicated they speak English less than “very well” in the most recent American Community Survey.

Other WIOA-relevant population data for DuPage County includes:

- Individuals with a disability 18-64- 5.9% (34,139)
- With a Disability, Age 18-64, Labor Force Participation Rate and Size- 53.4% (18,225)
- Individuals 18-24- 8.8% (82,240)
- Disconnected Youth (16-19 year olds who are (1) not in school, (2) not high school graduates, and (3) either unemployed or not in the labor force)- 1.2% (615)
- Individuals 55-64- 13.7% (127,564)

Economy and Industry Sectors

DuPage County has a vibrant and diverse economy, with over 34,000 employer establishments and a total GDP of \$91,564,026,000 in 2018. As with the entire Northeast region, the location of DuPage is an asset that uniquely positions it as a transportation hub for the nation. In addition to its proximity to both O’Hare and Midway International Airports, it is also the place where four major interstates meet and an extensive rail freight system boosts commerce. The Northeast Chicago metro region contains an estimated 3,865 track-miles of rail, which is more mileage than nearly 40 other states and carries 50% of all US rail freight.

DuPage is home to two of the top international research labs in the world: Argonne National Laboratory and Fermilab National Accelerator Laboratory. The County is home to many corporate headquarter locations, as well as a strong base of over 1,900 manufacturing businesses. Still, the healthcare industry sector employs more people in DuPage than any other, with over 75,000 working at the county’s eight hospitals and large physician groups.

These characteristics of DuPage demonstrate alignment with the target industry sectors identified in the Northeast regional plan:

- Health Care
- Manufacturing
- Transportation, Distribution, Logistics
- Information Technology.

These key industry sectors not only drive employment throughout DuPage and the region as a whole, but they also provide realistic on-ramps for WIOA participants into middle skill careers that pay family-sustaining wages.

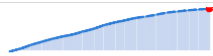






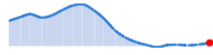
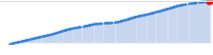
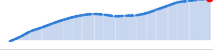


The chart below shows that Health Care and Social Assistance is the largest sector in DuPage County and is projected to have the largest annual growth over the next five years. Professional, Scientific, and Technical Services (which includes Information Technology professions) is the second largest sector. It has a high location quotient of 1.46 in DuPage and is projected to continue experiencing growth annually moving forward. Both of these sectors contain career paths that pay self-sufficient wages, allow for increased earning potential over time, and have on-ramps to career pathways in the middle skill category (i.e. requiring less than a Bachelor’s degree to obtain.)

The third highest sector on the chart below, Retail Trade, has experienced negative growth year over year in DuPage due to closures of major retail outlets and the emergence of e-commerce. Additionally, many jobs in this sector do not have distinguishable career pathways, do not pay a self-sufficient wage, and do not lead to higher earning potential over time. Other sectors on the chart that, although experiencing growth, are not an area of focus for WIOA programming due to similar factors as those given for Retail Trade are: Administrative and Support and Waste Management and Remediation Services; Accommodation and Food Services.

Manufacturing has a location quotient of 1.05, and, although the forecast shows significant negative growth, that data does not agree with the demand consistently demonstrated by employer partners throughout the

County. Opportunities are abundant in advanced manufacturing throughout the region, and consistently solid performance outcomes for WIOA clients who select this pathway are evident. The aging workforce dilemma for manufacturing firms has been well documented, and the local industry sector is primed for significant growth in apprenticeships and pre-apprenticeships to mitigate the effects of upcoming waves of retirement.

Lastly, the sectors of Wholesale Trade and Transportation and Warehousing have location quotients of 2.04 and 1.17 respectively for DuPage County. When combined, total employment for DuPage is 85,525. Additionally, the vast majority of manufacturing companies also have jobs that fall under the umbrella of these sectors because of the packaging and distribution portions of their operation. Focusing on supporting businesses in these two sectors by developing workforce with relevant skill sets provides an overlapping benefit to local manufacturers as well. As mentioned previously, due to the unique location of the region and its status as a transportation hub, there is an opportunity to attract additional business investment by developing the strongest workforce in this sector as possible.

2-Digit Industry	Empl	Avg Ann Wages	LQ	5yr History	Annual Demand	Forecast Ann Growth
Health Care and Social Assistance	75,936	\$58,338	0.80		8,151	1.3%
Professional, Scientific, and Technical Services	64,431	\$90,990	1.46		6,044	0.8%
Retail Trade	61,272	\$35,471	0.90		7,758	-0.7%
Administrative and Support and Waste Management and Remediation Services	60,900	\$47,431	1.44		7,017	0.0%
Manufacturing	57,162	\$74,490	1.05		5,272	-1.1%
Wholesale Trade	50,972	\$88,733	2.04		4,952	-0.8%
Accommodation and Food Services	45,732	\$22,741	0.77		7,611	0.5%
Educational Services	41,714	\$52,853	0.78		3,786	-0.2%
Transportation and Warehousing	34,553	\$60,140	1.17		3,603	-0.2%
Construction	33,403	\$76,722	0.89		3,432	0.5%
Remaining Component Industries	130,475	\$75,405	0.77		13,217	-0.3%
Total - All Industries	656,549	\$64,876	1.00		71,697	0.0%

Local Plan Guiding Principles

The strategies laid out in the DuPage County Local Plan provide detail on how the local workforce system will deliver on the guiding principles put forth in the Unified State Plan, specifically:

- Demand-Driven Orientation
- Strong Partnerships with Business at All Levels
- Pathways to Careers of Today and Tomorrow
- Cross-Agency Collaboration and Connections
- Equitable Access and Opportunity for all Populations
- Focus on Continuous Improvement and Innovation.

This chapter provides an overview of all the operating systems and policies within the Local Workforce Innovation Areas (LWIAs). LWIAs must incorporate key documents into the plan that describe the one-stop delivery system and the services that are provided by the workforce partners.

A. Coordination of Planning Requirements: The plan will incorporate the Memorandum of Understanding and Service Integration Action Plan:

The Local Workforce Innovation Area 6 **Memorandum of Understanding (Attachment A)** provides a description of the one-stop delivery system, and other information that is essential to the establishment and operation of effective local workforce development systems as required by the WIOA Rule (20 CFR Part 678.705). The Memorandum of Understanding and any subsequent modifications is incorporated by reference into this plan.

This umbrella Memorandum of Understanding (MOU) describes the commitment of the Workforce Innovation & Opportunity Act (WIOA) Required Partners ("Partners") to provide integrated delivery of federally-funded workforce services in Local Workforce Innovation Area (LWIA) 6 at the sole comprehensive One-Stop Center in that area- workNet DuPage Career Center ("workNet DuPage") in Lisle, IL. The MOU defines the workforce services each Partner will provide in LWIA 6, the methods each Partner will use to provide these services, and the roles and responsibilities of all Partners related to service delivery. All Partners are committed to offering their specific job seeker and/or business programs at workNet DuPage, including a comprehensive range of job search, employment, business, and training-related services. These offerings are described in the Local Service Matrix (Appendix F to the MOU.) When combined, each Partner's contributions to the programming available at workNet DuPage yield one cohesive, full-service system for job seekers and businesses that allows for the removal of barriers from successful job search, career development, business development, recruiting strategies, etc. LWIA 6 is consistently striving for enhanced cohesiveness of the one-stop system and improved service integration amongst all Partners.

The Local Workforce Innovation Area 6 **Service Integration Action Plan** provides a description of how local workforce partners will align and coordinate services as required by the State of Illinois Service Integration Policy (WIOA Policy Chapter 1, Section 13). The Service Integration Action Plan and any subsequent modifications is incorporated by reference into this plan.

This plan, also described in the MOU, describes the goals and strategies jointly agreed upon by all Partners to enhance service coordination and integration. For the term of this Local Plan, goals include:

1. Cross-training of One Stop Staff
2. Improved communication across Partners
3. Staff collaboration on customer assessments.

B. Provide information regarding the use of technology in the one-stop delivery system, including a description of:

- **How the workforce centers are implementing and transitioning to an integrated, technology-enabled intake and case management information system for programs carried out under WIOA (§ 679.560(b)(20)).**

The workNet DuPage Career Center utilizes a coordinated navigation process embedded in the Center's website- www.worknetdupage.org. Job seeker customers can gain entry to the Center in one of three ways- in person, by phone, or online. In all cases, whether staff-assisted or independently accessed, all customers complete the navigation questionnaire located on the website, and their responses are recorded on the back-end of the platform. The Navigators on staff guide each customer to the proper referrals and identify the next steps for the customer to take based on their responses.

Aside from this technology-enabled intake process, there is not currently an integrated, technology-based, shared intake and case management system available in the State of Illinois. LWIA 6 continues to await further guidance from the State on implementation and transition to such a system.

• How the Local Board will facilitate access to services provided through the one-stop delivery system, including in remote areas, through the use of technology and other means (§ 679.560(b)(5)(ii)).

The workNet DuPage Career Center mobile-friendly website serves as an entry-point to the one-stop delivery system for staff-assisted services, as well as offering numerous options for self-assisted service including:

- ✦ Access to job listings
- ✦ Career exploration and career pathway tools
- ✦ Profiles of local employer partners who are hiring
- ✦ Tips and resources on resume writing, interviewing, negotiating, and job retention
- ✦ Specialized information for veterans and individuals with disabilities
- ✦ Comprehensive business services information for employers
- ✦ Needs assessment tool for employers
- ✦ Links to all Partner websites as well as Illinois workNet and Illinois JobLink.

Additionally, workNet DuPage operates several social media accounts to connect the community with information and services. The Center plans to expand the use of video and YouTube to make more content available online, e.g. workshops for individuals who cannot travel to the Center.

Although DuPage County does not have “remote areas” per se, adequate transportation is an issue for segments of the population. According to the American Community Survey (2013-2017), approximately 4.0% of households in DuPage County are without a personal vehicle (13,808 households.) Title 1/DuPage County Workforce Development Division (WDD) staff plan to utilize the County’s geographic information system (GIS) to gain insight into areas of the County that may be underserved or in which a higher percentage of residents who lack adequate transportation live. That data will inform any future efforts to bring services out into the community for increased accessibility.

Lastly, all Partners are required to have staff on-site at workNet DuPage to provide services, or, in the absence of on-site staff, a direct linkage wherein no decline in customer experience is noted. Partners providing direct linkage access to services, as described in the MOU, should experience comparable customer service and experience to having a staff member on-site. Direct linkages at workNet DuPage consist of direct phone lines manned by staff of the representative agency who are prepared to provide information and access to service immediately via phone.

C. Describe how the Local Board will support the strategies identified in the Unified State Plan and work with entities carrying out core programs, including a description of (§ 679.560(b)(1)(ii)):

• Expanding access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment (§ 679.560(b)(2)(i))

In the most general sense, the Local Board, through the workNet DuPage Career Center, expands access to employment, training, education, and supportive services simply by offering such a comprehensive range of services and programs in an integrated and coordinated fashion at a single location. Despite differing specialty areas and types of programming offered by all Partners in the Center, customers have a “no wrong door” experience; no matter what their original intention was in visiting the Center, he/she will leave with knowledge of all relevant services and appropriate referrals as well. Each Partner provides service to individuals with various barriers, with some Partners specializing in one area and others specializing in multiple areas. By consistently informing each other’s clients about all services through the navigation process and regular inter-staff communication and referrals, all eligible individuals gain expanded access to service.

More specifically, the Local Board, through the workNet DuPage Career Center, makes expanding access to employment, training, and education by unique populations and all individuals with barriers a central priority. Beyond ensuring all Federal accessibility and equal opportunity guidelines are met, as outlined and described in the Memorandum of Understanding, plans are in place to continue developing and/or expanding special

programming efforts on behalf of all Partners, for the following (Unified State Plan strategy- Provide economic advancement for all populations through career pathways):

✦ Individuals with disabilities

Title IV/Department of Rehabilitation Services (DRS), as the local subject matter experts in this arena, help educate and cross-train staff as needed in addition to partnering on special initiatives and individual cases. Title I/DuPage County acquired expertise and a strong network of contacts as a result of the Disability Employment Initiative (DEI) Round 5. As a result of strong success and return on investment with prior work-based learning for youth with disabilities, there is a continued emphasis on this area of service. DuPage County has served as a host work site for these internships, as have a significant number of private sector businesses throughout the County. Title I/DuPage County WDD, Title IV/Department of Rehabilitation Services, and the College of DuPage have partnered on outreach efforts for young adults in transition from high school. Title I funds have also supported students in their attendance of the College of DuPage's COACH program and Elmhurst College's ELSA program. Title I funds are awarded through a competitive process to contract youth programs, and an emphasis on disability-related programming has been a hallmark for LWIA 6 including Parents Alliance's Project Search program. An annual Job Fair geared toward individuals with disabilities has been held at the Center since 2017, with attendance of the last event topping 300. Parents Alliance is also collocated at the workNet DuPage Career Center, and they specialize in serving individuals with disabilities. Newer partnerships with organizations like Turning Pointe and Workplace Initiative are expected to develop over time into more successful job placements and job retention efforts. As a region, the Workforce Partners of Metropolitan Chicago also have dedicated grant dollars toward incumbent worker training efforts that will boost inclusion and diversity in the workplace and support the hiring of more individuals with disabilities.

✦ Youth (see Chapter 4, Section F, bullet 1)

✦ Veterans

Veterans receive priority of service at the workNet DuPage Career Center. The Illinois Department of Employment Security (IDES) Veterans staff provide resources and information related to Employment Services and Opportunities tailored specifically for veterans. They also establish and maintain relationships with businesses who are interested in hiring veterans, and they connect those businesses to relevant tax credit information.

IDES Veteran Employment Representatives and Title I/DuPage County WDD participate in tri-annual Veteran Employment and Services workshops in conjunction with Veterans Affairs, DuPage Veterans Assistance Commission (VAC), Midwest Shelter for Homeless Veterans, and various employers.

Title I/DuPage County WDD staff also undertake a variety of efforts to identify veterans in need of assistance and to help them attain employment including:

- Quarterly attendance at Roll Call Chicagoland Veteran Networking Events to inform veterans of services and to work on veteran resumes
- Participation in DuPage Veteran Assistance Commission (VAC) Events: DuPage Veteran's Resource Fair, Military/Veteran 101 Training, DuPage Homeless Veterans Task Force Seminar; plus, annual training provided by DuPage VAC and Veterans Affairs (VA)
- Participation with VA Compensated Work Therapy Program and Veteran Job Clubs as requested.

✦ Incarcerated Individuals/Reentering Individuals

Since 2018, workNet DuPage has placed an increasing emphasis on programming efforts geared toward incarcerated individuals or those reentering, including individuals in recovery from addiction.

Notably, the Recovery from Addiction and Manufacturing a Path Up (RAMP-Up) program has had strong results providing MSSC Certified Production Technician training to individuals in recovery. Through a partnership with multiple County departments, community-based organizations, the College of DuPage, and area employers, the program has yielded strong outcomes and return on investment (15 students graduated, 8 with full CPT status (4 exams passed), 7 with at least one certification exam passed, 11 holding/retaining full-time employment, 4 holding part-time or temp employment--- cost per student of \$2,001.83.) Plans to continue holding cohorts of the program twice a year are in place, and the option of expanding into the County Jail may be explored.

Title I/WDD has two staff members who are authorized to go into the County Jail, in conjunction with the Sheriff's Department, to meet with individuals who have completed occupational training (e.g. janitorial, industrial laundry) while incarcerated. Initial orientation to Title I and One Stop services are provided and an initial determination of employment goals upon release are established. Reentering individuals then connect with Title I/WDD business services staff upon release and are connected to either interviews with employers or the appropriate Title I business services contact person in their area of residence. Business services representatives throughout the Chicago metro region work in this type of closely coordinated fashion as a result of the regional business services work being conducted in Economic Development Region (EDR) 4.

Title I dollars have gone toward supporting a youth contract that provided welding training to incarcerated youth at the DuPage County jail. The Sheriff's Department is interested in scaling this program up as funding allows for additional incarcerated or work release individuals.

Title I/WDD staff are working toward expanding referrals from DuPage Probation, the Drug Court, and the F.O.C.U.S. program (for first time drug offenders.) Efforts are underway to coordinate sufficient wrap-around services with community partners to improve employment retention outcomes once job placement activities have taken place.

IDES offers special programs for reentering individuals, as well as connections to tax credits and fidelity bonding for employers who make hires.

✦ Authorized to Work Refugees/Asylum Seekers/Immigrants

In 2019, workNet DuPage rapidly accelerated coordination with World Relief to improve the earning potential and quality of life for asylum seekers and refugees in the local area. Initially, those efforts primarily consisted of referrals to the Center and standard WIOA services including vouchers for occupational training programs. Over a series of debriefs, the process has grown to include pre-referrals steps involving language and literacy training, post-training mock interviewing by both training providers and Title I/WDD staff, job search workshops tailored to the particular population, strong employer support in the local manufacturing community, and potential expansions into OJT hiring and apprenticeship model development. All Title II/College of DuPage transition programming activities, curriculum and materials are shared with World Relief DuPage in an effort to develop pre-bridge coursework and establish a formal recruitment and referral pipeline. To date, over 30 asylum seekers and refugees have been served. The vast majority have completed manufacturing programs, although some individuals have also gone into information technology or healthcare programs. Upon exit from WIOA services, individuals are showing an average \$2.50-\$3.00/hour pay increase and improved family self-sufficiency. Over the term of this plan, this initiative will continue to grow and expand.

✦ Domestic Violence Survivors

Title I/DuPage County WDD staff brought services on-site to a local community-based organization and shelter that serves victims of domestic violence. Career exploration and job search information were supplied on a weekly basis, as well as general information about the one stop system and Center. Transportation is a serious barrier for many people in this situation, so accessibility to services and

information was increased by bringing them on-site. Several women utilized WIOA services as a result of this initiative, and the concept may be revisited or scaled in some way over the course of this plan.

✦ TANF Recipients

For those individuals receiving TANF, involvement in a work or training activity is a requirement. Employment and volunteer opportunities are discussed with each client, and packets containing opportunities are provided. Employment & Training workshops are held monthly by Department of Human Services (DHS) staff at which clients can receive assistance/information regarding GED programs, WIOA grants for vocational training, and information on car donations through the local community-based organization Loaves & Fishes. Attending workshops is an activity that is included in the Responsibility & Services Plan (RSP.) During the workshops, clients receive useful information regarding the above-mentioned resources to help them become more self-sufficient.

✦ Young and/or Single Mothers

Title I/WDD Staff and DHS are planning to develop an initiative around increasing the numbers of young and/or single mothers enrolled in WIOA services. According to the US Census Bureau/American Community Survey (2013-2017), 14.4% of households in DuPage County are led by a single parent female. Data also clearly depicts the struggles with earning power that is experienced by many women in this category—

The median family income in DuPage County (US Census Bureau and MIT Living Wage Calculator) in 2015 was:

- ✦ Married Couple Parents \$122,352
- ✦ Single Dads \$66,901
- ✦ Single Moms \$32,544

The required annual income to meet basic needs (US Census Bureau and MIT Living Wage Calculator) in 2015:

- ✦ Two Working Parents + Two Children \$71,344
- ✦ Single Parent + Two Children \$51,771

In an effort to career counsel more women into higher-paying occupations, the effort may involve folding in the Breaking Boundaries initiative founded by WDD leadership in 2017. Supportive service accessibility and partnerships with community-based organizations who provide relevant services will be key for this project, in much the same way as it was key to the success of RAMP-Up. Beyond DHS and Title I, it is anticipated that Title II, IDES, DRS, and College of DuPage Perkins will also be part of this collaboration over the course of this plan.

✦ Older Workers

SCSEP service provision by National Able and Community Assistance Programs (CAPs) allows low-income older workers the opportunity to earn income while gaining work experience and a foothold within a potential employer. Workshop content for older workers is also covered in Title I's boot camp as well as the bi-monthly Friday Job Club meetings. workNet DuPage typically serves a high percentage of older workers each program year with access to training dollars, job search assistance and coaching, etc. For example, in PY17, 40% of dislocated worker clients were older workers (55+.)

In order to fully expand access to employment for these vulnerable populations and all WIOA eligible individuals, it is imperative that the local workforce system focuses on developing more qualified job seekers. In alignment with the action item "Prepare Illinois workers for a career, not just their next job" stemming from the Governor's Executive Order 2019-03, the LWIA plans to:

- ✦ Expand access to training and education by identifying and addressing gaps in available occupational programs

Efforts to ensure the programs available on the WIOA/Title I Eligible Training Provider List are reflective of the real-world demands of employers in the area/region are ongoing. An example of this is the convening by the Local Board of an IT Advisory group who have outlined a list of in-demand, cutting edge computer and tech skills that would have significant return on investment for job seekers. As a result, the local tech and entrepreneurial incubator Innovation DuPage is working toward becoming an approved provider offering accelerated, short-term tech programs such as Full Stack Engineering, cloud technology certifications, etc.

- ✦ Support and expand apprenticeship opportunities (See Chapter 4, Section H, bullet 2)
- ✦ Provide work-based learning opportunities (See Chapter 4, Section H, bullet 2)
- ✦ Conduct targeted outreach for specific training and employment opportunities in high-demand occupations

When conducting outreach and marketing the services available at workNet DuPage, the strategy is to draw clients to the Center with a specific occupational goal and career path in mind. Rather than sending a stack of general brochures outlining a menu-like list of services out to libraries and other community partners, for example, the goal is to be able to advertise specific career pathways tied to specific training tracks and with backing from specific employers. By spelling out the access to employment and training being given to WIOA-eligible individuals in more detail, it is thought that outcomes for both the job seeker customer and business customer will be enhanced over time and overall interest in and awareness of the Center will increase. The Edward-Elmhurst Health/Northwestern Medicine initiative described on page 8 is a good example of the plan moving forward for the Local Board.

- ✦ Focus on short-term credentialing opportunities to reduce time from training to reemployment

Title I/DuPage County WDD Career Planners have been trained to help WIOA clients think in terms of short-term, mid-term, and long-term goals with the understanding that services accessed presently typically have short- or mid-term implications. The emphasis is on reentry to the workforce on a career path that provides self-sufficient wages and opportunity for increased earning potential over time. This model of career planning manages client expectations and lays out a clear vision for both during and after participation in the WIOA program.

- ✦ Provide high-quality job search training and career services to accelerate reentry to the workforce

The comprehensive range of job search workshops and resources available through the Center, specifically those offered by Title I/WDD and Title III/IDES staff, expand access to employment for all who participate. Increasing soft skills and/or workplace skills workshops is an idea being explored, including a potential online offering that covers customer service skills for IT professionals. Soft skills and workplace skills workshops in place for youth and individuals with disabilities have proven successful to date.

The Local Board recognizes that job seekers in transition often require access to supportive services in order to fully utilize the programs and opportunities made available to them.

- ✦ The Department of Human Services (DHS) has a supportive service policy in place for the clients they serve. Some TANF clients report an inability to work due to barriers preventing them from finding and retaining employment. Lack of childcare or inability to afford childcare is considered a barrier. As a part of receiving TANF, the client can receive financial assistance for childcare, including having the first month paid for when they find employment. Transportation has also been reported as a barrier for TANF clients. Clients can receive assistance with public transportation, car insurance, and car repairs.
- ✦ Title I/WDD offers transportation assistance for individuals in training or active job search in the form of gas cards or bus passes. Referrals are also made by all staff to outside entities as needed, including DHS, DuPage Community Services, People's Resource Center, Prairie Legal Services, Poised For Success, Loaves

& Fishes, food pantries, DuPage Pads, DuPage Health Department, Bridge Communities, Naperville 360, etc. Clients can also access the DuPage C.R.I.S. (Community Resource Information System- www.dupagecris.org) at all computer terminals in the Resource Room. The C.R.I.S. is an online directory of all available programs and services in DuPage County.

Finally, in order to fully expand access to employment and achieve the action item “Connect job seekers with employers” stemming from the Governor’s Executive Order 2019-03, Partners must have strong relationships with the business community. The Local Board recognizes that strategic focus must be on both job seeker customers (ensuring a “supply” of highly qualified talent to meet employer demands) and business customers (understanding, gaining access to, and building relationships with the “demand” in the local area.) For this reason, the Local Board, through the workNet DuPage Career Center and led by Title I/DuPage County WDD, will continue to place a heavy emphasis on the area of business services. A higher volume of close relationships with area businesses yields increased access to employment opportunity for all WIOA eligible individuals, including those with barriers. The Business Services team in LWIA 6 will increase access to quality employment opportunities in high-growth, in-demand areas on behalf of all WIOA eligible individuals by:

✦ Identifying “transformational” vs. “transactional” business targets

Regional business services staff throughout Economic Development Region (EDR) 4 recently completed a Business Engagement Professional training course and acquired Certified Business Engagement Professional certification. The Business Services team of workNet DuPage, led by Title I DuPage County Workforce Development Division (WDD) staff, are incorporating the concept of transformational vs. transactional as learned in that training course into their efforts to strategically target and group business customers.

Transformational relationships, as defined for local use, are:

- primarily with businesses in targeted high-growth industry sectors as defined in the Regional plan and this Local plan;
- those in which there are multiple areas of synergy where both WIOA clients and the business can benefit;
- those in which the business’ interests and needs align with one or more of the Business Services team’s local strategic goals, including goals involving job placement of unique populations;
- longer-term in nature and evolve over time;
- the focus of ongoing strategic relationship-building and maintenance over time due to significant level of return on investment.

Transactional relationships, as defined for local use, are:

- with businesses that are not in targeted high-growth industry sectors as defined in the Regional plan and this Local plan;
- those that are looking for a “one and done” transaction, i.e. a single job posting;
- those in which the business’ interests and needs are at cross purposes or do not align with the Business Services team’s local strategic goals, including goals involving job placement of unique populations;
- short-term and could be a one-time contact or service;
- do not involve ongoing dedication of staff time and resources due to insignificant or substandard return on investment.

By consistently and strategically growing their base of business customers with whom they share a transformational relationship, the workNet DuPage Business Services team will be able to offer more and better employment opportunities and services to all WIOA eligible job seekers. Support from the business community is the key to efforts like those described above for individuals with disabilities, incarcerated/criminal justice involved, asylum seekers and refugees, etc.

✦ Developing connections based on employer demand-driven initiatives (Unified State Plan strategy- Support employer-driven regional sector initiatives)

workNet DuPage/DuPage County WDD staff, in conjunction with the Local Board, have had successful talent pipeline efforts that identify and cluster specific employer demands and utilize that information to design marketing and programming efforts. Examples that the LWIA plans to further develop and/or scale across different employers and in-demand occupations include:

- Edward-Elmhurst Health/Northwestern Medicine talent pipeline— The healthcare industry in DuPage County has grown more than any industry over the past five years, adding nearly 14,000 jobs. The Local Board identified a critical need for skilled Patient Care Technicians and Medical Assistants, with job openings approaching 1,000 locally over the next year. Two of the biggest regional healthcare providers, Edward-Elmhurst Health and Northwestern Medicine, in their capacity as Workforce Board members, spearheaded efforts to collectively address this large-scale labor demand. Title I/DuPage County WDD staff initiated a marketing campaign to drive more WIOA eligible individuals to the Center with the specific goal of getting started on healthcare career pathways. As a result of this targeted marketing effort, the percentage of workNet DuPage clients entering the healthcare field through training increased 34% from the previous year (PY17.) Upon completing training, WIOA clients are set up with interviews at one or both healthcare providers. Edward-Elmhurst has also incorporated Incumbent Worker Training into their strategy to address the skills gap, and an initial pilot of training/promoting housekeepers and patient transporters into entry-level nursing roles was implemented in PY18. Over PY18, healthcare was the #1 industry in which young adult clients at the Center, ages 18-24, launched careers. Increased access to healthcare career pathways for youth, low-income individuals, and all WIOA-eligible clients has resulted from this initiative, and the plan is to expand the model into other high-growth occupational areas moving forward.
- Diesel Mechanic apprenticeship— Employment of Diesel Service Technicians and Mechanics is projected to grow 5 percent from 2018 to 2028, about as fast as the average for all occupations. It's well known that the Diesel Technician workforce is an aging one, with almost a third of current Technicians due to retire over the next 5-6 years. Based on local employer feedback, we know that there is significant demand for Diesel Technicians, and the competition for this type of talent is strong. To address this demand, Title I/DuPage County WDD Staff have been coordinating with Universal Technical Institute (UTI) and a number of employers including Waste Management, CIT Trucks, JX Enterprises, and Crown to establish a registered Diesel Mechanic apprenticeship program. Through this effort, access to employment and training in this high-growth occupation will be vastly expanded for all WIOA eligible clients, and access to more qualified workers will be enhanced for our local employers.
- Manufacturing talent pipelines— A recurring theme in LWIA 6 over the last 10+ years has been the critical skills gap in the manufacturing industry exacerbated by the aging manufacturing workforce and ongoing waves of retirements. DuPage has the second largest manufacturing employment of any County in Illinois, and the needs expressed by local employers are centered on Computer Numerical Controlled (CNC) Machine Operation and Maintenance Mechanic occupations. Title I/DuPage County WDD Staff have made significant efforts to meet these employer demands by expanding access to employment and training by unique populations of job seekers. As mentioned above, one current initiative underway is to provide CNC training to asylum seekers and refugees working with World Relief. Another talent pool that has gained increased access to employment and training in manufacturing are individuals in recovery from addiction. Such individuals often have criminal records that can serve as an additional barrier to employment. Through partnerships with the DuPage County Community Services (CSBG), DuPage Health Department, Title II/College of DuPage, Perkins/College of DuPage, and several community-based organizations in the area, the Recovery & Manufacturing a Path Up (RAMP-Up) program has successfully led participants to attainment of MSSC Certified Production Technician credentials and subsequent employment. Both of these efforts will evolve and be expanded on over the term of this Local plan.
- ✦ Presenting coordinated responses to business customers as an integrated business service and economic development team (Unified State Plan strategy- Expand service integration.)

Having an integrated local business service team ("Business Response Team") presents a more professional and cohesive image to employers approached by any given member of the Team. It allows each team member flexibility to talk about and present more resources and options when meeting with an employer and increases the impact of any proposed package of customized solutions and resources.

The local Business Response Team, which includes staff from Title I, College of DuPage, DRS, IDES, SCSEP providers, Choose DuPage (economic development), DCEO Team Red, and the DuPage Convention and Tourism Bureau, plans to more fully launch a previously piloted version of a business self-needs assessment tool. This tool will serve as a single point of navigation for business customers in much the same way the process works for job seeker customers and is currently available on the workNet DuPage website. A concerted outreach and marketing effort will be needed to scale up usage of the tool among all Business Response Team partners.

- **Scaling up the use of Integrated Education and Training models to help adults get their GED and work on other basic skills and English language acquisition while earning credentials and industry-recognized credentials that lead to in-demand occupations**

As demographics and economic changes shift toward a more diverse workforce, the College of DuPage's Adult Education program strives to meet the increasing need for adult education, literacy and English language acquisition programs. The College has successfully implemented an Integrated Education and Training (IET) model through the Integrated Career and Academic Preparation System (ICAPS). ICAPS programs are offered for established integrated career pathways where students are able to complete their high school equivalency and be co-enrolled in credit CTE courses leading to a certificate. The ICAPS model provides comprehensive student services that include a team-teaching approach with CTE content instructors and supplemental basic skills instructors. Employment and work-based learning opportunities are also integrated and serve to enable smoother transitions to additional postsecondary degree and certificate programs. Current ICAPS certificate programs at the College include: COMPTIA A+, Cisco Certified Network Associate (CCNA), MSSC Certified Production Technician, and Office Technology Specialist. In support of the Colleges Perkins V four-year plan, these ICAPS programs will be expanded to include other career pathways in high demand, high wage areas to increase access to postsecondary education for low-skilled adult learners. The state through the Illinois Community College Board (ICCB) will also offer state leadership funds to further develop and scale these programs during the next four years.

- **Using the insights and lessons learned from successful dual credit programs to scale up similar efforts in other sectors and regions**

College of DuPage's Dual Credit Program is an opportunity for qualified high school students to enroll in a college-level course and, upon successful course completion, earn both college and high school credit. The college courses are taught at the high school during the regular school day by high school teachers who are credentialed as adjunct faculty at College of DuPage. The College of DuPage has the largest dual credit headcount enrollment in the state. Dual credit offerings are available to high school students at 25 district schools including the Technical Center of DuPage (TCD). About 70% of the College's dual credit offerings are Career and Technical Education (CTE) courses. This coursework plays a pivotal role in the integrated programs of study with district high schools that aim to expand career pathways opportunities and to align course work to ensure smoother transitions between education and the workforce. The College will increase meaningful and intentional CTE dual credit offerings where appropriate to reduce college costs, speed time to completion, and further enhance high school to college transitions. Efforts and strategies will be implemented to ensure certificate and degree attainment for underserved populations.

- **Determining the most effective marketing methods and messages for informing college and university students about Prior Learning Assessments**

The College of DuPage Credit by Demonstrated Competence program offers students the opportunity to demonstrate achievement outside the classroom and gain college credit for it. There are two methods for

earning credit through this program – Credit by Proficiency and Credit by National Examination. Students may complete 42 of the 64 credits needed toward an Associate's degree, or up to half of the credits needed toward a certificate, through this program.

Credit by National Examination offers an opportunity to demonstrate knowledge in a particular subject area by submitting scores from the nationally recognized Advanced Placement Program (AP) College-Level Examination Program (CLEP) or International Baccalaureate (IB). In order to receive credit for an accepted exam, official scores must be sent to the College of DuPage Testing Center.

Credit by Proficiency offers an opportunity to gain credit for knowledge acquired in an occupation or educational environment outside of college, or through other life experience, related to specific College of DuPage courses. Through this process, students who demonstrate knowledge needed to complete a COD course can gain college credit without taking the course. Faculty and administrators in each academic division determine if a specific course lends itself to this method of gaining credit and the means by which one must demonstrate their knowledge. Some exams have been established and are available in the Testing Center.

In the COD Perkins Strategic four-year plan, key strategies will be identified and implemented to increase the awareness of the COD CTE certificate and degree programs as well as increasing the awareness of the demonstrated competence program at the College.

• Investigating how targeted marketing can identify segments of the labor force, such as mature workers and the underemployed, who may not require extensive education or training to qualify for jobs in high demand occupations

Choose DuPage, the economic development organization for DuPage County, will be launching a targeted workforce attraction campaign in 2020. The purpose of this campaign is to attract and retain segments of the labor force that do not require extensive education and training to qualify for jobs in high demand occupations. Specifically, the campaign will focus on talent in the Healthcare, Professional/Scientific/Technical, and Business/Finance sectors. The campaign seeks to dispel misperceptions about working in the suburbs and highlight the modern, updated workspaces, nightlife/entertainment options, attractions, and ease of commute available in DuPage County.

• Facilitating the development of career pathways and co-enrollment, as appropriate, in core programs (§ 679.560(b)(2)(ii))

Career pathways are a hallmark of WIOA legislation. Career pathways offer a clear sequence, or pathway, of education coursework and/or training credentials aligned with employer-validated work readiness standards and competencies. A number of career pathways are available to job seekers, with a recent focus on Manufacturing, IT and Healthcare occupations. Information on career pathways is readily available at the One Stop Center as well as on Illinois workNet. The Career Planners at workNet DuPage are trained to understand the local high demand occupations and the career pathways that exist in those occupations. This knowledge allows the Career Planners to educate job seekers on various pathways available and the educational opportunities available to get onto a career pathway.

Co-enrollment in core programs across the system is encouraged. Title I/WDD DuPage County partners with Title II/College of DuPage (COD) in the administration of the aforementioned Integrated Career and Academic Preparation System (ICAPS) program. For example, a cohort of Office Technology ICAPS students are currently co-enrolled in WIOA Title I and Title II. Additional opportunities for co-enrollment across system partners are being explored and will be implemented as appropriate.

The College of DuPage will continue to play a pivotal role in career pathway work moving forward. To date, COD has collaborated and developed programs of study with district high schools to provide students a clear pathway that best prepares them for a postsecondary certificate, degree or industry credential. As federally defined, A Program of Study is a coordinated, nonduplicative sequence of academic and technical content at the secondary and postsecondary level that: Incorporates challenging State academic standards; Addresses

both academic and technical knowledge and skills including employability skills; Is aligned with the needs of industries; Progresses in specificity beginning with all aspects of an industry or career cluster and leading to more occupational specific instruction; Has multiple entry and exit points that incorporate credentialing; and culminates in the attainment of a recognized postsecondary credential. The program of study incorporates career exploration, work-based learning opportunities and dual credit coursework where appropriate. Currently the College of DuPage has sixteen programs of study with one or more district high school at the Technology Center of DuPage. The Perkins V four-year plan includes strategies to develop new programs of study as well as to improve and enhance existing programs.

The Local Board is committed to exploring robust development of career pathways options for high school students in conjunction with the secondary education system in the County, the College of DuPage (COD), private business, and area Chambers of Commerce or other business-oriented stakeholders. Over the term of this plan, it is expected that growth in the amount and awareness of available career pathway options in high schools will increase significantly.

• **Improving access to activities leading to a recognized post-secondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable) (§ 679.560(b)(2)(iii)).**

All training services funded through Title I dollars lead to recognized post-secondary credentials such as certificates, industry-recognized certification, licensure (e.g. CDL), etc. Methods and activities around improving access are described throughout this plan.

In addition, the College of DuPage has collaborated and developed programs of study with district high schools to provide students a clear pathway that best prepares them for a postsecondary certificate, degree or industry credential. As federally defined, A Program of Study is a coordinated, nonduplicative sequence of academic and technical content at the secondary and postsecondary level that: Incorporates challenging State academic standards; Addresses both academic and technical knowledge and skills including employability skills; Is aligned with the needs of industries; Progresses in specificity beginning with all aspects of an industry or career cluster and leading to more occupational specific instruction; Has multiple entry and exit points that incorporate credentialing; and culminates in the attainment of a recognized postsecondary credential. The program of study incorporates career exploration, work-based learning opportunities and dual credit coursework where appropriate. Currently the College of DuPage has sixteen programs of study with one or more district high school of the Technology Center of DuPage. The Perkins V 4-year plan includes strategies to develop new programs of study as well as to improve and enhance existing programs. Emphasis is placed on using the ICCB Program of Study Expectations Tool that provides a framework to guide CTE faculty and advisory teams in the assessment and development of programs of study. The program of study templates also reflect the integration of credentials that are stackable and support progress as the student moves along the career pathway.

D. Provide information regarding the local coordination strategies with state (including the Unified State Plan), regional and local partners to enhance services and avoid duplication of activities, including a description of:

The collaborative nature of the One-Stop Center WIOA Partners at the workNet DuPage Career Center, along with the presence of the core Partners on the Local Board and the oversight of all Partners by the One-Stop Operator, provides for coordination of services and reduced duplication/redundancy of efforts. The navigation process for both job seeker and business customers enhances access to coordinated service. The local Partners will explore asset mapping as a solution for further reduction of duplication and stronger community-wide service provision moving forward.

• **Adult, Dislocated Worker and Youth employment and training activities under WIOA Title I (§ 679.560(b)(6)).**

The DuPage County Workforce Development Division (WDD) is responsible for provision of WIOA Title I Adult, Dislocated Worker, and Youth programs and services for all of DuPage (LWIA 6.) All services are provided at the workNet DuPage Career Center. The Title I/DuPage County WDD Director makes regular reports to the

Local Board as well as the Economic Development Committee of the County Board. Additionally, both the Title I/DuPage County WDD Director and the Local Board staff are members and regular participants in both the Workforce Boards of Metropolitan Chicago (WPMC) regional and the Illinois Workforce Partnership (IWP) statewide workforce development groups. Both these organizations allow for collaboration on service provision, increased understanding and enactment of WIOA provisions, and sharing of best practices. The Title I/DuPage County WDD Director is also a board member of Choose DuPage, the economic development alliance for DuPage County. This, coupled with participation in area Chambers of Commerce, enhances business service delivery and coordination of workforce and economic development activities locally. Title I/DuPage County WDD staff also participate in local consortiums such as the West Suburban Jobs Council and the Community Connections Network, both of which tie in Title I services to the broader community of social service organizations.

Title I is the primary provider in DuPage County for Adults, Dislocated Workers, and Youth who are in need of:

- ✦ Career planning and training/employment plan development
- ✦ Funding assistance for occupational training programs
- ✦ Comprehensive job search skills training including resume assistance, interviewing techniques and strategies, online job search skills, etc.

• **Adult education and literacy activities under WIOA Title II. This description must include how the Local Board will carry out the review of local applications submitted under Title II consistent with WIOA Secs. 107(d)(11)(A) and (B)(i) and WIOA Sec. 232 (§ 679.560(b)(12)).**

The College of DuPage is responsible for provision of adult education and literacy activities under WIOA Title II. Staff from the College of DuPage provide service daily at the workNet DuPage Career Center, as well as at various locations throughout the County.

Title II is the primary provider for individuals in need of:

- ✦ Adult Basic Education (ABE) to build reading, writing, and math skills
- ✦ High School Equivalency (GED) classes, including those that are part of an Integrated Career and Academic Preparation System (ICAPS) model and are pursuing in-demand occupational certification concurrently
- ✦ English Language Acquisition (ELA) classes and assistance
- ✦ TABE testing.

Upon receipt of the local applications submitted under Title II, the Local Board will review and score each item per required guidelines and rubrics.

• **Wagner-Peyser Act (29 U.S.C. 49 et seq.) services (§ 679.560(b)(11)).**

The Illinois Department of Employment Security (IDES) is responsible for provision of Wagner-Peyser employment services for DuPage County. IDES staff provide service daily at the workNet DuPage Career Center, and they are the primary provider for individuals in need of:

- ✦ Labor exchange services and job matching/job search assistance
- ✦ Reemployment services
- ✦ Specialized assistance for Veterans.

• **Vocational rehabilitation service activities under WIOA Title IV (§ 679.560(b)(13)).**

The Department of Human Services/Rehabilitation Services (DRS) is responsible for provision of vocational rehabilitation services under WIOA Title IV in DuPage County. DRS staff provide service several times a week at the workNet DuPage Career Center, and their primary office is located in nearby Downers Grove.

Title IV is the primary provider for individuals with disabilities in need of:

- ✦ Supported Employment including job analysis, job development and placement, and job coaching
- ✦ Planning for post-high school transition and STEP programs

- ✦ Work incentive planning and assistance to understand how working will affect SSDI/SSI benefits.

• Relevant secondary and post-secondary education programs and activities with education and workforce investment activities (§ 679.560(b)(9)).

DuPage County has over 20 secondary schools and a multitude of post-secondary institutions, including 19 locations of accredited colleges and universities. The College of DuPage (COD) is a WIOA partner and has two representatives on the Local Board. DeVry University and Universal Technical Institute are represented on the Local Board, as is the Assistant Superintendent of Glenbard District 87 (the third largest high school district in Illinois.) Lastly, the Regional Superintendent of Schools for DuPage County serves on the Local Board. These relationships have led to increased efforts to tie together the local business community with the school system by increasing efforts to meet Every Student Succeeds Act (ESSA) standards centered on work-readiness and work-based learning models. These partnerships also help inform apprentice expansion efforts in DuPage County, identify gaps in existing training options for WIOA job seeker clients, and support efforts to increase career awareness in young adults through programming like the previously mentioned Breaking Boundaries.

In collaboration with local high schools and the Technology Center of DuPage (TCD), the College of DuPage currently supports and maintains over twenty formal Programs of Study (POS) in a variety of Career and Technical programs providing high school students with a coordinated, nonduplicative sequence of academic and technical content at the secondary and postsecondary level including employability skills that are aligned with the needs of industries including career exploration and dual credit opportunities where appropriate. In addition, the POS progresses in specificity beginning with all aspects of an industry or career pathway leading to more occupational specific instruction that incorporates credentialing and culminates in the attainment of a recognized industry or postsecondary credential.

• How the Local Board will support the state strategies identified under § 676.105 and work with the entities carrying out core programs and other workforce development programs, including programs of study and career pathway programs under the Strengthening Career and Technical Education for the 21st Century Act authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.) to support service alignment and needs identified in regional or local level assessments including the Perkins Comprehensive Local Needs Assessment (§ 679.560(b)(1)(ii)).

The College of DuPage is currently facilitating a Comprehensive Local Needs Assessment (CLNA). The CLNA is a data-informed, continued improvement process that assesses the extent to which our COD Career and Technical Education programs and programs of study are meeting and in alignment with local workforce needs through the following six key areas:

1. Student performance data;
2. Size, scope and quality;
3. Labor market alignment
4. Progress toward implementing CTE programs of study;
5. Recruitment, retention and training of CTE faculty and staff
6. Progress towards improving access and equity

The College will be reviewing and analyzing multiple data sets in aggregate and disaggregate formats to help identify and uncover equity gaps as well as program and labor market needs. Key stakeholders including the Local Board and other workforce partners will be receiving feedback surveys to gather additional input. In addition, College of DuPage CLNA Community Open Forums will be held to provide additional opportunities for feedback. The results of the College of DuPage CLNA will be used to develop the four-year Strengthening Career and Technical Education for the 21st Century local application. This four-year plan will be shared with the Local Board along with all progress updates as the plan is implemented. The Comprehensive Local Needs Assessment will be conducted every two years and will engage and involve both internal and external stakeholders.

- **Provide a copy of the local supportive service policies and describe how the Local Board will coordinate the provision of transportation and other appropriate supportive services in the local area (§ 679.560(b)(10)) and include information on the supportive services by each local program as appropriate.**

See Attachment B for the Local Title I Supportive Service Policy

Title I/WDD offers transportation assistance for individuals in training or active job search in the form of gas cards or bus passes. Referrals are also made by all staff to outside entities as needed, including DHS, DuPage Community Services, YWCA (child care assistance), People's Resource Center, Prairie Legal Services, Poised For Success, Loaves & Fishes, food pantries, DuPage Pads, DuPage Health Department, Bridge Communities, Naperville 360, etc. Clients can also access the DuPage C.R.I.S. (Community Resource Information System- www.dupagecris.org) at all computer terminals in the Resource Room. The C.R.I.S. is an online directory of all available programs and services in DuPage County.

The Department of Human Services (DHS) has a supportive service policy in place for the clients they serve. Some TANF clients report an inability to work due to barriers preventing them from finding and retaining employment. Lack of childcare or inability to afford childcare is considered a barrier. As a part of receiving TANF, the client can receive financial assistance for childcare, including having the first month paid for when they find employment. Transportation has also been reported as a barrier for TANF clients. Clients can receive assistance with public transportation, car insurance, and car repairs.

E. Provide a description of how the local area will provide adult and dislocated worker employment and training activities including:

- **A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area (§ 679.560(b)(6)).**

The workNet DuPage County One-Stop Career Center offers a wide range of services designed to help job seekers on their path to employment. The Center has a comprehensive Job Search Resource Room that provides internet access and other technology needed for job search, i.e. photocopiers, fax machine, etc. The space also includes a library of job search resources and materials to assist with career exploration and best practices for job search including resume templates. Title III/Illinois Department of Employment Security (IDES) staff provide assistance with Illinois JobLink and filing of online UI claims. Assistive technology is available, and staff are knowledgeable on its use. The College of DuPage (COD) has a section of career exploration and materials related to certification and degree programs. A variety of supportive services information is available, and the DuPage CRIS (Community Resource Information System) can be accessed on all computers in the Resource Room. Job listings are available on the workNet DuPage website and Illinois JobLink. The Center also will continue hosting periodic, targeted recruiting events such as the job fair for individuals with disabilities, as well as newly designed formats embedded in with the bi-monthly Job Club meetings or as stand-alone events. All recruiting events focus solely on employers who offer full-time, non-temporary jobs that pay family-sustaining wages and are in high-growth occupational areas or career pathways.

Partners offer workshops in the Center for Adult and Dislocated Worker clients covering topics such as job search techniques (resume, interviewing, etc.), soft skills, and career exploration. Title I/DuPage County Workforce Development Division (WDD) is responsible for the majority of the workshops offered. As part of a strategic effort to increase the number of local WIOA "career services only" enrollments, a new Fast Track To A Job program was rolled out in January 2020. This battery of workshops is run as a cohort with individuals who already possess the marketable skills and earning potential necessary to become reemployed in self-sufficient employment, but who are in need of coaching on job search skills and the 21st century job search. The cohort will include peer-to-peer accountability meetings and networking opportunities as well. Title I/DuPage County WDD leadership, along with the Local Board, will monitor overall increases on career services only enrollments, as well as any effects on cost-per WIOA participant metrics moving forward. This program will be offered in addition to the standard workshop boot camps for all other WIOA participants. Title I/DuPage County WDD staff also offer special workshop series for youth and youth with disabilities. These workshops

are typically partnered with training services. Title III/IDES provides RESEA workshops for long-term unemployed, veterans, and other individuals who are at-risk for long-term unemployment. The Center offers coordinated workshops and orientations for Trade Act eligible individuals and dislocated workers from WARN events. Title I/DuPage County WDD and Title III/IDES partner on these extensions of the Rapid Response process. Bimonthly Job Club meetings are open to the public and feature industry professionals as guest facilitators. Information and orientation sessions for older workers interested in SCSEP services are also offered as needed.

Each partner offers individualized career services that typically begin with an intake (eligibility determination) and the gathering of assessment information. An individualized plan for the customer is developed based upon the customer needs and the scope of services provided by the different partner agencies. Employment and training activities that fall under these scopes of service include: career exploration and planning, labor market research, referrals to supportive services, training plan development, funding assistance for training through Title I as well as other financial aid, basic skills assessment, adult basic education, job development for individuals with disabilities and older workers, labor exchange services, internship development, and job placement assistance. Referrals are made among all partners as needed, and assistance or input is provided on shared client cases.

Training services provided through Title I/DuPage County WDD include Individual Training Accounts for occupational programs in high-growth sectors. Such programs result in credentials that are in-demand among the regional employer base. An emphasis is placed on short-term training programs that will lead to credential attainment and reemployment in as short a time frame as feasible. On-The-Job Training (OJT) wage reimbursements are available to employers who hire individuals who are not fully qualified at the time of hire. OJT is intended to bridge the skills gap over the course of up to the first six months of employment and can be used as part of a package of services supporting apprenticeship models. Title I/WDD Business Services staff target employers throughout the region who are hiring consistently and who represent career pathways that will lead to self-sufficient employment. Lastly, Incumbent Worker Training (IWT) provides reimbursement to companies that provide training for existing workforce. This type of training is designed to strengthen the company, enhance overall competitiveness, prevent layoffs, and boost the skills of individual trainees. IWT can also be utilized as part of a package of services, in conjunction with possible OJT or ITA usage, to support apprenticeship models.

The Center will strive to match the expenditure of training dollars to specific employer demand-driven initiatives that will be designed, developed, or expanded over the span of this Local Plan (see Chapter 4, Section C, Bullet 1.) Initiatives will tie in the use of ITAs, OJTs, and IWT depending on the design put together by both the involved partner agencies as well as regional employers and other outside community-based agencies.

Follow up services are offered to all Title I/WDD WIOA clients and can include periodic contacts regarding employment retention, removal of barriers that are threatening employment retention, periodic newsletters outlining resources/retention tips/workplace skills/career development, etc. The majority of WIOA clients receive follow up services, the degree of which vary depending on the client's level of need and personal preference.

• A description of how the Local Board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities (§ 679.560(b)(7)).

Title I/DuPage County WDD staff coordinate with Department of Commerce & Economic Opportunity (DCEO), Illinois Department of Employment Security (IDES) & Department of Labor (DOL) Employee Benefits Security Administration (EBSA) to assist DuPage County area employers with their workforce reductions and assist the affected workers with their transition plans. This team approach deals with three very important needs dislocated workers have: information on unemployment insurance benefits, health insurance options, and becoming re-employed. The Rapid Response team coordinates with the employer to offer both pre-layoff and

post-layoff services to connect the affected workers with employment & training services funded through either WIOA or TAA.

In addition to the local efforts made by the Rapid Response team, the Workforce Partner of Metro Chicago has launched successful regional efforts to tie together the business services teams of each LWIA in EDR 4 (Northeast Illinois.) As part of that effort, there will be an increased level of Rapid Response coordination on WARN and Trade events throughout this part of the State across localities. A focus on rapid reemployment of affected workers by establishing pipelines for employers throughout the region has been proposed and is in development.

F. Provide a description of how the local area will provide youth activities including:

• **A description and assessment of the type and availability of youth workforce investment activities in the local area, including activities for youth who are individuals with disabilities, which must include an identification of successful models of such activities (§ 679.560(b)(8)).**

LWIA 6 offers a range of youth workforce investment activities for WIOA-eligible young adults, including those with disabilities. The Partners work in an integrated fashion, along with the local secondary education system, toward this service provision.

Partners co-present at community outreach events geared toward young adults with disabilities and their families. Title I/DuPage County WDD and Title IV/DRS provide information on job search, employment & training services, and supportive services. The College of DuPage counseling staff compare/contrast the transition from IEP services to the services provided by the College's Center for Access & Accommodations, and their Financial Aid staff also participate and present information.

If a youth with a disability requires additional supports or accommodation, the Partners work together to provide what is needed. Title IV/DRS has funding for employers to make accommodations, as well as for job coaching assistance and occupational training. Title I/DuPage County WDD has funds available for interpretation services, occupational training, and work-based learning. Assistive technology is available at the workNet DuPage Career Center. LWIA 6 was part of the Disability Employment Initiative (DEI) Round 5, and, as a result, there exists an extensive network of external agencies and training providers that can be brought to the table in a staffing setting when appropriate.

Title I/DuPage County WDD runs an in-house youth program for young adults, both with and without documented disabilities, as well as contracts out youth programming through competitive procurement.

The in-house Make Your Way (MYWay) program is a workshop cohort that youth attend as the first step of WIOA program participation, based on the required WIOA youth program elements. The program reaches out to youth who are seeking a career pathway either by attending training or pursuing a career through internship and/or on-the-job training. The workshop cohort begins with assessment of the youth's basic skills, occupational skills, prior work experience, and basic needs. Exploration of the youth's career interests and the development of an individual service strategy serve as the guide for the youth's program participation. The cohort is a 3 week program which all youth clients are required to attend that covers financial literacy, entrepreneurial education, labor market information, resume writing, interview skills training, and soft skills/workplace skills training. Career readiness workshops are offered and may include speakers from DuPage County companies who articulate what they look for in an employee and highlight opportunities at their places of work. Youth may also tour College of DuPage (COD) to see what programs are offered, and they are also exposed to other training providers that may align with their career and/or training interests. Additional workshops are attended by youth as needed and identified in their Individual Service Strategy. Upon completion of all workshops, youth continue their program participation either by enrolling in an occupational training program or by participating in a work experience prior to occupational training enrollment. Youth not pursuing occupational training are matched with local companies for placement in 4-8 week long internships aligning with their career interest and/or On-The-Job Training direct hire. Due to successful expanded outreach efforts, the highest volume of MYWay applications to date was received during PY18. To handle the increased volume, DuPage County WDD staff began coordinating internal and offsite

group intake sessions. For example, a group intake session was held at West Chicago High School (District 94) in addition to several group intake sessions at workNet DuPage. This is a strategy that the DuPage County WDD youth team plans to expand over the term of this local plan. More broadly, the Title I/DuPage County WDD youth team has a goal of increasing the number of youth internships and work-based learning experiences for young adults with barriers to employment, including those with disabilities, young parents, those experiencing homelessness, and those with criminal justice involvement and/or addiction issues. In particular, and likely as a result of DEI Round 5, the team has had success with internship and employment placement for youth with documented disabilities, and a concerted effort to continue directing training dollar investment in that way has been made. DuPage County also serves as a work experience host site for youth participants with aligned work interests.

In addition to utilizing direct training dollars to support youth with disabilities in-house at workNet DuPage, Title I/DuPage County WDD also has awarded contracts for youth training services, through a competitive procurement process, to programming that expands access for this population. workNet DuPage has contracted with Parents Alliance Employment Project since 2014 to serve in-school youth with disabilities via the Project SEARCH Program. Project SEARCH is a national model whose primary objective is to secure competitive employment for people with disabilities. Project SEARCH programming is held at Northwestern Medicine Central DuPage Hospital where youth receive classroom instruction, work- based learning opportunities and exposure to the world of work. Since 2014, the Project SEARCH program has served 32 in school youth with disabilities. Of the 32 served, 30 have retained employment to date.

Due to the success of Project SEARCH, Parents Alliance Employment Project was awarded a contract to administer a new program, Inspired By Ability. Inspired By Ability is modeled after PROJECT Search and provides out of school youth with job coaching and work experience opportunities which lead to unsubsidized employment within the community.

The other youth contracts awarded also reflect current priorities of the local workforce area, specifically youth with criminal justice involvement and youth with significant cultural barriers. First Institute Training and Management was awarded a contract to provide welding training and AWS certification on- site at the DuPage County Jail. This allows individuals to obtain a marketable certification which will qualify them for gainful employment once released, thus reducing recidivism.

Lastly, to address the needs of those who face significant cultural barriers to employment, workNet DuPage awarded a contract to World Relief DuPage Aurora. World Relief has a 40-year history of serving immigrants and refugees in DuPage County. This contract allows World Relief to administer programming that includes job readiness training, career exploration and occupational training that will lead to employment for this population.

The competitive Request For Proposal process over the term of this plan will continue to look for programs that serve vulnerable youth populations such as those described above and which offer strong career pathway orientations.

Recently, Title I/DuPage County WDD youth staff have noted an increase in the number of young adults with disabilities who are attending (or planning to attend) the College of DuPage's Career Opportunity Achievement (COACH) program. The COACH program is a two-year cohort program for adults with intellectual or developmental disabilities. In addition to an academic focus on reading, writing, math and computer literacy, COACH also promotes social skills, independence and career exploration. COACH has been developed to provide post-transition students with engaging educational and life-skills training to help prepare for meaningful employment. The overall goals for COACH students are to:

- ✦ Demonstrate basic reading and math skills
- ✦ Use technology effectively to support academic and career pursuits
- ✦ Explore career options to identify a career path
- ✦ Practice appropriate workplace behavior

- ✦ Participate in on-campus and off-campus job-shadow and internship placements to gain work experience
- ✦ Build social skills through interaction with peers and the college population at large
- ✦ Develop self-determination through peer mentoring and staff/faculty advisement
- ✦ Apply time management skills to effectively manage program expectations.

This will continue to be a strong option for usage of Title I Youth dollars for young adults with disabilities moving forward. More data on the outcomes of this program for WIOA clients will be available at the conclusion of the term of this local plan.

• **A description of how local areas will meet the minimum expenditure rate for out-of-school youth.**

A combination of contracted youth services and in-house service provision is used by LWIA 6. Expenditures made on Individual Training Accounts (ITAs) and work-based learning for WIOA-eligible youth are typically exclusively for out-of-school youth. Contracts awarded for youth training services are also primarily focused on out-of-school youth, with a small percentage being awarded to in-school programs. The Local Board and DuPage County staff (including Finance staff) regularly monitor all expenditures to ensure all minimum expenditure rates are being met/exceeded.

G. Provide a description of how the local area will provide services to individuals with barriers to employment⁸ as outlined in the Unified State Plan:

⁸ The term “individual with barrier to employment” means one or more of the following populations: displaced homemakers, low-income individuals, Indians, Alaska Natives, and Native Hawaiians, individuals with disabilities, including youth who are individuals with disabilities, older individuals, ex-offenders, homeless individuals, or homeless children and youths, youth who are in or have aged out of the foster care system, individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers, eligible migrant and seasonal farmworkers, individuals within 2 years of exhausting lifetime eligibility under part A of title IV of the Social Security Act, single parents, including pregnant single women, long-term unemployed individuals, and such other groups as the Governor determines to have barriers to employment (WIOA Sec. 3(24)).

• **Provide information on how priority will be given to recipients of public assistance, other low-income individuals and individuals who are basic skills deficient consistent with WIOA Sec. 134(c)(3)(E) (§ 679.560(b)(21)).**

Below is the LWIA 6 Local Policy regarding Priority of Service for clients. This policy was developed in conjunction with the Board and Title I/DuPage County WDD staff to ensure that priority usage of funds is in accordance with the WIOA statute. The Policy is designed to provide priority of career and training services to Veterans, Low Income Individuals, and those who are Basic Skills Deficient.

Policy for Priority of Service For Individualized Career Services And Training Services
WIOA Adult Program

FOR DUPAGE COUNTY RESIDENTS: The list below describes the priority of service for individuals served in the WIOA Adult Program based on the requirements in WIOA Section 134(c)(3)(E), proposed 20 CFR 680.600 and 680.640, TEGL 10-09,

- 1st Priority – Covered persons (veterans and eligible spouses) who are:
 - low income [as defined by WIOA Sec. 3(36)], or
 - recipients of public assistance, or
 - basic skills deficient.
- 2nd Priority - Individuals (non-covered persons) who are:
 - low income [as defined by WIOA Sec. 3(36)], or
 - recipients of public assistance, or
 - basic skills deficient.

- 3rd Priority - Veterans and eligible spouses who are:
 - not low income, and
 - not recipients of public assistance, and
 - not basic skills deficient.

4th Priority - On an exception basis, WIOA eligible individuals (non-covered persons) who do not meet the WIOA Adult Program eligibility for priorities 1, 2 or 3 may be served under the 4th priority. The WIOA eligible adult must meet the income guidelines for 4th Priority and one or more of the following categories of an individual with a barrier to employment:

FAMILY SIZE	250% OF LLSIL
1	\$35,521
2	\$58,236
3	\$79,916
4	\$98,665
5	\$116,442
6*	\$136,185

*For families with more than 6 members, add \$19,743 for each additional member.

Barriers to employment:

- Individuals with disabilities;
- Older individuals;
- Ex-offenders;
- Individuals who are English language learners, have low levels of literacy, and/or are facing substantial cultural barriers;
- Single parents (including single pregnant women);
- Long-term unemployed individuals (27+ weeks);
- Individuals lacking formal training beyond High School whose current employment is not is a high growth occupation.

- 5th Priority- Individuals who are NOT DuPage County residents will only be eligible for services if they meet either the 1st, 2nd or 3rd priority listed above and only if funds are available.

The Priority of Service and barriers to employment were developed to ensure that career services and training funds are allocated to clients who will benefit the most from help obtaining skills and certifications that lead to self-sufficient employment.

• Describe how the local workforce areas will ensure equitable access to workforce and educational services through the following actions:

- **Disaggregating data by race, gender and target population to reveal where disparities and inequities exist in policies and programs.**
- **Developing equity goals in conjunction with the education system and prepare action plans to achieve them.**

In accordance with Perkins V, the College of DuPage is currently facilitating a Comprehensive Local Needs Assessment (CLNA). This is a data-informed, continuous improvement process that assesses the extent to which the College's Career and Technical Education programs and programs of study are meeting and in alignment with local workforce needs through the following six key areas: 1) student performance data; 2) size, scope and quality as defined by the state plan; 3) labor market alignment; 4) progress toward implementing CTE programs of study; 5) recruitment, retention, and training of faculty and staff; and 6) progress toward improving access and equity. The CLNA process engages a diverse body of internal and

external stakeholders in collecting input and feedback along with other data analysis that will be used in developing the COD four-year Perkins Application. Some of the other data that was used in the analysis included: Past Career & Technical Education Program Reports; a Comprehensive CTE Data Review; College of DuPage Environmental Scan; Economic Modeling System (EMSI) Occupational data reports; WIOA Unified State Plan; College of DuPage Strategic and Local Plan; State Adult Education Plan and the Illinois State Plan for the Strengthening Career and Technical Education (Perkins V).

The College of DuPage CLNA process consists of a CLNA Steering Committee and four working group teams: 1) Workforce/Labor Market Alignment; 2) Student Performance; 3) Equity and Access; and 4) Programs of Study. In the upcoming months, the teams will be reviewing and analyzing multiple data sets in aggregate and disaggregate formats to help identify and uncover equity gaps as well as program and labor market needs. In addition, the teams will be sending out feedback surveys to both internal and external stakeholders gathering additional feedback and input. Results of the local CLNA will be used in the development of the College of DuPage four-year Perkins Strategic Plan. This will include developing goals to capture and analyze data on the new special population groups as well as develop action plans where disparities and inequities are identified.

- o **Exposing more high school students, particularly young women and minorities, to careers in science, technology, engineering and math fields.**

Title I/DuPage County WDD, in conjunction with the College of DuPage/Perkins and many community partners and employers, launched the Breaking Boundaries initiative in 2017. The goal of Breaking Boundaries is to expose women to non-traditional occupations and career pathways that provide greater earning potential over time. Three events were held between 2017-2019- one at College of DuPage, one at Universal Technical Institute, and one at Lake Park High School. There is continued interest in the community in maintaining this initiative- one member of the Local Board who represents trades and the unionized construction market of the Chicago metro area attributes increased amount of young women pursuing apprenticeship paths in the trades to the increased exposure through these events. Title I/DuPage County WDD staff have also noted several cases of women selecting occupational training in traditionally male areas, and there is interest in further coordinating and emphasizing those routes. Beyond potentially holding additional Breaking Boundaries events and programming over the term of this plan, Title I/DuPage County WDD plan to fold non-traditional career counseling into both youth/secondary school client outreach and service as well as service and guidance provided to young mothers and/or single mothers in partnership with the Department of Human Services (DHS.)

The College of DuPage develops a variety of STEM based activities for district schools and community residents to offer enhanced, experiential learning opportunities for K-12 and the community at large including: Annual STEMCON event; STEM Career Night; STEMinars; DuPage County Science Fair; Science Olympiad; STEM Spotlights; and Women in STEM events.

- o **Exploring how effective mentor programs can be expanded to adults, particularly those who are displaced and moving to a new career.**

Although mentoring is not a major aspect of WIOA programming at workNet DuPage at this time, effective models can be explored over the term of this plan and incorporated into initiatives that would be best served by the addition, such as mentoring for World Relief participants, for individuals in recovery from addiction who are building their new career path, or for women who are breaking into traditionally male fields.

- o **Providing training to workforce program staff on data-driven approaches to address equity gaps.**

Results of the College of DuPage CLNA will be used in the development of the College of DuPage four-year Perkins Strategic Plan. The plan will include providing professional development opportunities to train faculty and staff on data-driven approaches to address equity gaps.

o **Ensuring workforce services are strategically located in relation to the populations in most need**

Title I/DuPage County WDD will use the County's geographic information system (GIS) to gain insight into areas of the County that may be underserved or in which a higher percentage of residents who do not have high school diplomas, who meet low income guidelines, and/or who lack adequate transportation live. That data will inform any future efforts to bring services out into the community for increased accessibility.

H. Provide a description of training policies and activities in the local area, including:

• **How local areas will meet the annual Training Expenditure Requirement (WIOA Policy Chapter 8, Section 49);**

The Local Board and the Title I/DuPage County Workforce Development Division (WDD) comply with the State Training Expenditure Requirement that a minimum of 50% of expenditures will be on training-related services and activities as outlined in the State policy. This requirement will be met by providing a combination of the calculable services in that policy, with a majority of expenditures anticipated in the areas of occupational skills training (Individual Training Accounts-ITAs) and work-based learning (Incumbent Worker Training- IWT, On-the-Job Training- OJT, Apprenticeships, Work Experience/Internships.) For PY18, the total percentage of funds expended on direct training activities was over 53.7%. That percentage was reached by calculating only ITA, IWT, and work-based learning costs. The local area did not factor in Trade Act expenditures (which are high in LWIA 6) or any other allowable categories of spending.

• **How local areas will encourage the use of work-based learning strategies, including the local area goals for specific work-based learning activities and proposed outcomes related to these activities;**

Four of the Partners operating out of the workNet DuPage Career Center use work-based learning strategies and programs to benefit job seekers and businesses throughout LWIA 6.

Title I/DuPage County WDD offers the widest range of work-based learning programs and strategies, including:

- ✦ Incumbent Worker Training (IWT)—Local businesses can apply for a training grant that will reimburse up to \$25,000 of the costs of training existing workers. Emphasis is placed on training projects that lead to pay increases, promotions, and industry-recognized credentials for workers and/or that are part of an apprenticeship model.
- ✦ Apprenticeships—As mentioned above, a focus on apprenticeships is being utilized when considering IWT grant applications for approval. Target goals have been set for how many apprentices Title I/WDD would like to see served through IWT grants for individual program years. Beyond IWT grants, Title I/WDD leadership are active in regional efforts through the Workforce Partners of Metro Chicago to guide more companies through the process of learning about and implementing apprenticeship programs. Partnerships with the College of DuPage's Project Hire Ed, Universal Technical Institute's diesel mechanic training program, and other organizations throughout the local area are expected to yield even greater apprenticeship-related outcomes for both job seekers and businesses. Title I/DuPage County WDD is also participating in the ConstructionWorks project through the Illinois Tollway to guide more individuals from underrepresented populations into skilled trade apprenticeships.
- ✦ On-The-Job Training (OJT)—Local employers can receive a wage reimbursement of up to 75% for the first six months of employment when hiring an eligible individual who needs to be trained on-the-job. Title I/WDD aims to primarily use this tool when supporting apprenticeships or to facilitate job placement of reentering ex-offenders (including individuals in recovery from addiction), veterans, older workers, youth, homeless individuals, individuals with disabilities, refugees and/or asylum seekers, and others experiencing significant barriers to employment.
- ✦ Internships/Work Experience—Title I/WDD primarily utilizes this tool in the form of paid internships to help youth gain work experience and/or to explore a career path or workplace. Transitional jobs for income-eligible adult clients can also be developed to help bridge significant gaps in work history or to overcome other substantial barriers to employment.

Goals for each work-based learning program are established as part of the annual strategic plan and are discussed quarterly among the management team.

In addition to Title I/WDD work-based learning, the two Senior Community Service Employment Program (SCSEP) providers at workNet DuPage provide income-eligible older workers with part-time, paid community service positions and work-based training at local nonprofits.

The College of DuPage through its Continuing Education, CTE degree and certificate programs offers students a variety of work based learning opportunities for students. Rigorous internships play a key role in many CTE degree/certificate programs providing students authentic work-based learning experiences. Each internship has a Learning Agreement that outlines a specific Learning Plan and Evaluation Rubric for each identified Learning Goal. The agreement also outlines the specific role and expectations of the employer, faculty advisor and student. Many of the College's programs include coursework that requires practice in a clinical or simulated lab environment. In addition, students in the Automotive, Cosmetology, Culinary Arts, Hospitality, and Dental Hygiene programs provide students further opportunities to hone and develop their work-based and customer service skills through services offered to the public at reduced costs.

Lastly, the Department of Human Services/Rehabilitation Services (DRS) offers their Supported Employment Program to job seekers with disabilities and employers. DRS provides job analysis, job development, and job coaching assistance to job seekers, while offering employers wage reimbursements through periods of On-The-Job Evaluations (OJE) and On-The-Job Training (OJT.)

• Provide a copy of the local Individual Training Account Policy and describe how training services outlined in WIOA Sec. 134 will be provided through the use of individual training accounts, including, if contracts for training services will be used, how the use of such contracts will be coordinated with the use of individual training accounts under that chapter, and how the Local Board will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided (§ 679.560(b)(18));

Below is the LWIA 6 Local Policy on Individual Training Accounts (ITAs) as developed and approved by the Local Board with Title I/DuPage County WDD leadership. Customer choice in the selection of training programs is available to eligible adults, dislocated workers, and youth who are assessed as suitable and in need of occupational training to obtain self-sufficient employment. Customer choice is limited to training programs and providers that align with the customer's employment and training plan developed with Title I/WDD staff. Emphasis is placed on short-term training programs that lead to marketable skills/credentials and provide the quickest route to reemployment that pays a self-sufficient wage on the chosen career pathway. Training provider performance data is available through Illinois workNet, which pulls the participant outcome information that is entered in IWDS. Title I/WDD staff also request updated outcome data from the training providers to give them the opportunity to submit and verify the successful completion, employment, and credential attainment numbers for all students, not only WIOA or TAA participants. Title I/WDD staff have the ability to review and share this information with clients regarding specific training provider/program outcomes, along with any specific, objective feedback from previous clients who participated in the programs. During the assessment process, clients are also asked to research and compare multiple providers. As part of that research, Title I/WDD Career Planners encourage the clients to ask each provider specific questions about the course content, schedule, as well as the provider's job placement and successful completion rates, etc. by way of due diligence. This helps to ensure that clients are making well-informed decisions about the training program and provider they choose.

Policy for Individual Training Accounts (ITAs)

Individual Training Accounts (ITAs) will be capped at a maximum of \$10,000 for DuPage County residents, workers, or dislocated worker non-residents who worked in DuPage County. ITAs will only be given for training that is from a Certified Program/Provider and is on the Demand Occupation Training List, per DCEO's Training Provider Policy.

Youth ITAs can be issued to Older Youth and Out-of-School Youth who cannot benefit from the youth services available through the DuPage County WDD contracted programs. Youth must meet all 1Y residency requirements.

- **Provide a copy of the local training provider approval policy and procedures. Describe how the Local Board will ensure the continuous improvement of eligible providers of services through the system and that the providers will meet the employment needs of local employers, workers and jobseekers.**

See Attachment C for the Policy for Local WIOA Training Provider Eligibility.

The Local Board ensures the continuous improvement of services provided by eligible providers in several ways. First, Title I/WDD staff consistently monitor program outcomes and respond to any client concerns and issues to determine if a particular program or provider should ever be removed from the Eligible Training Provider List for the purposes of customer protection. The successful completion, credential attainment, and training-related employment rates of the providers are reviewed at least annually by Title I/WDD staff. If a training provider does not appear to be meeting adequate levels of performance, this is addressed with the provider. Potential causes and solutions are discussed, in an effort to help the provider improve their level of service and performance.

Next, by consistently reviewing local labor market data, the Local Board and Title I/WDD Staff compare the training programs being offered by providers with the occupations that are in demand in the surrounding area. DuPage WDD also consults regularly with Local Board members who represent a range of industries to gain feedback on employment trends in the area. The Local Board, along with the Title 1/WDD Business Services Unit, also communicate and collaborate with employers across several sectors to help identify and meet their employment needs and the skills required of their employees. These efforts help to ensure that gaps in types of training being offered are addressed so that the demands of employers are aligned with the training investments being made in the education of WIOA clients.

I. Describe if the local workforce board will authorize the transfer of WIOA Title IB workforce funds, including the maximum dollar amount and/or percentage that is authorized to be transferred on an annual basis:

- **To transfer funds between the adult and dislocated worker funding streams.**

Funds will be transferred between Adult and Dislocated Worker streams on an as needed basis during the program year. Up to 100% of Adult money may be transferred into Dislocated Worker or vice versa. This determination will be made based on the amount of WARN activity and overall volume of layoffs in the local area.

- **To use funds for incumbent worker training as outlined in WIOA Sec. 134(d)(4)(A)(i).**

Up to 20% of Adult and/or Dislocated Worker funds may be used on Incumbent Worker Training. The amount diverted for this purpose will be based on the overall budget, with priority being given to ITAs and OJTs in times of moderate to high unemployment. Preference will be given to IWT projects that demonstrate any/all of the following: a clear avenue toward layoff aversion, demonstrable position and/or pay upgrades for trainees, the use of an apprenticeship model, attainment of industry-recognized credentials, significant impact on the company's competitiveness.

- **To use funds for transitional jobs as outlined in WIOA Sec. 134(d)(5).**

Up to 10% of combined Adult and Dislocated Worker allotments may be used on transitional jobs for Adult (1A) clients. Target populations for transitional jobs include, but are not limited to, ex-offenders, long-term unemployed, and individuals with disabilities.

- **To use funds for pay for performance contracts as outlined in WIOA Sec. 133(b)(2-3).**

No funds will be expended on performance contracts.

The plan must include information on the actions the Local Board will take toward becoming or remaining a high performing board, consistent with the factors developed by the State Board (WIOA Sec. 101(d)(6)) and (§ 679.560(b)(17)).

A. Provide information regarding the local levels of performance negotiated with the Governor and chief elected official consistent with WIOA Sec. 116(c), to be used to measure the performance of the local area and to be used by the Local Board for measuring the performance of the local fiscal agent (where appropriate), eligible providers under WIOA Title I Subtitle B and the one-stop delivery system (core and required partners as applicable) in the local area (§ 679.560(b)(16)).

• **WIOA Performance Measures**

The Local Board will comply with Title I performance measures negotiated by the State.

Performance Measure	PY 2018/2018 Performance Goal
ADULT	
Employment Rate- 2 nd Quarter after Exit	74%
Employment Rate- 4 th Quarter after Exit	73%
Median Earnings	\$5,460
Credential Attainment	66%
DISLOCATED WORKERS	
Employment Rate- 2 nd Quarter after Exit	76%
Employment Rate- 4 th Quarter after Exit	76%
Median Earnings	\$9,000
Credential Attainment	68%
YOUTH	
Employment/Placement in Education Rate- 2 nd Quarter after Exit	67%
Employment/Placement in Education Rate- 4 th Quarter after Exit	67%
Credential Attainment	70%

• **Additional State Performance Measures**

The Local Board will comply with additional state performance measures as directed.

B. Provide a description of the current and planned evaluation activities and how this information will be provided to the local board and program administrators as appropriate.

• **What existing service delivery strategies will be expanded based on promising return on investment?**

The primary service delivery strategy for LWIA 6 continues to be the use of Individual Training Accounts (ITAs) to assist WIOA clients in returning to work and/or boosting their earning potential and/or beginning or continuing on an in-demand career pathway. The success and return on investment of this strategy can be seen in the performance outcomes. For example:

- PY16-PY18 Title I Exiters (1,212 individuals) earned total wages four quarters post-exit of over \$48,894,702.79. A basic calculation of return-on-investment (total post-program wages divided by total allocation for those three program years) shows a return of \$3.11 for every single WIOA dollar

expended. That calculation does not factor in multiplier effects, impact on State and Federal taxes, effects on SNAP and TANF, etc.

- From PY16-PY18, 70.5% of all participants were exited with employment. Of those exited with employment, 85.5% had training-related employment.
- From PY16-PY18, 81.1% of Adult participants attained a marketable credential, 78.0% of Dislocated Worker participants attained a marketable credential, and 70.1% of Youth participants attained a marketable credential.
- In PY18, low income clients attained an 85.5% increase in wages among program Exiters.
- In PY 18, youth clients showed wage gains of 103.2%.

Providing coordinated and integrated service at a single One-Stop centrally located in DuPage County continues to be an effective delivery strategy. The workNet DuPage Career Center provided career counseling, job search support, funding assistance, and other services to 3,329 individuals during PY18.

Utilizing Incumbent Worker Training (IWT) grants to serve local businesses, primarily in targeted industry sectors, continues to be an effective service delivery strategy. From PY16 to the present, over \$850,000 has been spent or obligated on training projects for area manufacturers, information technology firms, transportation/distribution/logistics companies, and a variety of small (<10 employees) businesses so that they could increase productivity and competitiveness by upskilling their workers.

Other more specific service delivery strategies that have shown promising returns on investment in their early stages, and which will continue being emphasized moving forward, are:

- Internships and work-based learning for youth with disabilities
- Occupational training and job placement for World Relief participants
- Increased emphasis on "Fast Track To A Job Search" career services for WIOA clients not in need of additional occupational training services

• What existing service delivery strategies will be curtailed or eliminated based on minimal return on investment?

workNet DuPage has curtailed hosting job fairs at the Center. The return on investment for these events has been minimal, and the time and resources spent organizing them is difficult to justify when looking at the amount of hires that are made as a result. workNet DuPage will explore using targeted recruiting events and meet & greets in other ways and will contrast the effectiveness of these methods with those of large scale job fair events.

workNet DuPage made two attempts to deliver the MYWay youth program in low-income sections of the County. The idea was that doing so would reduce any transportation barriers and directly tie-in employers in those communities with the program. Although getting employer buy-in was not a problem, the team was unable to identify enough interested young adult participants on either attempt. This could be due to the low overall volume of WIOA-eligible youth in the County and the amount of other resources available.

workNet DuPage Title I staff are reducing the number of participants who begin Associates degree programs with WIOA dollars. The length of such programs, the burden the duration places on capacity of Title I staff, the impact these programs have on credential attainment rates, and the delay with reentry to the workforce all negatively affect return on investment. The focus is being placed squarely on short-term occupational training leading to marketable credentials in high-demand industry sectors and job areas.

• What new service strategies will be used to address regional educational and training needs based on promising return on investment?

As a region, Economic Development Region (EDR) 4-Northeast Illinois successfully piloted regional IWT with a regional Talent Pipeline grant focused on the Transportation/Distribution/Logistics industry. Projects included upskilling of Ford automotive technicians at dealerships throughout northeast Illinois, as well as an effort focused on capacity-building for employers to hire and retain more workers with disabilities. The region plans to continue expanding these efforts over the term of this plan, including scaling into other in-demand sectors.

Additionally, the Workforce Partners of Metropolitan Chicago (WPMC) plans to identify the most significant regional skills gaps and develop a campaign to market those specific career pathways and fill that demand in a coordinated fashion over the term of this plan. This strategy would imitate in some ways the previously successful Accelerated Training for Illinois Manufacturing (ATIM) initiative.

Lastly, the Northern Illinois Workforce Coalition (NWIC) has successfully worked as a region to coordinate education and workforce efforts and deliver quality return-on-investment.

o What return on investment and qualitative outcome data for various education and training programs will be collected to identify barriers to enrollment?

As the State works toward a more cohesive system for tracking performance and outcome data of providers on the WIOA Eligible Training Providers List, it will be easier to decipher which programs yield the greatest return on investment. Regarding barriers to enrollment in the form of equity gaps, the Comprehensive Local Needs Assessment being conducted for Perkins V will help identify gaps and uncover specific barriers to enrollment.

o What are the most cost-effective approaches to taking down those barriers or helping residents overcome them?

Cost-effective approaches will be explored and experimented with once a clearer picture of all barriers related to equity gaps is in place. For the time being, the Local Board is aware that the common barriers of transportation and child care are significant impediments to employment attainment and retention for a segment of community residents. Partnerships with other community organizations will continue to be developed to help offset those barriers as much as possible.

This chapter includes the technical requirements and assurances that are required by the Workforce Innovation and Opportunity Act (WIOA Sec. 121 (c)(2)(iv)).

A. Fiscal Management

- **Identify the entity responsible for the disbursement of grant funds described in WIOA Sec. 107(d)(12)(B)(i)(III) as determined by the chief elected official or the Governor under WIOA Sec. 107(d)(12)(B)(i) (§ 679.560(b)(14)).**

The DuPage County Finance Department is responsible for the disbursement of grant funds.

- **Provide a copy of the local procurement policies and procedures and describe the competitive procurement process that will be used to award the subgrants and contracts for WIOA Title I activities (§ 679.560(b)(15)).**

The competitive process used to award subgrants and contracts in LWIA 6 for WIOA Title I activities are pursuant to the DuPage County Procurement Ordinance (Attachment D.)

B. Physical and Programmatic Accessibility

- **Describe how entities within the one-stop delivery system, including one-stop operators and the one-stop partners, will comply with WIOA Sec. 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding the physical and programmatic accessibility of facilities, programs and services, technology and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities (§ 679.560(b)(5)(iii)).**

The local one-stop system, including the one-stop operator and the one-stop partners, will comply with all Federal and State physical inclusiveness and accessibility requirements, including the Americans with Disabilities Act (ADA) of 1990, Section 188 of WIOA, the Illinois Accessibility Code, the most recent ADA standards for Accessible Design and the Uniform Federal Accessibility Standards, and all other applicable statutory and regulatory requirements. workNet DuPage maintains a culture of inclusiveness for all clients and staff. The physical characteristics of the facility, both indoor and outdoor, are in compliance with CFR Part 37, the 2010 or most recent ADA standards for Accessible Design, and the Uniform Federal Accessibility Standards including a handicapped entrance door to the building. The Center is located in a convenient, high traffic, and accessible location with public transportation stops on both sides of the building and adequate parking which is clearly marked for individuals with disabilities. Indoor space is designed in an "equal and meaningful" manner providing access for individuals with disabilities. Technology, assistive devices, and materials for individuals with disabilities are readily available and accessible. Staff training for utilizing those materials, as well as for how best to serve individuals with disabilities or other barriers to employment, are held on an ongoing basis. These trainings typically take place at One-Stop all-staff meetings. The schedule for those meetings will be set at the beginning of each calendar year.

- **Provide copies of executed cooperative agreements (as applicable) which define how all local service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local one-stop system, with respect to efforts that will enhance the provision of services to individuals with disabilities (§679.560(b)(13)). This may include cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers and other efforts at cooperation, collaboration and coordination.**

As required under WIOA and related State policies, all WIOA Required Partners develop, amend as necessary, and adhere to an umbrella Memorandum of Understanding (MOU) that provides the framework for: integration of and access to the entire set of services available within the local one-stop system, accessibility of services to individuals with disabilities, agreements on cross-training of staff, service delivery methods and staffing, sharing of information, cooperative efforts with employers, shared costs for operating the Center, etc. (See Attachment A.)

C. Plan Development and Public Comment

- **Describe the process used by the Local Board, consistent with WIOA Sec. 108(d), to provide a 30-day public comment period prior to submission of the plan, including an opportunity to have input into the development of the local plan, particularly for representatives of businesses, education and labor organizations (§ 679.560(b)(19)).**

Legal notice regarding the required 30-day Public Comment period will be published in the Daily Herald, DuPage County's primary newspaper. Additionally, the draft Plan will be available on the workNet DuPage website (www.worknetdupage.org) for viewing and comments. A series of meetings were held with stakeholders to encourage a collaborative effort in drafting the plan. The Plan was also made available to the DuPage Workforce Innovation Board which includes representation from business, education and labor organizations. The Board was invited to submit any pertinent feedback to the draft plan.

Any comments posted during the 30-day Public Comment period will be forwarded to the Local Board, Partners, and the Chief Elected Official. Necessary changes will be made to the Plan prior to final submission.

- **Provide a summary of the public comments received and how this information was addressed by the CEO, partners and the Local Board in the final plan.**

The draft Local Plan was made available to the Board on February 7, 2020 and to the public on February 20, 2020. A public notice was published in the Daily Herald newspaper on February 20, 2020 and an email was provided for comments. The Plan was also available on the workNet DuPage website (www.worknetdupage.org). The plan was available for viewing on-site at the workNet DuPage Career Center, 2525 Cabot Drive, Suite 302, Lisle, IL 60532.

There were no public comments.

- **Provide information regarding the regional and local plan modification procedures.**

Any modifications needed or requested over the term of this Plan will be brought to the Partner group and Local Board for consideration and approval.

LWIA #6MOU**LOCAL MOU TEMPLATE****MEMORANDUM OF UNDERSTANDING****BETWEEN*****DUPAGE WORKFORCE INNOVATION BOARD*****AND*****THE PARTIES LISTED BELOW****Lisa Schvach***Individual designated by the Local Board
Chair to lead MOU negotiations***lschvach@worknetdupage.org***Email address***Ian Hardie***Impartial individual designated by the Local
Board Chair to lead annual budget
negotiations***ihardie@uti.edu***Email address****1. PARTIES TO MOU (SEC. 121 (C)(1)) (Governor's Guidelines, Section 1, Item (b))**

- *List the required partner providing services in the local area.*
- *List the partner agency providing services of each required partner.*

Note: Please ensure abbreviations and acronyms are accurate and up to date for each required partner and partner agency.

PARTIES TO MOU	TYPED NAME
Local Workforce Innovation Board Chair	Tiffany Rotondo- The Jel Sert Company
Chief Elected Official	Daniel Cronin- DuPage County
Chief Elected Official	
Chief Elected Official	
Chief Elected Official	
Chief Elected Official	
Chief Elected Official	
Chief Elected Official	
Chief Elected Official	
Chief Elected Official	
Chief Elected Official	
Chief Elected Official	
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Chief Elected Official	
Chief Elected Official	
Chief Elected Official	

REQUIRED PARTNERS AS PARTIES TO MOU		ENTITY (NOT NEGOTIATOR) ADMINISTERING PROGRAM TYPED NAME ¹	
Title I: Adult, Dislocated Worker, Youth		DuPage County Workforce Development Division/workNet DuPage (WDD)	
Title II: Adult Education and Literacy		College of DuPage (COD)	
Title III: Employment Programs under Wagner-Peyser		Illinois Department of Employment Security (IDES)	
Title IV: Rehabilitation Services		Illinois Department of Rehabilitation Services (DRS)	
Perkins/Post-secondary Career & Technical Education		College of DuPage (COD)	
Unemployment Insurance		Illinois Department of Employment Security (IDES)	
Job Counseling, Training, Placement Services for Veterans		Illinois Department of Employment Security (IDES)	
Trade Readjustment Assistance (TRA)		Illinois Department of Employment Security (IDES)	
Trade Adjustment Assistance (TAA)		DuPage County Workforce Development Division/workNet DuPage (WDD)	
Migrant and Seasonal Farmworkers		Illinois Department of Employment Security (IDES)	
Community Services Block Grant (CSBG)		DuPage County Community Services	
Senior Community Services Employment Program (SCSEP)		Community Assistance Programs (CAPs); National Able Network (NAN)	
TANF		Illinois Department of Human Services (DHS)	
Second Chance		N/A	
OTHER REQUIRED PROGRAMS OFFERED IN THIS LOCAL AREA AS PARTIES TO MOU		IF MARKED YES, LIST THE ENTITY ADMINISTERING PROGRAM	
National Farmworker Jobs Program	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Housing and Urban Development Employment and Training Activities	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Job Corps	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Youth Build	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
ADDITIONAL PARTNERS AS PARTIES TO MOU		ENTITY ADMINISTERING PROGRAM	
2. DURATION OF AGREEMENT (Sec. 121(c)(2)(v)) (Governor's Guidelines, Section 1, Item 10) (§ 678.500(b)(5))			
<ul style="list-style-type: none"> • Provide the effective date of the MOU (not the MOU Amendment). • List the agreed upon expiration date (cannot exceed three years). • Confirm the purpose of the umbrella MOU. 			

¹ Insert only the name(s) of the program(s) in this space. The names of individual negotiators are not needed.

The effective date of this Memorandum of Understanding will be July 1, 2020 and the agreed upon expiration date will be June 30, 2023.

This umbrella Memorandum Of Understanding (MOU) describes the commitment of the Workforce Innovation & Opportunity Act (WIOA) Required Partners (“Partners”) to provide integrated delivery of federally-funded workforce services in Local Workforce Innovation Area (LWIA) #6 at the comprehensive One-Stop Center (“workNet DuPage Career Center”) identified in Section 6 of this MOU.

This MOU defines the workforce services each Partner will provide in LWIA #6, the methods each Partner will use to provide these services, and the roles and responsibilities of all Partners related to service delivery.

The DuPage Workforce Innovation Board and Partners enter into this agreement with the following general objectives:

- 1.) Describe the vision for the local one-stop delivery system;
- 2.) Identify steps to more fully integrate federally-funded workforce services in accordance with the local Service Integration Action Plan;
- 3.) Describe the process used to develop the MOU and identify the amount of contribution by each partner for infrastructure and shared system costs that support the local one-stop delivery system;
- 4.) Describe all services provided by each Partner at the comprehensive One-Stop Center;
- 5.) Explain how all partners will ensure accessibility to the services described in this agreement, including physical accessibility for individuals with disabilities;
- 6.) Outline the One-Stop Operator (OSO) model being used and the functions and scope of work of the OSO;
- 7.) Describe agreed upon procedures and tracking methods for referrals between partners;
- 8.) Explain data sharing methods between partners at the local level to measure achievement of performance goals and improved service integration;
- 9.) Describe the process by which disputes will be resolved and identify the manner in which this agreement may be amended, modified and renewed.

3. VISION FOR THE SYSTEM (Governor’s Guidelines, Section 1, Item 1(b))

- *Describe the shared vision for the system and the role of the local board and required partners to a high-quality local workforce delivery system (vision must be consistent with Federal, State, regional, and local planning priorities, as well as the Governor’s Guidelines).*
- *Outline the general steps to achieve the shared vision, including the aspects of the vision currently in place and a timeline of steps to implement aspects not currently in place within the current term of the MOU.*

Note: It is acceptable to describe activities that may take multiple years within the term of this MOU to work towards the vision.

The Partners to this MOU support the shared vision of a collaborative, coordinated, and high-performing local workforce system consisting of workforce, education, and employment organizations that are responsive to the needs of all job seeker and business customers in a cohesive and integrated manner.

The following aspects that support the vision of the comprehensive workNet DuPage Career Center are in place:

- 1.) All Partners provide core services as appropriate and needed by the community served- Each Partner will be responsible for providing those core services in which they specialize or for which they receive funding and to the extent determined by the program's authorizing statute. Each Partner is committed to ensuring accessibility to their core services for all customers of workNet DuPage, including individuals with disabilities and individuals with barriers to employment.
- 2.) All Partners assign staff to support their operations at workNet DuPage, including staff assigned to handle direct linkage operations.
- 3.) All Partners maintain operational control and responsibility for staff assigned to the operations of workNet DuPage while ensuring that the staff adhere to policies and procedures.
- 4.) All Partners agree to participate in and provide training and cross training, as deemed appropriate, to ensure that all staff are familiar with all programs in order to integrate services, reduce duplication, and improve overall service delivery. This includes ensuring appropriate on-boarding training is provided, as well as emphasizing the importance of participating in One Stop meetings and periodic training sessions for all staff.
- 5.) All Partners participate in the integrated, coordinated intake and referral process through the workNet DuPage Navigators.
- 6.) All Partners are committed to fostering an inclusive work environment for both staff and customers alike.
- 7.) All Partners are committed to working toward the service integration goals outlined in the LWIA6 Service Integration Action Plan.
- 8.) Core Partners participate on the DuPage Workforce Innovation Board and actively contribute to the quality of the local workforce development system.
- 9.) All Partners agree to comply with state policies and procedures regarding customer confidentiality, data security and referral between partners.
- 10.) All Partners will share data, information, and resources that will enhance services to customers and the One Stop system as allowable under the partners' core services.
- 11.) All Partners maintain operating hours at workNet DuPage to include Monday through Friday, 8:00a.m. to 4:30p.m. as appropriate to the individual agency and their FTE commitment.
- 12.) Each partner assumes liability for its own actions and the actions of its agents and holds harmless, defends and indemnifies all other partners to this Memorandum from any and all claims for damages, including costs and attorneys' fees resulting, in whole or part, from the partner or its agent's activities under this Memorandum.
- 13.) Each partner agrees to abide by all federal, state and local laws.

The following aspects are not yet fully in place and progress toward these areas will be ongoing:

- 14.) Integrated case management processes and client tracking system—successful implementation of these aspects is contingent on technology advancements made available by the State; in the interim, our One Stop Operator will continue to track referral data and inter-agency staffings to discuss shared clients will take place as appropriate.
- 15.) Collection and sharing of common performance measures—the Partners to this MOU will develop basic common performance measures in lieu of formal guidance on this topic; the Partners plan to share the data no less frequently than on an annual basis.

4. SERVICE INTEGRATION ([Illinois Service Integration: Overview and Self-Assessment Guide](#))

- *Identify steps that required partners will take within the term of this MOU to implement the strategies described in the Service Integration Action Plan.*

The Partners identified three goals as a result of the service integration self-assessment process:

1. Cross-training of One Stop staff
2. Improved communication across Partners
3. Staff collaboration on customer assessments.

To improve cross training, each Partner will develop informational training materials on their programs and services for internal reference by workNet DuPage staff. These materials, which may include videos, may also underpin future presentations at workNet DuPage all staff meetings. Additionally, all Partner training materials will be available online so that new staff can access them as part of their onboarding process. These materials will provide new and existing staff a better understanding of each partner's services, thus improving the quality of partner referrals and service delivery to workNet DuPage customers.

To facilitate better communication across the Partners, a quarterly newsletter will be created which will detail program highlights, changes, new initiatives, etc. The newsletter will be compiled and disseminated by the One Stop Operator to workNet DuPage staff.

To strengthen frequency and breadth of staff collaboration on customer assessments, the One Stop Operator will pursue guidance from State and/or Federal entities pertaining to parameters ensuring client confidentiality is not violated when sharing client information. Additionally, as the Partners await a computer-driven shared system that all can access and collaborate through, staff will continue to examine ways to strengthen more immediate customer access to blended services and braided funding for both job seekers and businesses. |

5. MOU DEVELOPMENT (Governor's Guidelines, Section 1, Items 3-8)

- *Fully describe the process and efforts of the Local Workforce Innovation Board and required partners to negotiate the MOU.*
- *Explain the process to be used if consensus on the MOU is not reached by partners*
- *To demonstrate the engagement of required partners and the Local Workforce Innovation Board, describe the process to review both draft and final commitments to:*
 - *service delivery methods,*
 - *service locations, and*
 - *shared costs.*

For purposes of this MOU, each Partner expressly agreed to participate in good faith negotiations to reach a consensus. All Partners agreed to use the prescribed process in the Governor's Guidelines to achieve integration of program and service goals of WIOA. Active involvement and equal opportunity to provide input by all Partners was demonstrated in the MOU negotiation process and is reflected in the MOU.

LWIA 6 undertook the following approach in the development of this umbrella MOU:

- October 7, 2019—Date of 12/6/2019 was agreed upon by all Partners for initial MOU development and negotiation meeting- communication facilitated by Lead Negotiator.
- December 6, 2019- Partners meeting was held at the workNet DuPage Career Center to: discuss content of MOU including service delivery methods/locations/shared costs of each Partner, review any changes that will be needed by Partners, review of previous budget, reach agreement on and completion of Pre-Program Year Planning Form, and get approval of schedule of

meetings for 2020. All Partners attended in person, with the exception of Community Assistance Programs (CAPs-SCSEP.) Consensus was reached on all items discussed.

- December 9, 2019- Pre-Program Year Planning Form submitted to DCEO; Meeting summary and action items list sent to all Partners.
- January 10, 2020, February 7, 2020, and March 20, 2020 dates as needed—additional in-person meetings or conference calls were scheduled to finalize details on MOU content and budget, with the goal of submitting for signatures at the decision-making level of each Partner as early as possible.

Results of this MOU negotiation were reported to the Office of the Governor through Appendix G of the Governor's Guidelines-Revision 4 (2019.). A private sector member of the Workforce Innovation Board attended every MOU negotiating meeting and participated as an impartial negotiator. If consensus had not been reached by all Partners, the State Interagency Team would have been contacted for further guidance and technical assistance.

6. NAME AND LOCATION OF ALL SERVICE LOCATIONS (Governor's Guidelines, Section 1, Item 8(d)) (§ 678.310, § 678.315 and § 678.320)

- *Provide the name and address of the comprehensive one-stop center(s) in the local service delivery system.*
- *Clearly identify and list any designated affiliate sites and specialized centers, clearly indicating which type of site has been designated.²*

Note: The information provided in this section must match the Illinois Workforce Development System (IWDS) and Illinois workNet listings.

Comprehensive One-Stop Center(s)	Designated Affiliate Sites	Designated Specialized Centers
workNet DuPage Career Center- 2525 Cabot Drive, Suite 302, Lisle, IL 60532		

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))

- Complete a local service matrix provided as Appendix F. This appendix must be updated annually (the State-level service matrix provided in Appendix F is intended to serve as a reference for local negotiations).
- In the spaces provided below:
 - *For each partner, describe how the committed number of FTEs will allow services to be made available during all business hours, including capacity or training of onsite staff, use of contractors and use of direct linkage³ (as described in each partner's corresponding Direct Linkage Checklist). If there are multiple providers of a program's services, please describe each provider's method of service delivery.*

² All designated affiliate sites and specialized centers must be included in the Infrastructure Funding Agreement.

³ Be as specific as possible when describing services being provided via direct linkage. Descriptions using vague terminology, such as describing services being "provided through technology" will not be accepted as a complete and compliant description of direct linkage.

- *Please describe how each partner will ensure services are provided in real time in all service locations during all regular business hours given the number of FTEs committed.*

There is only one comprehensive One-Stop Center for LWIA 6 DuPage—the workNet DuPage Career Center in Lisle. All Partners are committed to offering their particular job seeker and/or business programs at the workNet DuPage Career Center, including a comprehensive range of job search, employment, and training-related services as described in the Local Service Matrix (Appendix F.) When combined, each Partner’s contributions to the programming available at workNet DuPage yield one cohesive, full-service system for job seekers and businesses that allows for the removal of barriers from successful job search, career development, business development, etc. Through this MOU, each Partner has committed a specific number of FTEs to the delivery of their services out of the workNet DuPage Career Center. Additionally, this MOU assures that each Partner’s services are accessible in real time, whether through in-person service or direct linkage as described below.

Title I (Adult, Dislocated Worker and Youth) – All Title I services are provided in person during regular business hours by the 23.50 FTEs on the staff of the DuPage County Workforce Development Division. This amount allows for quality service delivery and superior customer service of job seeker and business customers alike. This FTE volume also allows for sufficient training and management of onsite staff on an ongoing basis. Title I staff are trained on the other programs and Partners in the Center on an ongoing basis.

Title II (Adult Education and Literacy) – College of DuPage is committing 1 FTE to provide all Title II services in person during regular business hours at the workNet DuPage Career Center.

Capacity and training of onsite staff? The Title II representatives provide information and cross training regarding services offered to partner agencies co-located in the One Stop. The Title II Navigators are well versed in the services and delivery systems across One Stop providers and make appropriate referrals based on client needs. Title II representatives participate in provider meetings and are an active part of the One Stop’s client intake and service delivery processes/systems.

How will you ensure services are being provided? Title II has dedicated two Adult Education Navigators, 1FTE, to ensure seamless service delivery to eligible clients. Services include assessment, guidance counseling, program registration and formal referral to onsite providers based on needs inventory and assessment outcomes. Title II is responsible for administering the required TABE assessment for all provider groups located at the One Stop.

Title III (Employment Services under Wager-Peyser) – Illinois Department of Employment Security is committing 1.75 FTE to provide all Title III services in person during regular business hours at the workNet DuPage Career Center.

Capacity and training of onsite staff? IDES has 2 Wagner-Peyser ES Staff. Staff receive weekly training as appropriate on Northern Region Weekly Employment Service call. Staff have access to Employment Services SharePoint site, with training documentation. Staff receive training from ES Field Office Supervisor and ES Program Manager, as well as ESSI and ESSII as appropriate.

How will you ensure services are being provided? Staff log services into Illinoisjoblink.com. Staff report services on a weekly basis to ESPM, report is also shared with Partner staff.

Title IV (Rehabilitation Services) – Illinois Department of Human Services/Division of Rehabilitation Services is committing 1 FTE to provide all Title IV services in person during regular business hours at the workNet DuPage Career Center.

Capacity and training of onsite staff? DRS VR Counselors participate in Center onsite training with other partner staff. They have the knowledge to share with other partners regarding initiatives or different programs aside from employment services.

How will you ensure services are being provided? The DVS VR Counselor should do initial intake interview the very first time meeting the prospective DRS customer in the One Stop. VR Counselors will also conduct initial interviews for walk-in clients. The VR Counselor will collect necessary documentation for program eligibility and customers are referred to workNet for appropriate session e.g. resume writing, how to interview, etc. DRS provides every VR counselor a personal laptop to bring in meeting a customer or at workNet that they could use for any activity in providing services to a person with a disability.

Perkins/Post-Secondary Career and Technical Education – College of DuPage is committing 1 FTE to provide all Perkins/Post-Secondary Career and Technical Education services during regular business hours at the workNet DuPage Career Center.

Capacity and training of onsite staff? The Workforce Development Specialist is trained and knowledgeable about the College's CTE programs, services and student supports and receives periodic updates throughout the year. The Specialist participates in cross-training and information sessions offered through the center and provides updated COD program information to center partners and staff.

How will you ensure services are being provided? Information on the clients and students served is tracked and monitored. Feedback surveys are used for program and service improvement purposes.

IDES/Unemployment Insurance (UI) – Illinois Department of Employment Security is committing .25 FTE to provide UI services during regular business hours through a direct linkage at the workNet DuPage Career Center. The direct linkage consists of a phone number being manned during regular business hours that workNet customers can call to receive immediate assistance with their UI claim questions or issues.

How will you ensure services are being provided? UI Services are provided via direct linkage. Computers in the resource center are available for clients to file initial claims for unemployment. Direct linkage reports are submitted weekly. All unemployment claims are handled via a direct linkage dedicated phone line, as well as Claimant Services Center phone (1-800-244-5631) number. Direct linkage calls are for individuals with an existing unemployment claim are answered immediately upon calling.

IDES/Job Counseling, Training and Placement Services for Veterans – Illinois Department of Employment Security is committing 2 FTEs to provide all Veterans services in person during regular business hours at the workNet DuPage Career Center.

Capacity and training of onsite staff? IDES have 2 Veterans staff onsite, 1 Local Veterans employment Representative (LVER/ Veterans Business Service Representative) and 1 Disabled Veterans Outreach Program representative (DVOP/ Veteran Career Coach). Both Veterans staff receive training from the Business Services Manager. In addition, Veteran staff receive training from statewide Veterans Program Manager, and information is shared from the ESPM to veteran staff.

How will you ensure services are being provided? Staff log services into Illinoisjoblink.com. Staff report services on a weekly basis to BSM who share the report with partner staff.

IDES/Trade Readjustment Assistance – Illinois Department of Employment Security is committing .25 FTE to provide Trade Readjustment Assistance (TRA) services during regular business hours through a direct linkage at the workNet DuPage Career Center. The direct linkage consists of a phone number being manned during regular business hours that workNet customers can call to receive

immediate assistance with their TRA questions or issues. In addition, workshops are held as needed for affected TRA workers.

How will you ensure services are being provided? Staff report services on a weekly basis to ESPM, reports is also shared with partner staff. IDES and regional and WP staff work with Title 1 staff providing information sessions to TRA affected workers. Services are documented in Illinoisjoblink.com for affected workers.

Trade Adjustment Assistance (TAA) – DuPage County Workforce Development Division is committing 1.50 FTEs to provide all Trade Adjustment Assistance (TAA) services in person during regular business hours at the workNet DuPage Career Center. This amount of FTEs allows sufficient capacity to serve all TAA customers in LWIA6. TAA FTEs are trained on the other programs and Partners in the Center on an ongoing basis. TAA FTEs are managed by onsite DuPage County Workforce Development Division staff.

IDES/ Migrant & Seasonal Farmworkers (MSFW) – Illinois Department of Employment Security is committing .25 FTE to provide Migrant & Seasonal Farmworkers (MSFW) services during regular business hours at the workNet DuPage Career Center. These services are provided in person by Special Populations staff for the Northern Region: Rosa Flores at Rosa.Flores@Illinois.gov or 312-793-1284.

National Farmworker Jobs Program (NFJP) – N/A

Community Service Block Grant (CSBG) – DuPage County Workforce Development Division is committing .25 FTE cross-trained by DuPage County Community Services staff to provide Community Service Block Grant (CSBG) services in person during regular business hours at the workNet DuPage Career Center. This amount of FTE allows sufficient capacity to serve all CSBG customers. CSBG FTE are trained on the other programs and Partners in the Center on an ongoing basis. CSBG FTE are managed by onsite DuPage County Workforce Development Division staff.

Senior Community Services Employment Program (SCSEP) – National Able Network and Community Assistance Programs (CAPs) each commit .125 FTE to provide Senior Community Services Employment Program services. National Able Network will provide services via onsite staff in the Center and CAPs will provide services via direct linkage.

Capacity and training of onsite staff?

National Able-- Two Program Aides and SCSEP area representative are available to assist job seekers 55+ and those referred to the program. Program Aides are trained by the SCSEP area representative on services provided by our business partners to better assist with necessary referrals. Referrals are made on a case by case basis.

CAPs-- CAPS will participate in workNet DuPage Career Center staff meetings and will obtain and exchange program information to give all staff involved the capacity to understand the process.

How will you ensure services are being provided?

National Able-- Two Program Aides and a SCSEP area representative are available to assist all job seekers through referrals (internal and external) to maximize their success in becoming gainfully employed. Interested applicants are pre-screened for eligibility, should they not meet qualifying eligibility criteria for the program, they are referred to business partners for additional services.

CAPs—Will schedule new participant orientation sessions and other job preparation and placement activities as deemed necessary based on the needs of the participants. CAPs will work with all agencies at the Center to connect its participants to all relevant activities.

DHS/TANF – Illinois Department of Human Services is committing .25 FTE to provide TANF services during regular business hours through a direct linkage at the workNet DuPage Career Center. The direct

linkage consists of a phone number being manned during regular business hours that workNet customers can call to receive immediate assistance with their TANF questions or issues.

How will you ensure services are being provided? -- The direct linkage is assigned to a caseworker on a daily basis. There is also an assigned back-up case worker in case of absences. This caseworker will work with the customer directly regarding their benefits with the State of Illinois. The application will be handled in an expedited manner by the worker to ensure benefits are delivered as quickly as possible to the client.

IDOC Second Chance – N/A

HUD Employment and Training Activities – N/A

Job Corps – N/A

YouthBuild – N/A

8. PROGRAMMATIC ACCESSIBILITY (Sec. 121 (c)(2)(iv)) (§ 678.500(b)(4))

- *Describe features or methods to ensure the comprehensive one-stop center and any designated affiliate sites or specialized centers provide access to all required career services in the most inclusive and appropriate settings for each individual participant, including assuring that individuals with barriers to employment, such as individuals with disabilities, can access available services (§678.500(b)(4)).*

Note: Provide as much specificity as possible for each partner program.

All partners agree that they will not discriminate in their employment practices or services on the basis of gender, age, race, color, creed, religion, national origin, disability or veteran's status, or on the basis of any other classification protected under state or federal law. The partners assure that they have policies and procedures in place to address these issues, and those policies and procedures have been disseminated to their employees and otherwise posted as required by law. The partners further assure that they are currently in compliance with all applicable state and federal laws and regulations regarding these issues.

Currently the center offers 11TTY lines, language interpreters via in person or telephone depending upon the language, and the center is ADA accessible and is certified by annual EEO audits. Any workNet DuPage customers experiencing a language barrier will be connected with an interpreter in "real time." The front desk provides access to a Language Line so individuals with a language other than English as their primary language can connect with an interpreter by phone. workNet DuPage has multiple Partner staff members who speak Spanish and can interpret for any customer in person in that language. workNet DuPage staff also arrange for Sign Language Interpretation when needed to interpret for the hearing impaired.

Additionally, assistive devices, such as screen-reading software programs (e.g. JAWS and DRAGON) and assistive listening devices are available. All customers coming into the workNet DuPage Career Center will have access to the 13 required services. Accommodations will be made upon request for any workNet customer with specific needs.

All partners will cooperate with compliance monitoring that is conducted at the local level to ensure that all comprehensive One-Stop Center programs, services, technology and materials are accessible and available to all. These services will be provided "on demand" and in "real time" in the physical comprehensive One-Stop Center in person or via a direct linkage hotline consistent with the "direct linkage" requirement as defined in WIOA.

Specifically, DHS/TANF and IDES UI and TRA services are provided via direct linkage. IDES has a dedicated phone line in the workNet DuPage Career Center that customers can access which connects them directly with IDES staff who can provide requested assistance. This form of direct linkage meets the WIOA guidelines as it is a specific, dedicated phone number, has coverage during normal business hours on all normal business days, and has voicemail or other capability enabling customers to leave a message if access to services via phone is unavailable at the time of contact. Also, contact will be initiated with the customer within 24 hours if service via direct linkage was unavailable at the time of initial contact from the customer.

DHS/TANF has provided workNet DuPage with a direct phone number that customers can call if they require DHS assistance. The number is dedicated for WIOA clients, and clients in need of DHS assistance can call the number which will be answered by a DHS staff member. If a staff member is unavailable, customers can leave a voice mail which will be answered within 24 hours.

Title I staff will help organize professional development activities for all staff that will be conducted periodically during monthly One Stop all staff meetings. These professional development presentations will help strengthen all Partners' skills sets and ability to provide services to all, regardless of range of abilities, mobility, age, language, learning style, intelligence or educational level, criminal background, housing status, etc.

9. PHYSICAL ACCESSIBILITY (Sec. 121 (c)(2)(iv)) (§678.500(b)(4))

- *Describe how—through specific examples and commitments —required partners will assure the physical accessibility of the comprehensive one-stop center(s) and any designated affiliate sites or specialized centers, including the following:*
 - *The designated service location layout supports a culture of inclusiveness*
 - *The location is recognizable in a high-traffic area*
 - *Access to public transportation is available within reasonable walking distance*
 - *The location of a dedicated parking lot, with parking lot spaces closest to the door designated for individuals with disabilities*

- ☒ Please affirm that the local one-stop system will comply with all federal and State physical inclusiveness and accessibility requirements, including the Americans with Disabilities Act (ADA) of 1990, Section 188 of WIOA, the Illinois Accessibility Code, the most recent ADA standards for Accessible Design and the Uniform Federal Accessibility Standards, and all other applicable statutory and regulatory requirements.

The comprehensive One-Stop Center maintains a culture of inclusiveness in compliance with Section 188 of WIOA, the Americans with Disabilities Act (ADA) of 1990 and all other statutory and regulatory requirements. Additionally, the physical characteristics of the facility, both indoor and outdoor, meet compliance with CFR Part 37, the 2010 or most recent ADA standards for Accessible Design and the Uniform Federal Accessibility Standards including a handicapped entrance door to the building. Services are available in a convenient, high traffic and accessible location with public transportation stops on both

sides of the building and adequate parking which is clearly marked for individuals with disabilities. Indoor space is designed in an "equal and meaningful" manner providing access for individuals with disabilities.

10. PROCUREMENT OF ONE-STOP OPERATOR (Governor's Guidelines, Section 1, Item 8(j)) (§ 678.600-635)

- *Name the procured one-stop operator and identify the agreed upon one-stop operator model used for each one-stop center in the local area. The operator may be a single entity (public, private, or nonprofit) or a consortium of entities (if the consortium of entities is composed of one-stop partners, it must include a minimum of three of the one-stop partners).*
- *Describe the functions and scope of work of the one-stop operator as defined in the Request for Proposal or as planned for the competitive procurement process.*
- *Assure that the one-stop operator will not perform any of the proscribed functions (§ 678.620(b)) to avoid a conflict of interest.*

By clicking on the boxes below, required partners in the local area affirm that the one-stop operator will not perform the following proscribed functions:

- ☒ *convene system stakeholders to assist in the development of the local plan*
- ☒ *prepare and submit local plans (as required under sec. 107 of WIOA)*
- ☒ *be responsible for oversight of itself*
- ☒ *manage or significantly participate in the competitive selection process for one-stop operators*
- ☒ *select or terminate one-stop operators, career services, and youth providers*
- ☒ *negotiate local performance accountability measures*
- ☒ *develop and submit budget for activities of the Local WDB in the local area.*

The One-Stop Operator was competitively procured and is the Western DuPage Chamber of Commerce.

The One-Stop Operator, with assistance from the Partners, will:

- Coordinate One-Stop Partners service delivery, service integration efforts, and other joint activities including regular Partners meetings
- Monitor and track Partner agency referrals
- Develop and maintain a reporting system(s) for the ongoing tracking of performance, referrals, and customer service with regular reporting to the local board
- Periodically review One-Stop program(s) and center accessibility to ensure customers' needs are being met
- Assure One-Stop Center materials are up-to-date and available for resource room staff and customers

11. REFERRAL PROCESS (Sec. 121 (c)(2)(iii)) (Governor's Guidelines, Section 1, Item 8(i)) (§678.500(b)(3)-(4))

- *In the spaces provided below, address all of the following:*
 - *Identify the method of making referrals for each partner.*
 - *Identify the method of tracking referrals.*
 - *In the introductory paragraph of this section, describe the local one-stop operator's role and responsibilities for coordinating referrals among required partners (§678.500(b)(3)).*

Please complete the Referral System matrix included on page 11 of this MOU Template.

Job seekers that contact workNet DuPage are directed to complete a standard coordinated intake questionnaire that was developed jointly by all Partners. Customers may complete the questionnaire online, in-person, or by phone with the assistance of a Navigator. Each Navigator has been trained to perform a cursory and exclusionary review of the client's responses. The purpose is to determine the needs, interests and preliminary qualifications to make the appropriate referral(s).

Each client is assigned a personal Navigator who maintains the client referral records and remains available to answer questions for the client as they move through the process. New clients are added to the Navigator Tracking Spreadsheet daily, and the Navigators update client information in 'real time' through SharePoint. The OSO monitors this activity to ensure that clients are provided timely service, referred to the proper partner(s), and to support the Navigators if/when any problem arises with a client, partner or if clarification is needed.

It should be noted that no Personally Identifiable Information (PII) is gathered on clients during this process. This allows the immediate sharing of information among partner agencies without regard to additional advanced protection, such as data encryption.

Reports are provided by the One-Stop Operator to the local Workforce Board regularly. The questionnaire is located on a platform that allows for data storage and report creation.

Additionally, all Partner staff in the workNet DuPage Career Center make in-person referrals to other Partner staff as each situation warrants.

12. SHARED DATA AND INFORMATION (Governor's Guidelines, Section I, Item 8(k))

- *Describe how core program partners will share data and information and will collaborate to assure that all common primary indicators of performance for the core program partners in the local area will be collectively achieved.*
- *Cite examples of how service integration is leading to greater customer access for services and appropriate customer information being shared among partners. Include specific actions, partners involved and how customer access and/or information sharing improved.*

NOTE: Partners are encouraged to seek clarification from their respective core partner state agency and/or data staff.

☒ Please affirm that notwithstanding any other provisions in this MOU, only partners who have executed a separate data sharing agreement with IDES will have access to wage records and other confidential IDES data.

☒ Please affirm that participants' Personally Identifiable Information (PII) will be kept confidential.

Partners will identify all common primary indicators of performance and collectively establish a set of basic common performance measures in lieu of formal guidance from the State or Federal level. The partners commit to compiling that data and will share it through the One- Stop Operator at designated Partner meetings. It is the role of the One-Stop Operator to collect, coordinate and share all the partners'

data, information, and performance indicators on a regular basis. This data will be shared among the partners and reported to the Workforce Board. The partners are committed to providing data on a regular basis to the One- Stop Operator so it can be presented as a reflection of the cohesive performance of the One Stop. Partners will ensure their respective staff members are correctly handling and tracking referrals and compiling outcomes/data. |

13. COSTS AND COST SHARING OF SERVICES (Sec. 121 (c)(2)(ii)) (Governor's Guidelines, Section 1, Item 1(c); Section 2) ((§ 678.510(a), §678.755 and §678.760)

Please complete the Infrastructure Funding Agreement (fillable spreadsheet) and submit annually with the MOU or MOU Amendment.

In the space below and following the Governor's Guidelines – Revision 4, provide the following narrative:

1. *Affirm in the narrative that required partners negotiated infrastructure and shared local service delivery system costs specific to the applicable program year for both comprehensive one-stop centers and any affiliate or specialized centers designated by the local workforce board.*
2. *Clearly identify in the narrative the time period for which the Infrastructure Funding Agreement is effective; e.g., July 1, 2020 through June 30, 2021.*
3. *Specify in the narrative whether the budget submitted represents an interim or final budget agreement.*
4. *Describe in the narrative the agreed-upon method that each partner will contribute as a proportionate share of costs to support the services and operations of the local service delivery system.*
5. *Affirm in the narrative that each required partner meets the minimum FTE commitment of .25 FTEs in each comprehensive one-stop center and each designated affiliate site.*
 - a. *If all required partners agree for a partner to commit to less than .25 FTE, then the local board may submit a waiver using the waiver request form included in the Report of Outcomes template (Appendix G of the Governor's Guidelines – Revision 4).*
6. *Describe in the narrative whether and which staff will be cross-trained to provide services on behalf of another required partner.*
 - b. *For each required partner providing cross-trained staff to deliver services on behalf of another partner, confirm how the contributing partner's shared cost allocations will be reduced in correlation with the number of FTEs that will be cross-trained to provide another partner's programs.*
7. *Please describe the invoicing process and any special deadlines for determining actual costs for each partner included in this MOU (Please note that CSBG's grant cycle requires the partner to pay all actual costs within 30 days of the partner's 12/31 invoicing deadline and within 30 days of its 6/30 invoicing deadline each program year).*
8. *Using the table provided below, include the following additional financial information for each required program partner:*
 - i. *Each required program partner's total cash contribution toward its proportionate share of infrastructure and local service delivery system costs; and*

ii. The dollar amount of a 10% variance from each partner's total cash contribution in the case that actual costs exceed budgeted costs.

		Partner's Total Cash Contribution	Dollar Amount of 10% Variance (if applicable)	Partner's Total Cash Contribution plus 10% Variance (if applicable)
Commerce	Title IB - Adult, Youth, & Dis. Workers	282,954.14	28295.41	311,249.55
	TAA	18060.90	1806.09	19,866.99
	CSBG	3010.15	301.01	3311.16
IDES	Title III - Wagner-Peyser	21071.05	2107.10	23,178.15
	Title III - MSFW	3010.15	301.01	3311.16
	Veterans Services	24081.20	2408.12	26,489.32
	UI Comp Programs	3010.15	301.01	3311.16
	TRA	3010.15	301.01	3311.16
ICCB	Title II - Adult Education	12040.60	1204.06	13,244.66
	Career & Tech Ed - Perkins	12040.60	1204.06	13,244.66
DHS	Title IV - Vocational Rehab	12040.60	1204.06	13,244.66
	TANF - DHS	3010.15	301.01	3311.16
Aging	SCSEP	3010.15	301.01	3311.16
DOC	Second Chance			
HUD				
Title IC - Job Corp				
Title ID - National Farmworkers				
Title ID - YouthBuild				
Other 1				
Other 2				
Other 3				
Other 4				

☒ In accordance with the State Finance Act (30 ILCS 105/30), this MOU is contingent upon and subject to the availability of funds. A State Agency Partner may terminate or suspend this MOU, in whole or in part, without penalty or further payment being required, if (i) the funds to which this

MOU commits a State Agency Partner have not been appropriated or otherwise made available to the State Agency Partner by the State or the Federal funding source, (ii) the Governor or a State Agency Partner reserves funds, or (iii) the Governor or a State Agency Partner determines that funds will not or may not be available for payment. The State Agency Partner shall provide notice, in writing, to the other Partners of any such funding failure and its election to terminate or suspend this MOU as soon as practicable. Any suspension or termination pursuant to this paragraph will be effective upon the date of written notice unless otherwise indicated.

- ☒ All required partners a party to this MOU acknowledge that the ability of any partner to contribute its agreed contribution to the One-Stop costs is contingent on the availability of State and/or federal funding for its respective program(s).

The required Partners, on an annual basis, jointly negotiate infrastructure costs and other shared local service delivery costs specific to the applicable program year for workNet DuPage Career Center (comprehensive one-stop center.)

The Infrastructure Funding Agreement submitted with this MOU is effective July 1, 2020 through June 30, 2021 and represents a final budget agreement.

The method used to determine each partner's contribution was a proportionate share of costs to support the services and operation of the local One-Stop delivery system based on FTE count, or percentage thereof.

All required partners meet the minimum FTE commitment of .25 FTEs at the workNet DuPage Career Center.

All One-Stop Center staff will be conversant with the services and programs offered by each partner at the center. All partners are committed to providing services on site or through appropriate direct linkage, and all services will be available from each partner on a timely basis. No individual partner staff will be cross-trained specifically to represent another partner program with the exception of the CSBG and TAA programs. Title 1B staff have been trained to administer CSBG and TAA training dollars and services at the workNet DuPage Career Center. No cost allocations will be reduced in this process.

There is no procedure set forth to reconcile budgeted infrastructure costs to actual costs, as Partners are billed for actual costs.

14. AMENDMENT PROCEDURES AND RENEWAL PROVISIONS (Sec. 121 (c)(2)(v)) (Governor's Guidelines, Sections 5 & 6) (§ 678.500(b)(5)(6))

- *Describe the procedures for amending the MOU annually or any time substantial changes have occurred before the MOU's three-year expiration date.*

NOTE: Ensure the MOU reflects the most recent date as amendments and renewals are approved.

The MOU will be reviewed annually to determine if any modifications are needed. The partners must all agree to amend the MOU to incorporate the final approved budget on an annual basis. A full renewal process will take place every three years.

If circumstances necessitate substantial changes of this MOU prior to the annual review cycle,

the Partner requesting the change must provide one month notice in written form to the other partners and to the One Stop Operator (OSO.) This notice submitted by the requesting Partner should state the need to make amendments to the MOU, description of the change(s), and circumstances necessitating proposed change(s.) A meeting in-person or by phone of the Partners and OSO will then be scheduled to review the requested amendment within 30 days of receipt of the written request, and approval will be voted upon at that meeting.

The procedure for terminating the MOU or a specific partner's participation in the MOU are the same as for amending the MOU.

Any disputes that evolve after the agreement is reached will need to follow the same procedure with a letter of notification to all the partners and OSO stating the dispute and requested solution.

15. ADDITIONAL LOCAL PROVISIONS (OPTIONAL) (Sec. 121(c)(2)(B)) (§678.500(c))

[]

16. ADDITIONAL PARTNERS (Sec. 121 (b)(2))

[]

17. AUTHORITY AND SIGNATURES (Governor's Guidelines, Section 1, Item 8(p); Section 5, Items 28-29) (§678.500(d))

- *Include a statement that the individuals signing the MOU have authority to represent and sign on behalf of their program under WIOA.*

The individuals signing the MOU have authority to represent and sign on behalf of their program under WIOA.

18. ATTACHMENTS

LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS ☒

INCLUDES:

- CAREER SERVICES AVAILABLE THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)
- OTHER PROGRAMS AND ACTIVITIES AVAILABLE THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)
- SERVICE DELIVERY METHOD THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)

IDES NON-DISCLOSURE AGREEMENT ☒

ONE-STOP OPERATING BUDGET SPREADSHEET FOR PY20 ☒ |

OTHER	
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Attachment A
TEMPLATE
REFERRAL SYSTEM MATRIX

REFERRAL BETWEEN PARTNERS																					
Instructions: Please indicate all partners to which each partner will make referrals																					
REQUIRED PARTNERS	Title I: Adult Dislocated	Title II: Adult Ed.	Title III: W-P	Title IV: Rehab. Services	Post-secondary CTE under Perkins	UI	Veterans Services	TRA	TAA	MSFW	NFJP	CSBG	SCSEP	TANF	Second Chance	HUD	Job Corps	YouthBuild	Other (specify)	Other (specify)	Other (specify)
Title I: Adult, Dislocated Worker, Youth	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title II: Adult Education and Literacy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title III: Employment Programs under Wagner-Peyser	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title IV: Rehabilitation Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Post-secondary Career and Technical Education under Perkins	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unemployment Insurance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Counseling, Training and Placement Services for Veterans	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trade Readjustment Allowance (TRA)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trade Adjustment Assistance (TAA)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Migrant and Seasonal Farmworkers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Farmworker Jobs Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Attachment A
TEMPLATE
REFERRAL SYSTEM MATRIX

REFERRAL BETWEEN PARTNERS																					
Instructions: Please indicate all partners to which each partner will make referrals																					
REQUIRED PARTNERS	Title I: Adult Dislocated	Title II: Adult Ed.	Title III: W-P	Title IV: Rehab. Services	Post-secondary CTE under Perkins	UI	Veterans Services	TRA	TAA	MSFW	NFJP	CSBG	SCSEP	TANF	Second Chance	HUD	Job Corps	YouthBuild	Other (specify)	Other (specify)	Other (specify)
Community Services Block Grant (CSBG)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Senior Community Services Employment Program (SCSEP)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TANF	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Second Chance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing and Urban Development Employment and Training Activities (HUD)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Corps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
YouthBuild	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Attachment A
TEMPLATE

LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS

CAREER SERVICES AVAILABLE THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)

BASIC CAREER SERVICES												
REQUIRED PARTNERS	Eligibility for Title IB	Outreach, intake, orientation	Initial Skills Assessment	Labor exchange services, including job search and placement assistance	Referral and coordination with other programs	Workforce and labor market information and statistics	Performance and cost information on providers of education, training and workforce services	Performance info for the local area as a whole	Information on the availability of supportive services	Information and meaningful assistance with UI claims	Assistance establishing eligibility for financial aid for non-WIOA training and education	
Title I: Adult, Dislocated Worker, Youth	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Title II: Adult Education and Literacy	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Title III: Employment Programs under Wagner-Peyser	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Title IV: Rehabilitation Services	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Post-secondary Career and Technical Education under Perkins	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Unemployment Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Job Counseling, Training and Placement Services for Veterans	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Trade Readjustment Allowance (TRA)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Trade Adjustment Assistance (TAA)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Migrant and Seasonal Farmworkers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
National Farmworker Jobs Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Community Services Block Grant (CSBG)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Senior Community Services Employment Program (SCSEP)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
TANF	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Second Chance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Housing and Urban Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

TEMPLATE**LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS**

BASIC CAREER SERVICES												
REQUIRED PARTNERS	Eligibility for Title IB	Outreach, intake, orientation	Initial Skills Assessment	Labor exchange services, including job search and placement assistance	Referral and coordination with other programs	Workforce and labor market information and statistics	Performance and cost information on providers of education, training and workforce services	Performance info for the local area as a whole	Information on the availability of supportive services	Information and meaningful assistance with UI claims	Assistance establishing eligibility for financial aid for non-WIOA training and education	
Employment and Training Activities												
Job Corps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
YouthBuild	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

INDIVIDUALIZED AND FOLLOW-UP CAREER SERVICES												
REQUIRED PARTNERS	Comprehensive and specialized assessments	Development of an individual employment plan	Group counseling	Individual counseling	Career planning	Short-term pre-vocational services	Internships and work experience	Workforce preparation activities	Financial literacy services	Out-of-area job search assistance	English language acquisition	Follow-up services for participants in adult and dislocated worker programs
Title I: Adult, Dislocated Worker, Youth	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Title II: Adult Education and Literacy	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Title III: Employment Programs under Wagner-Peyser	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Title IV: Rehabilitation Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Post-secondary Career and Technical Education under Perkins	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unemployment Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Counseling, Training and Placement Services for Veterans	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Attachment A
TEMPLATE
LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS

INDIVIDUALIZED AND FOLLOW-UP CAREER SERVICES												
REQUIRED PARTNERS	Comprehensive and specialized assessments	Development of an individual employment plan	Group counseling	Individual counseling	Career planning	Short-term pre-vocational services	Internships and work experience	Workforce preparation activities	Financial literacy services	Out-of-area job search assistance	English language acquisition	Follow-up services for participants in adult and dislocated worker programs
Trade Readjustment Allowance (TRA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trade Adjustment Assistance (TAA)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Migrant and Seasonal Farmworkers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Farmworker Jobs Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Services Block Grant (CSBG)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Senior Community Services Employment Program (SCSEP)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TANF	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Second Chance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing and Urban Development Employment and Training Activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Corps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
YouthBuild	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TEMPLATE**LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS****OTHER PROGRAMS AND ACTIVITIES AVAILABLE THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)**

REQUIRED PARTNER	OTHER PROGRAMS AND ACTIVITIES PROVIDED
Title I (Adult, Dislocated Worker, Youth)	Business services including IWT grants, OJT wage reimbursements, work experience, recruiting assistance, etc.
Title II: Adult Education and Literacy	
Title III: Employment Programs under Wagner-Peyser	Hiring events, workshops
Title IV: Rehabilitation Services	Hiring events, workshops, networking with community rehabilitation programs
Post-secondary Career and Technical Education under Perkins	
Unemployment Insurance	Claims maintenance, filing, general questions
Job Counseling, Training and Placement Services for Veterans	Case management, workshops
Trade Readjustment Allowance (TRA)	Claims maintenance, general questions
Trade Adjustment Assistance (TAA)	
Migrant and Seasonal Farmworkers	Hiring events, workshops
National Farmworker Jobs Program	
Community Services Block Grant (CSBG)	
Senior Community Services Employment Program (SCSEP)	
TANF	
Second Chance	
Housing and Urban Development Employment and Training Activities	
Job Corps	
YouthBuild	

Attachment A
TEMPLATE

LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS

SERVICE DELIVERY METHOD THROUGH THE LOCAL COMPREHENSIVE ONE-STOP CENTER(S)

PROGRAM	SERVICES PROVIDED THROUGH <i>OWN STAFF</i>	SERVICES PROVIDED THROUGH <i>CROSS-TRAINED PARTNER STAFF</i>	SERVICES PROVIDED THROUGH <i>CONTRACTOR PROVIDER</i>	SERVICES PROVIDED THROUGH <i>DIRECT LINKAGE</i>
Title I (Adult, Dislocated Worker, Youth)	Eligibility for Title 1B, outreach, intake, orientation, initial skills assessment, labor exchange services, referral and coordination with other programs, LMI, training provider performance and cost, information on supportive services, assistance with financial aid, comprehensive assessments, development of an IEP, individual counseling, career planning, internships and work experience, workforce preparation activities, financial literacy services and follow-up services	<div>Services:</div> <div>Partner:</div>	<div>Services:</div> <div>Provider:</div>	<div>Services:</div> <div>Method:</div>
Title II: Adult Education and Literacy	Outreach, orientation, intake, initial skills assessment, referral and coordination with other programs, workforce and LMI information, information on supportive services, financial aid assistance, comprehensive assessments, development of an IEP, individual counseling, career planning, short-term pre-vocational services, internships and work experience, workforce	<div>Services:</div> <div>Partner:</div>	<div>Services:</div> <div>Provider:</div>	<div>Services:</div> <div>Method:</div>

TEMPLATE**LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS**

	preparation activities, financial literacy services and ELA.			
Title III: Employment Programs under Wagner-Peyser	Outreach, orientation, intake, labor exchange services, referral and coordination with other programs, LMI, performance, information on supportive services, information and assistance with UI claims, comprehensive assessments, development of an IEP, career planning, short-term pre-vocational services, workforce preparation activities	Services:		Services:
		Partner:		Method:
Title IV: Rehabilitation Services	Outreach, orientation, intake, initial skills assessment, labor exchange services, referral and coordination with other programs, LMI, training provider performance and cost, performance information, information on supportive services, comprehensive assessments, development of an IEP, individual counseling, career planning, internships and paid work experience, workforce preparation activities, financial literacy services, out of area job search assistance	Services:		Services:
		Partner:		Method:
Post-secondary Career and Technical Education under Perkins	Outreach, intake, orientation, initial skills assessment, labor exchange services, referral and coordination with other	Services:		Services:
		Partner:		Method:

Attachment A
TEMPLATE

LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS

	programs, LMI, training provider performance and cost, information on supportive services, financial aid assistance, career planning, internships and work experience, workforce preparation activities, financial literacy services			
Unemployment Insurance		Services:		Services: Referral coordination with other programs, information and assistance with UI claims.
		Partner:		Method:
Job Counseling, Training and Placement Services for Veterans	Outreach, intake, orientation, labor exchange services, referral and coordination with other programs, LMI, performance, information on supportive services, development of an IEP, career planning, short-term pre-vocational services, workforce preparation activities,	Services:		Services:
		Partner:		Method:
Trade Readjustment Allowance (TRA)		Services:		Services: Outreach, orientation, intake, referral and coordination with other programs, assistance with UI claims.
		Partner:		Method: Dedicated phone line which provides direct connection with IDES staff.
Trade Adjustment Assistance (TAA)	Eligibility for Title 1B, outreach, orientation, intake, initial skills assessment, labor exchange services, referral and	Services:		Services:
		Partner:		Method:

TEMPLATE**LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS**

	coordination with other programs, LMI, training provider performance and cost, information on supportive services, assistance with financial aid, comprehensive assessments, development of an IEP, individual counseling, career planning, short-term pre-vocational services, internships and paid work experience, workforce preparation activities, out of area job search assistance, follow-up services			
Migrant and Seasonal Farmworkers	Outreach, intake, orientation, labor exchange services, referral and coordination with other programs, information on supportive services, development of an IEP, career planning, development of an IEP, short-term pre-vocational services, workforce preparation activities	Services:	Services:	Services:
		Partner:	Provider:	Method:
National Farmworker Jobs Program		Services:	Services:	Services:
		Partner:	Provider:	Method:
Community Services Block Grant (CSBG)		Services: Outreach, intake orientation, initial skills assessment, labor exchange services, referral and coordination with other programs, training provider performance and cost, information on supportive	Services:	Services:

TEMPLATE**LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS**

		services, assistance with financial aid, development of an IEP, individual counseling, career planning, workforce preparation activities		
		Partner: Title 1 staff has been cross-trained to administer the services listed above.	Provider:	Method:
Senior Community Services Employment Program (SCSEP)	Outreach, intake, orientation, initial skills assessment, referral and coordination with other programs, comprehensive and specialized assessments, development of an IEP, group counseling, individual counseling, career planning, internships and work experience, workforce preparation activities, financial literacy	Services:	Services:	Services:
		Partner:	Provider:	Method:
TANF		Services:	Services:	Services: Outreach, orientation, intake, initial skills assessment, referral and coordination with other programs, assessments, development of an IEP, group and individual counseling, short-term pre-vocational services, internships and work experience
		Partner:	Provider:	Method: Dedicated phone line which provides direct connection to DHS staff.
Second Chance		Services:	Services:	Services:

TEMPLATE**LOCAL SERVICE MATRIX FOR COMPREHENSIVE ONE-STOP CENTERS**

		Partner:		Provider:		Method:	
Housing and Urban Development Employment and Training Activities		Services:		Services:		Services:	
		Partner:		Provider:		Method:	
Job Corps		Services:		Services:		Services:	
		Partner:		Provider:		Method:	
YouthBuild		Services:		Services:		Services:	
		Partner:		Provider:		Method:	
Other (specify): 		Services:		Services:		Services:	
		Partner:		Provider:		Method:	
Other (specify): 		Services:		Services:		Services:	
		Partner:		Provider:		Method:	
Other (specify): 		Services:		Services:		Services:	
		Partner:		Provider:		Method:	

Attachment A
IDES NON-DISCLOSURE AGREEMENT

Attachment to LWIA #6 MOU

The Illinois Department of Employment Security (“IDES”) agrees to share confidential information, as defined below, with each One-Stop Partner (“RECIPIENT”) pursuant to the Memorandum of Understanding, effective on July 1, 2020 and ending on June 30, 2023, for the One-Stop Center located in Illinois Local Workforce Area #6 (“MOU”), solely for the limited purpose and to the extent as set forth in this IDES Non-Disclosure Agreement (“Agreement”). IDES and the RECIPIENT are collectively referred to as the “Parties” and individually as a “Party.” This Agreement is made by and between IDES and each RECIPIENT and as such this Agreement is separately and individually enforceable against each RECIPIENT.

1. MOU. RECIPIENT acknowledges and agrees that by signing the MOU it agrees to be bound by the terms and conditions of this Agreement, which are attached to and incorporated into the MOU. RECIPIENT’s execution of the MOU is a prerequisite for receiving any confidential information under this Agreement. In the event of conflict, this Agreement shall prevail over the MOU

2. One-Stop Partner. RECIPIENT affirms and acknowledges that it is a One-Stop Partner, as defined by the Workforce Innovation and Opportunity Act of 2014, as amended, (WIOA). RECIPIENT affirms and acknowledges that, except as otherwise provided herein, it will remain a Party to this Agreement as long as it continues to administer at least one federally funded employment, training or education program at an Illinois One-Stop Center, as defined by WIOA.

3. Term and Termination. The term of this Agreement shall begin upon the date of full execution of the MOU and shall end upon the termination of the MOU. Notwithstanding any other provision to the contrary, IDES may immediately terminate or cancel this Agreement and cease providing confidential information if RECIPIENT fails to adhere to any provision set forth in this Agreement. RECIPIENT agrees that its responsibilities and duties under this Agreement, including but not limited to its obligations regarding confidentiality and data security, shall remain in effect following the termination of this Agreement.

4. Confidential Information.

a) For purposes of this Agreement, “confidential information” means all data and information in whatever form produced, prepared, observed, or received under this Agreement to the extent such information is confidential within the meaning of any governing law, regulation, or directive, including, without limitation, the Illinois statute codified at 820 ILCS 405/1900 (“Section 1900”).

b) RECIPIENT agrees to comply with applicable laws, materials, regulations and all other state and federal requirements with respect to the protection of privacy, security and dissemination of the confidential information, including Section 1900; which is incorporated by reference into this Agreement. Protection from unauthorized use and/or disclosure specifically includes storage in a place physically secure from access by unauthorized persons, maintaining information in electronic formats such as magnetic tapes, discs, or on servers in such a way that unauthorized persons cannot obtain the information by any means, destroying all confidential information in the manner directed by IDES as soon as the information is no longer needed for RECIPIENT’s purposes, and undertaking precautions to ensure that only authorized employees and agents have access to said confidential information.

IDES NON-DISCLOSURE AGREEMENT

c) RECIPIENT agrees to instruct all personnel having access to the confidential information on the confidentiality requirements set forth in this Section and agrees to fully and promptly report any infraction to the IDES.

d) RECIPIENT agrees that the disclosure of the confidential information to the RECIPIENT does not convey any future ownership or use rights. RECIPIENT agrees that IDES shall retain sole and exclusive ownership of the confidential information.

e) Upon the termination of this Agreement, RECIPIENT agrees to destroy or return all confidential information in the manner directed by IDES. RECIPIENT agrees that the confidential information shall not be archived or sent to a records center and shall not be retained with personal identifiers for any period longer than the term of this Agreement.

5. Data Specifications.

a) The Parties acknowledge and agree that under this Agreement IDES will not share or provide the RECIPIENT with any information obtained from an individual or employing unit during the administration of the Illinois unemployment insurance (UI) program including, but not limited to, social security numbers, benefit records and employer's wage records.

b) In accordance with 56 Ill. Admin. Code 2960.120, IDES may provide RECIPIENT with non-UI information contained in the Illinois Job Link (IJL) including: (i) a customer's name, address, phone number, and/or employment history; (ii) an employer's name, address, and phone number; (iii) job order information; and (iv) other non-UI information contained in IJL, provided that disclosure of such information is not prohibited under this Agreement.

6. Purpose and Use. RECIPIENT agrees that it will use the confidential information solely for the limited purpose of administering an employment, training or education program through an Illinois One-Stop Center in accordance with WIOA. Any dissemination or use of the confidential information other than for the purpose and use set forth in this Section without the express written authority of the Director of IDES is specifically prohibited.

7. Indemnification. To the extent authorized by law, RECIPIENT agrees to indemnify, assume all risk of loss, and hold harmless IDES from and against all liabilities, claims, suits, actions, judgments, damages and expenses related to or arising in connection with any acts or omissions of RECIPIENT in connection with this Agreement. RECIPIENT shall do nothing to prejudice the rights of IDES to recover against third parties for any loss.

8. Governing Law. This Agreement shall be governed by and construed in accordance with the laws of the State of Illinois. Any claim against IDES arising out of this Agreement must be filed exclusively with the Illinois Court of Claims, 705 ILCS 505/1 et seq., when said claim is within the jurisdiction of the Court of Claims.

9. Severability. If any provision in this Agreement is held to be invalid, illegal, void, or unenforceable, the validity, legality, and enforceability of the remaining provisions shall not be affected.

LWIA 06—Workforce Innovation and Opportunity Act Local Policies and Procedures**SUPPORTIVE SERVICES POLICY FOR ADULTS, DISLOCATED WORKERS AND YOUTH**

PURPOSE: To address supportive service needs for WIOA eligible clients in DuPage County

BACKGROUND: Supportive Services are defined as services such as transportation, child care, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in activities authorized under Sections 134(c)(2)1 and (3)2 of WIOA. (WIOA, Section 3(59); Regulations, Section 680.900) Supportive Services may only be provided to individuals who are enrolled in the WIOA program and are receiving career services and/or training services, and are unable to obtain supportive services through other programs providing such services. (WIOA, Section 134(d)(2) and (3))

POLICY:

This is the DuPage County Workforce Investment Board/Workforce Development Division Supportive Services Policy to address the needs of WIOA eligible clients:

TRANSPORTATION ASSISTANCE:

Supportive Services are available to clients enrolled in career/training services in the form of transportation assistance to help them achieve their employment goals. This assistance may be in the forms of gas cards, bus passes or train passes depending on the client's needs. To receive supportive services clients must meet one of the following requirements:

- (1) Youth, Adult or Dislocated Worker clients who are determined low income will automatically be eligible to receive transportation assistance while they are enrolled in career/training services.
- (2) Youth who have been determined eligible for WIOA services due to an eligibility barrier (WIOA Section 129(a)(1)(B)(iii)) must also meet low income guidelines to be eligible for transportation assistance.
- (3) Youth, Adult or Dislocated Worker clients who are not determined low income will be eligible for transportation assistance if the household income falls below 250% of the LLSIL based on family size:

FAMILY SIZE	250% OF LLSIL
1	\$35,521
2	\$58,236
3	\$79,916
4	\$98,665
5	\$116,442
6*	\$136,185

*For families with more than six members, add \$19,743 for each additional member.

Client's income must be documented and maintained in the client file. If the client's financial circumstances change while enrolled in training the client must be re-assessed by the case manager to determine if they meet one of the above requirements.

LWIA 06—Workforce Innovation and Opportunity Act Local Policies and Procedures

Supportive Services Policy (continued)

While in training, which may include occupational classroom training, work experience/internships or on the job training, the client must turn in timesheets signed by instructors/supervisors monthly in order to receive transportation assistance and must document travel of a minimum of 15 miles during the month to get to training. The client will not be eligible for transportation assistance for timesheets that are turned in more than 15 days after the end of the previous month. Clients who are enrolled in on-line training that does not require regular travel to and from a training site will not be eligible for cards while in training.

To qualify for transportation assistance while in job search, Adult and Dislocated Worker clients must be attending or have completed workNet DuPage Boot Camp and meet the qualifying requirements outlined above. While in job search, the client must turn in a monthly detailed job search log to document job search activities that may include travel to interviews, jobs search workshops, job fairs or other job search activities. The client must document a minimum of 15 miles of travel related job search to qualify for transportation assistance. The client will be eligible to receive transportation assistance until employment is obtained and the first paycheck is received. The client will not be eligible for transportation assistance for job logs that are turned in more than 15 days after the end of the previous month.

To qualify for transportation assistance while in job search, youth clients must complete the core job search workshops and document an active job search. Monthly job search logs must be turned in showing an active job search with a minimum of 25 miles of travel to interviews, to complete employment applications, to attend job fairs or other job search activities requiring travel. Clients will be eligible to receive transportation assistance until employment is obtained and the first paycheck is received. The client will not be eligible for transportation assistance for job logs that are turned in more than 15 days after the end of the previous month.

For clients who receive transportation assistance in the form of gas cards, it is required that the gas card be issued to the client in person in the workNet DuPage office. Clients will be required to sign for each gas card received and case managers will be required to enter a case note for each gas card received.

For clients who are will be using public transportation for their training and/or job search, they will be reimbursed for the cost of their bus or train pass. Original receipts will be required to for the reimbursement paperwork to be completed.

OTHER SUPPORTIVE SERVICES

Other supportive services are available to WIOA participants on a case by case basis to assist with various expenses that are needed to continue in, or complete, an approved WIOA training activity or obtain employment. Examples of other supportive services include but are not limited to tools, uniforms, safety equipment or special shoes required by an employer or training program to begin employment or training, fees for testing not covered by training institution as part of tuition which leads to an industry recognized credential and other expenses that may arise that presents a hardship for the participant. Clients must meet general eligibility requirements (outlined above) and be approved by management to receive other supportive services.

DuPage County Workforce Development Division

Subject

Local WIOA Training Provider Eligibility Policy

Date

April 18, 2016

Purpose

To define the standards and procedures for training providers applying under DuPage County Local Workforce Area (LWA) 06 for Initial and Continued Eligibility to receive WIOA Title I funds.

References

The Workforce Innovation and Opportunity Act (WIOA) of 2014, sections 116, 122, 188, applicable WIOA rules and regulations, Illinois Department of Commerce and Economic Opportunity policy letter 15-WIOA-5.3

Background

The Workforce Innovation and Opportunity Act (WIOA) was signed into law on July 22, 2014, to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. The WIOA supersedes the Workforce Investment Act (WIA) of 1998, and sets forth new requirements for training provider eligibility and program evaluation. The workforce development system established under WIOA emphasizes access to job-driven, high quality training to help job seekers acquire industry-recognized credentials for in-demand jobs. To that end, WIOA establishes new performance indicators for training providers based on required data for participant outcomes.

The DuPage County Workforce Development Division (referred to in this letter as “WDD”)/LWA 06 is issuing this local policy in order to ensure accountability and compliance with WIOA training provider eligibility policies issued by the Illinois Department of Commerce and Economic Opportunity and by the DuPage County Workforce Board (also referred to in this letter as the “Local Board”, or “Board”).

I. Training Provider Policy:

A. Provider Eligibility Overview

- Training providers seeking eligibility to receive WIOA Title I funds are required to submit an initial eligibility screening application to WDD for review. Information necessary to complete a detailed training provider application and submit programs for approval will be sent if the school/institution meets minimum requirements. Upon approval from the Local Workforce Board, the training provider and program will go on the state WIOA Eligible Training Provider List (“ETPL”) for a period of one year. After the first year of “Initial Eligibility”, providers must apply for “Continued Eligibility” approval and submit program-specific outcome and performance data for review. While on the ETPL, providers are required to submit an updated application for any programs in which changes in program cost and/or any revisions to the program curriculum have occurred. Training providers must comply with all Local Board requirements and procedures in place for determining program eligibility.
- All training providers who offer programs that function as preparation for any state or national certification, licensure, or industry standard **must** show proof of recognition by the appropriate accrediting/certifying body at the time of application. Also, the provider must be in compliance and good standing with any and all certifying bodies, or entities granting approval or recognition (*examples would be a provider of LPN training being in good standing with the Illinois Department of Financial and Professional Regulation, or a commercial truck driving school maintaining approval by the Illinois Secretary of State*).
- Training programs must be occupational in nature in high growth/high demand industries/occupations within Illinois’ Economic Development Region 4 (Chicago-Metro area), based on the State of Illinois Demand Occupation Training List (DOTL).
- All programs of study **must** lead to training-related jobs and to the attainment of an industry recognized credential, occupational skill certificate, and/or licensure.

DuPage County Workforce Development Division

B. Provider Eligibility Criteria

The following criteria will apply to all schools, businesses and other entities seeking to become a WIOA-eligible training provider:

1. Providers must have a legal and good standing business, implementing training program(s) at the current location for a minimum of one year.
2. Colleges, universities and technical schools must be accredited by the Illinois Community College Board (ICCB), Higher Learning Commission (formerly NCA-CASI), The Illinois Board of Higher Education (IBHE) or other post-secondary accrediting body recognized by the state or U.S. Department of Education. Providers of apprenticeship training must be accredited and approved by the USDOL Office of Apprenticeship.
3. All other businesses, community based agencies, proprietary schools or other training providers (that are not accredited by one of the entities mentioned above) must meet both of the following requirements:
 - a. Providers of training that are not under the oversight of an accrediting body mentioned above, must refer to the Private Business and Vocational Schools Act of 2012 (Public Act 97-650, 105 ILCS 426) and contact the Illinois Board of Higher Education (IBHE) to determine whether the provider is required to seek authorization to operate as a Private Business Vocational School(PBVS) from the IBHE. If the provider is required to have authorization from the IBHE, then the provider must document that it is pursuing or has received such authorization and that it is current and in good standing. If the provider is exempt, then it must provide documentation of exempt status.
 - b. If the individual training program(s) being submitted for WIOA eligibility has been recognized as meeting the standards necessary for approval or accreditation, when such standards exist, and by an entity that sets the standards for the industry (e.g., CompTIA, PMI, ASE), then the provider must submit documentation of this recognition.
4. All training providers seeking approval must have a physical location to provide training, with very rare exceptions. If training is to be provided only via on-line/distance learning, the provider may apply for an exception to this rule, but must provide justification for this. The provider must explain how exclusively on-line training will still equip the participant with the necessary skills, industry-recognized credential(s), and access to job opportunities. The provider must agree to monitor student progress and verify student attendance. The provider must document how this will be done. The provider must also agree to provide progress, outcome and attendance verification for WIOA participants WDD has enrolled in the program(s). On-line providers without physical location are still subject to the requirements above in Section B.1, 2. and 3. After a review of the information submitted, DuPage WDD and the Local Board will determine whether or not to approve a provider with no physical location.
5. To be eligible for WIOA Individual Training Accounts(ITAs), the provider's training programs must be open to the public, have published catalog price structures, and are not solely dedicated to WIOA participants.
6. Providers must meet the requirements of WIOA Section 188, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA Title I financially-assisted program or activity. Providers must therefore give assurances that they will comply with the non-discrimination and equal opportunity provisions of the following laws:
 - a. Title VI of the Civil Rights Act of 1964, as amended
 - b. Section 504 of the Rehabilitation Act of 1973, as amended
 - c. The Americans with Disabilities Act (ADA) of 1990
 - d. The Age Discrimination Act of 1975, as amended
 - e. Title IX of the Education Amendments of 1972, as amended
 - f. 29 CFR Part 37 and all other regulations implementing the laws listed above

***This assurance applies to the grant applicant's operation of the WIOA Title I financially-assisted program or activity, and to all agreements the grant applicant makes to carry out the WIOA Title I financially-assisted program or activity. The grant applicant understands that the United States has the right to seek judicial enforcement of this assurance.*

DuPage County Workforce Development Division

B. Provider Eligibility Criteria (continued)

7. Providers must assure that the training site and facilities are accessible to persons with disabilities, and reasonable accommodations will be made for the provision of services to disabled individuals
8. Multiple training site location approval—within Illinois: The Training Provider seeking WIOA eligibility will only be approved for programs located in DuPage County. Sites located outside of DuPage County will be considered for approval in the following situations:
 - a. A DuPage County WIOA participant has been approved to attend training at a location outside of DuPage County.
 - b. The Local Workforce Area (LWA) or Workforce Board, where the Training Provider's site or main office is located, has accepted responsibility for the monitoring and site visit of that provider's local site and agrees to submit the site visit information to DuPage Workforce Development Division (WDD) office.
9. Out-of state training providers: Providers without a location in Illinois will be considered for WIOA approval only under the following circumstances:
 - a. It has been determined (documented by the WIOA staff's assessment of the applicant) that *no other compatible training* is available in Illinois and that it would be in the best interest of the applicant to attend the out-of-state provider.
 - b. The program(s) being submitted will lead to growth occupations and industry-recognized credentials as defined by Illinois' and LWA 06's WIOA provider eligibility policies.
 - c. The out-of state provider must *currently* be approved as a WIOA-eligible provider on the ETPL in the state in which the provider is located. This must be documented.
 - d. The LWA/Workforce Board in the state that has determined the provider eligible in that state must provide DuPage WDD with assurance that they have and will conduct training program and site monitoring. The results of any program and site monitoring of the provider must be shared with DuPage WDD.
10. Providers that are on the Illinois WIOA Eligible Training Provider List (ETPL) and being maintained by an LWA other than DuPage County/LWA 06, may receive WIOA funds from DuPage WDD when the provider has submitted:
 - a. A copy of the school catalog with course descriptions and program costs
 - b. A copy of the provider's refund policy
 - c. Copies of all accreditation, certification, or approval documents that apply.
11. All training providers will be subject to routine site monitoring by the Workforce Board and/or DuPage WDD to ensure compliance with the requirements of the federal, state and local WIOA provider policies and the related provisions of WIOA. Routine onsite reviews of the provider will be completed to evaluate the:
 - a. physical location and facilities
 - b. Quality of instruction, learning environment, materials and resources
 - c. Accessibility and ADA/EO compliance
12. The Workforce Board and DuPage WDD will also conduct annual evaluations of all eligible training programs, to ensure training providers have maintained all criteria for which they were determined eligible and that all eligible training programs have met the required performance measures as outlined in section I. C. and I.D. of this policy letter. Training providers must provide assurance that they will cooperate with monitoring requirements, including participation in program monitoring and site monitoring visits conducted by DuPage WDD, or the Workforce Board. The provider must also agree to submit student required outcome and performance data as outlined in this policy, and assure the timely and accurate reporting of that data.

C. Provider and Program Application for Initial Eligibility

The DuPage Workforce Development Division (WDD) will accept an application from training providers that have their primary training site and/or corporate headquarters located within DuPage County. Training providers seeking approval from DuPage WDD for inclusion on the state's WIOA Eligible Training provider List (ETPL) must complete

DuPage County Workforce Development Division

the Initial Training Provider Application, which can be accessed at www.worknetdupage.org. Or email the completed application or any questions to: providers@worknetdupage.org

1. **Initial Eligibility:** New providers (except Registered Apprenticeship programs) that have not previously been determined eligible under WIA or WIOA, will be seeking “Initial Eligibility” under WIOA, and must submit verifiable program-specific performance information, as available, with their applications. This includes the following:
 - a. A detailed description of each training program to be considered, including all costs associated with the program (tuition, books, fees, certification exams, etc.). The program content and costs must be published in a school catalog—if the school has no printed catalog, it must have a catalog on its website. If the catalog is located on a website, the provider’s refund policy, program and course information and all related costs must be *clearly and easily* located by anyone viewing the site.
 - b. Describe how the training program is aligned with in-demand industries and occupations. Identify the industry sectors and occupations in which students will be employable upon completing the training.
 - c. List any/all certificates or licenses to be earned through the training program and provide supporting information to demonstrate that these would be industry-recognized credentials.
 - d. Describe in detail the training provider’s partnerships with businesses
 - e. Describe how the provider plans to assist participants with their post-training job search and in accessing employment opportunities
 - f. Providers must have a written policy stating its compliance with all of the non-discriminatory and equal opportunity laws and regulation described above in I.B.6
 - g. Verification of the provider’s accreditation, authorization, licensure, or certification, when applicable, and/or documentation that the program(s) submitted are recognized by an entity setting the standards for the industry/occupation specific to the training.
 - h. Enrollment and Outcome Data—under WIOA, providers will be evaluated based on several categories of performance data that were not previously required under WIA (outlined below). The state continues to seek advisement from the U.S. Department of Labor (DOL) regarding the collection of this data and the performance goals to be assigned to each measure. Therefore, this policy is subject to change as further guidance from DOL and the state is received. At present, for new providers seeking WIOA Initial Eligibility, the following information will be required along with the provider’s application:
 - i. Total number of students enrolled within the last year (for each training program being submitted for WIOA eligibility). If the provider has been collecting this data for longer than one year, then it may submit the information for the previous year(s).
 - ii. Total number of students who successfully completed the training program.
 - iii. Number of students who attained the industry-recognized credential(s) related to the program
 - iv. Number of students who became employed in a training-related job during or after the program
 - v. Any specific student earnings and employment data that might be available, should also be provided (*e.g., starting wage, job titles, employer information for those students who entered employment after training*)
 - i. As part of the provider approval process, WDD staff will complete an interview and visit to the training site to discuss the following topics:
 - i. Physical location, training facility and resources
 - ii. Quality of instructors, programs, curriculum structure, student-to-teacher ratio
 - iii. Placement outcomes and earnings expectations of graduates
 - iv. Accessibility and Equal Opportunity (EO) compliance

Upon completion of the application, WDD and the Workforce Board will make a determination regarding approval of the provider and its programs for Initial Eligibility. It is possible that not all the provider’s programs will be approved. Deciding factors (in addition to the above) include: Placement rates, salaries of students placed in jobs, job availability in the local area and other unforeseen factors.

For programs that are approved for WIOA Initial Eligibility, after initial approval the training provider must maintain an 80% credential attainment rate and 75% training-related job placement rate for all participants in the previous twelve month period. WDD will conduct the first provider performance evaluation using WIOA participant reports and performance and outcome data collected and submitted by the training provider.

DuPage County Workforce Development Division**D. Program Requirements for Continued Eligibility:**

Programs that are approved for WIOA-funded training receive Initial Eligibility status for only one year. Once a provider has been granted Initial Eligibility approval, it is required that all programs then seek renewal or “Continued Eligibility” before the Initial Eligibility period expires. The provider should apply for Continued Eligibility of each program on the ETPL within the sixty days prior to the date that is one year from the Initial Eligibility approval date. For example, if a training program received Initial Eligibility on June 01, 2016, the provider must submit the intent to renew the program for continued eligibility, and the LWA (DuPage WDD) must review the program between April 01 and May 31, 2017. Also, providers should note that Eligible training programs will be subject to the Continued Eligibility approval process again if any significant changes occur to the program during the course of the year. This would prompt the need for WDD and the Board to review the program again and renew (if approved) the program’s eligibility status.

1. **Required Performance Measures:** Similar to the requirements for Initial Eligibility, training providers are required to provide certain performance data for their training programs, when available, in order to apply for and maintain Continued Eligibility on the ETPL. To apply for Continued Eligibility, the following program-specific performance information is required for ALL students of the program—*this data should be collected and submitted for both WIOA and non-WIOA students:*
 - a. Total number of students enrolled in the training program in the last year
 - b. Total number of completers (defined as a student who successfully completed the program of study in which they were enrolled)
 - c. Number of students who began the program of study compared to those who completed the program
 - d. Total number of exiters (defined as those students who completed, withdrew or otherwise are no longer enrolled in the program of study or equivalent and have no planned gap in service and no future services planned, excluding follow-up) from this training program
 - e. Number of exiters who are employed during the second quarter after exit quarter;
 - f. Number of exiters who are employed during the fourth quarter after exit;
 - g. The median wage earned for exiters in the second quarter after exit;
 - h. Number of exiters who attained an industry-recognized credential from the program
 - i. The credential attainment rate for exiters for this training program

This information will be available to WIOA participants, allowing them to select the highest quality training programs from the ETPL.

*(*NOTE: All training providers are encouraged to, as soon as possible, begin development of a process to comply with this policy that would include a plan for identifying all students enrolled in specific programs of study and capable data system to track the performance of such enrollees. Illinois has received a temporary waiver from the US Department of Labor, granting an extension for the performance reporting deadline. It is anticipated that further guidance on performance data requirements will be available from the Illinois Dept of Commerce in calendar year 2020, and DuPage WDD will provide more detail as it becomes available. However, training providers should make every effort to provide as much data for as many of these measures as they are able. At this time, DuPage WDD will require, at a minimum, the completion, credential attainment and entered training-related employment rates for all participants. If the other data, outlined in section D.1. above, is not currently available, providers should plan for the ability to provide this data no later by July 1, 2020, unless otherwise instructed beforehand. After this date, training providers that cannot provide this data may not be eligible to remain on the Eligible Training Provider List.*

2. **Previously Approved Providers:** Under WIOA, all transitionally eligible, or “grandfathered”, providers and programs are subject to the criteria, information, and application procedures for “Continued Eligibility”, as outlined above in section D.1. In consideration of the transition from WIA to WIOA, the state was allowed to extend the eligibility period of training providers and their programs that were on the ETPL, with “Approved” status as of July 01, 2015. These providers and approved programs that were previously eligible under Title I of WIA were “grandfathered” into WIOA during an allowable transition period, which will end on June 30, 2016. These providers may continue to receive ITA vouchers and provide services until the end of the transition period, but are required to apply, and be approved, for “Continued Eligibility” by June 30, 2016. **Transitional providers and programs that are not approved for Continuing Eligibility by June 30, 2016 will be removed from the Eligible Training Provider List (ETPL), and they will thus be required to re-apply for Initial Eligibility.

E. Application Review and Approval Schedule:

DuPage County Workforce Development Division (WDD) will accept *Initial Eligibility* applications from *new* providers at any time during the year.

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1. Initial Eligibility Timeline

- a. Once a provider has submitted a complete application with required information, a conditional approval or denial by DuPage WDD will take place within 30 days from the day of application. Official and final determination of eligibility will take place once the program has been reviewed by the DuPage Workforce Board, which should occur within 90 days of WDD's conditional approval.
- b. If a program is not approved, it will be placed on the state's "Capture" list. Programs on this list are available for 120 days in the event that another LWA/Workforce Board chooses to approve it for their Area.
- c. Unless the program was denied "for cause" (explained below), if no LWA/Board selects and approves it after 120 days, the program is removed altogether, and the provider may re-submit the program for approval after one year.

2. Continued Eligibility Timeline

- a. DuPage WDD must receive the provider's intent to apply for Continued Eligibility of the program(s), along with all required program and performance information, in sufficient time to meet the eligibility requirements. If the application for Continued Eligibility of a program(s) and required information is not received within at least 30 days prior to the Continued Eligibility due date, this could delay the renewal of the program. This may also result in the program not receiving Continued Eligibility.
- b. DuPage WDD will have 90 days to review the program information and submit it to the Workforce Board for review and final approval. The program information submitted to the Board should include the following items:
 - (i) An updated application for any programs in which changes in program cost and/or any revisions to the program curriculum, schedule, or structure have occurred.
 - (ii) Required performance data, as outlined in I.D. of this policy
 - (iii) Any additional information that DuPage WDD or the Board requests and deems pertinent to the review
- c. The Workforce Board will make a determination of eligibility for the training program(s) within 30 days of receiving the program application from DuPage WDD.
- d. If the program misses the deadline for, or is denied Continued Eligibility—except when the reason for denial is "for cause"—the program will be placed in the "Capture" list and the procedures described above in I.E.1.b and c. will apply.

3. Denial and Revocation of Eligibility

In accordance with WIOA, the eligibility of a training provider or its program(s) may be revoked and the training program removed from the ETPL under the following circumstances:

- a. Its annual performance fails to meet the minimum standards set by the State of Illinois or the Local Board for the WIOA performance measures (**Note:** *At this time, the State of Illinois has not set minimum performance measures other than the requirement to provide performance data, if available.*)
- b. If it is determined at any time that the training provider intentionally supplied inaccurate information in its application for eligibility or continued eligibility
- c. The training provider is no longer in good standing with the accrediting or authorizing entity under which the provider operates or under which the provider's programs are recognized or approved
- d. The training provider substantially violated any requirement under WIOA or WIA
- e. Training programs removed from the ETPL due to reasons b., c., and d. shall remain off the ETPL for a period of not less than two years as determined by the LWA and Board; and may result in the following actions being taken against the training provider:
 - (i) The eligibility of the training provider and/or all of its programs on the ETPL may be revoked;
 - (ii) The eligibility of the provider to receive funds for the program in question may be terminated,
 - (iii) Any disallowed costs may be recovered; and
 - (iv) LWAs shall cease to enroll customers in program(s) that have been removed
 - (v) The State of Illinois or Local Board may take any other action it deems appropriate
- f. Training programs removed from the ETPL due to failure in performance shall remain off the list for a period of not less than one year, at which time it may re-apply for continued eligibility

2. Reinstatement of Programs and Providers

If a provider and/or program was denied eligibility due to failure in performance, the provider may re-apply for eligibility after one year from its removal, if it has improved upon its overall performance and otherwise rectified any other conditions of their denial or revocation as an eligible training provider. The training provider

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must demonstrate it has corrected all performance and other deficiencies which resulted in their removal from the ETPL. If the program meets the minimum state or local performance standards (if established), along with any other eligibility criteria in place at the time of re-application, DuPage WDD and the Workforce Board may determine the program eligible and submit it for reinstatement on the statewide list of eligible training programs.

Additional information and further guidance regarding eligibility timelines, determinations, denials, appeals, and reinstatement can be found in the Illinois Department of Commerce's WIOA Training Provider and Program Eligibility Policy (15-WIOA-5.3), available at: www.illinoisworknet.com/dceopolicies. DuPage WDD and the DuPage Workforce Board will follow the procedures in the state's policy regarding those elements.

II. Inquiries:

For additional questions or technical assistance regarding this policy, providers may contact:

providers@worknetdupage.org

DU PAGE COUNTY PROCUREMENT ORDINANCE
ARTICLE I
GENERAL PROVISIONS

PART A - PURPOSE AND APPLICATION

1-101 PURPOSE

- (1) Interpretation. This ordinance shall be constituted and applied to promote its underlying purpose and policies.
- (2) Purpose and Policies. The underlying purpose and policies of this ordinance are to manage the procurement process in accordance with the law; spend taxpayer's money wisely and fairly; protect against fraud and favoritism; and to best meet the needs of DuPage County departments through continuous improvement of purchasing systems and procedures. To the extent permitted by law, the County will promote economic development by encouraging the participation of DuPage County businesses, by providing equal opportunity for minority and women-owned businesses, and for veterans, and by applying environmentally sound practices in the procurement process.

1-102 APPLICATION

The DuPage County Purchasing Ordinance applies to contracts for procurement of goods, services, and construction entered into by the County after the effective date of this Ordinance. It shall apply to every expenditure of public funds by a County agency for public purchasing irrespective of its source, except as otherwise provided by the federal or state law, federal or state regulation, County of DuPage Ordinance or administrative policy. It shall not be mandatorily applied to purchases by elected officials who are not statutorily required to purchase in compliance with County policies or for whom purchases are not made by the County. If an elected official not otherwise required to comply with County policy chooses to make any purchase with the assistance of the Procurement Services Division this ordinance shall apply. When the procurement involves the expenditure of State or Federal assistance or contract funds, the procurement shall be conducted in accordance with any applicable mandatory State and/or Federal law. Nothing in this Ordinance shall prevent any County agency from complying with the terms and conditions of any grant, gift, bequest or co-operative purchasing agreement that is otherwise consistent with law. The County may adopt administrative procedures to ensure compliance with all bidding requirements, and those procedures may be more restrictive than required by statute.

1-103 REQUIREMENT OF GOOD FAITH

This Ordinance requires all parties involved in the procurement, negotiation, performance, or administration of County contracts to act in good faith.

1-104 SEVERABILITY

If any provisions of this Ordinance or application thereof to any person or circumstances is held invalid, such invalidity shall not affect other provisions or application of this Ordinance which can be given effect without the invalid provision or application, and to this end the provisions of this Ordinance are declared to be severable.

1-105 SINGULAR – PLURAL AND GENDER RULES

- (1) Singular-plural. Words in the singular number include the plural, and those in the plural include the singular.
- (2) Gender. Words of a particular gender include any gender and the neuter, and when the senses indicate, words of the neuter gender may refer to any gender.

PART B DEFINITIONS

1-201 DEFINITIONS

The word(s) defined in this section shall have the meanings set forth below whenever they appear in this ordinance.

- (1) Administrative Change Order: A form approved by the Chief Procurement Officer to record a change necessitated by accounting or other management procedures. Includes amendments of vendor's company name or address, rate adjustments specifically provided in the original contract and similar changes including: processing of contract modifications described in 4-405(1) a)-b). Includes accounting changes where there is no change to the contract total and no changes to the scope of the project or services; and allows officials designated by bond ordinance to finalize bond costs within parameters approved by the County Board.
- (2) Architect – Engineer and Land Surveying Services. Those professional services within the practice of architecture, professional engineering, structural engineering or land surveying, as defined by State of Illinois Professional Services Selection Act.
- (3) Bid Level: All purchases by the County in an amount at or in excess of \$5,000 less than the amount set forth in 55 ILCS 5/5-1022, as may be amended from time to time, with the exception of Telecommunication purchases which will remain at the statutory level.
- (4) Bid Security. Is a guarantee that the bidder will enter into a contract if it is offered within the specified period of time; failure to do so will result in forfeiture of bid security.
- (5) Board Level Procurement: The purchase of goods or services in an amount at or in excess of \$5,000 less than the amount set forth in 55 ILCS 5/5-1022, as maybe amended from time to time.
- (6) Business. Any corporation, partnership, individual, sole proprietorship, joint venture, or any other private legal entity.

- (7) Change Order. A purchaser's written authorization to the Contractor to modify or change an existing Purchase Order or Contract; these changes generally must be within the scope of the contract.
- (8) Committee Level Procurement: The purchase of goods or services in amount equal to or greater than \$5,000 up to the Board procurement level.
- (9) Confidential Information. Any information which is available to an employee only because of the employee status as an employee of the County and which is not a matter of public knowledge or available to the public on request.
- (10) Construction. The process of building, altering, repairing, improving, or demolishing any structure or building or other improvements of any kind to any real property.
- (11) Contract. All types of County agreements regardless of what they may be called, for the procurement of goods, services or construction, for example, payment vouchers, purchase orders, maintenance contracts, service contracts, systems contract, oral agreements, etc.
- (12) Contract Renewal. A continuation for an additional period under the original terms and conditions, where the renewal clause is included in the bid document. If the bid document does not include the terms and conditions of a renewal, any continuation of the contract is considered a new contract, which must be re-bid.
- (13) Contractor. Any person or entity who is a party or beneficiary of a contract with the County or through a using agency thereof.
- (14) Cooperative Purchasing. Cooperative purchasing may include, but is not limited to, joint or multi-party contracts between public procurement units and open-ended state/national public procurement unit contracts, which are made available to other public procurement units after having been bid by another public procurement unit where required. Where a bid by one using department has established a purchase price, other departments may enter into a contract based on that bid, but only to the extent that the combined purchases are within the limits of the original bid amount or the estimate provided in the original bid.
- (15) County Agency. A County officer, employee, department, office of, or agency whose purchasing authority is subject to the DuPage County Board.
- (16) Elected Official for purposes of this ordinance, Elected Official may include: Clerk of the Circuit Court, County Auditor, County Board Chairman, County Board Members, County Clerk, County Coroner, County Treasurer, Recorder of Deeds, Superintendent of the Regional Office of Education, County Sheriff, and States Attorney,
 - a) as to purchases required by statute to comply with County policy.
 - b) as to purchases made by the County, and
 - c) as to purchases made by the Elected Official when the Elected Official elects to purchase with the assistance of the Purchasing division.
- (17) Emergency Procurement. An emergency situation shall be defined as an imminent disruption of essential operations or conditions adversely affecting the safety, health or security of persons or property, where it is unfeasible to remedy such disruption or conditions through the use of normal competitive bidding procedures. Emergency situation does not include States of Emergency or Disaster declared under Section 10-6 of the County Code.
- (18) Employee. Individuals including elected and appointed officials providing services for the County and drawing a salary from the County.

- 1 (19) Goods. All tangible maintenance, repairs, and operation supplies, physical computer
2 software and equipment necessary to sustain day-to-day County operations.
- 3 (20) Invitation For Bid. All documents whether attached or incorporated by reference,
4 utilized for soliciting sealed bids.
- 5 (21) Multi-Year Contracts. Procurement contracts extending more than one year.
- 6 (22) Parent Committee. A Standing or Ad-Hoc committee established by the DuPage
7 County Board with specific using agency jurisdiction and responsibilities.
- 8 (23) Person. Any individual or group of individuals, business, union, firm, corporation,
9 trustee, partnership association, joint venture, committee, or other entity.
- 10 (24) Procurement. The buying, purchasing, renting, leasing, or otherwise acquiring of any
11 goods, services, or construction. Includes all functions that pertain to the obtaining of
12 any goods or services, or construction, including descriptions of requirements, selection
13 and solicitation of sources, preparation and award of contract, and all phases of contract
14 administration.
- 15 (25) Procurement Card. A payment method whereby requisitioners are empowered to deal
16 directly with suppliers for low-dollar, high frequency type purchases by using a card
17 issued by a bank or major credit card provider. The cards reduce paperwork and enable
18 purchasing and accounts payable personnel to focus on more value-added activities.
- 19 (26) Professional Services. The service of a person(s) possessing a high degree of
20 professional skill where the judgment, artistic or subjective talent, ability, experiences,
21 qualifications and fitness of the provider(s) play an important part in the selection and
22 primary reason for the service provided, other than those described in the State of
23 Illinois Local Government Professional Services Selection Act (50 ILCS 510/) and as
24 further defined in section 4-108 of the DuPage County Procurement Ordinance.
- 25 (27) Professional Services (excluded): Contracts for architectural, engineering and land
26 surveying services shall issued on the basis of demonstrated competence and
27 qualifications for the type of services required and at fair and reasonable compensation
28 as specified in 50 ILCS 510/1. These services are excluded from the competitive
29 bidding selection process and shall comply with 50 ILCS 510/6, Selection procedure.
- 30 (28) Professional Services (exempted): Contracts for professional services other than those
31 listed in “Professional Services (excluded)”, not required to be selected by competitive
32 means, but not excluded from such selection methodology.
- 33 (29) Public Procurement Unit. The State of Illinois, any county, city, town and any other
34 subdivision of the state, or public agency of any such subdivision, public authority,
35 education, health or other institution, any agency of the United States, and to the extent
36 provided by law, any other entity which expends public funds for the procurement of
37 goods, services, and construction.
- 38 (30) Public Works Contract: A contract for public works as defined in the Illinois Prevailing
39 Wage Act. 820 ILCS 130/2. Public works means all fixed works constructed by any
40 public body, other than work done directly by any public utility company, whether or
41 not done under public supervision or direction.
- 42 (31) Purchase Order. A contract for the purchase of goods, services or construction.
- 43 (32) Purchase Requisition. An internal document, by which a department sends, to the
44 Procurement Services Division, details of goods, materials or services to meet its needs
45 for a specific job.

- (33) Purchasing Agent. The Chief Procurement Officer or any staff member of the Procurement Services Division authorized by the Chief Procurement Officer to act on behalf of the Chief Procurement Officer.
- (34) Request for Proposals. All documents, whether attached or incorporated by reference, utilized for soliciting proposals.
- (35) Responsible Bidder or Offeror. A person (firm) who has the capability in all respects to perform fully the contract requirements, and the experience, personnel, integrity, reliability, facilities capacity, equipment, acceptable past performance and credit which will assure good faith performance.
- (36) Responsive Bidder. A person who has submitted a bid, which conforms in all material respects to the requirements set forth in the invitation to bid.
- (37) Reverse Auction. A procurement method where Procurement puts out a contract for bid, through an online marketplace, multiple sellers offer bids on the item, competing to offer the lowest price that meets all of the specifications of the bid. An alternate procurement method for qualified commodities.
- (38) Services. The furnishing of labor, time, or effort by a contractor, not involving the delivery of a specific end product other than reports which are merely incidental to the required performance. This definition shall not apply to employment agreements, collective bargaining agreements or to the definition of "Professional Services" as provided in subsection (17) of this Section and items paid by Direct Payment Forms, Payment Vouchers and Grant Payment Forms.
- (39) Sole Source Procurement: A situation created due to the inability to obtain competition. May result because only one vendor or supplier possesses the unique ability to meet the particular requirements of the solicitation. Procurement requires justification from the requesting agency explaining why this is the only source for the requirement; justification will be reviewed by Chief Procurement Officer for validity.
- (40) Specifications. Any description of the physical or functional characteristics or of the nature of a good, service, or construction item. It may include a description of any requirement for inspecting, testing, or preparing goods, services or construction projects.
- (41) String Purchasing. For purposes of this ordinance, splitting or stringing purchases is the practice of issuing multiple purchase orders, procurement card transactions, or requisitions for purchasing like items or services, with the willful intent to circumvent the purchasing policy. Splitting or stringing purchases will be dealt with as an impropriety and may result in withdrawal of delegated purchase authority. In addition, the person(s) responsible may be subject to disciplinary actions, and may be personally obligated to pay for the items or services.
- (42) Unauthorized Purchases. An unauthorized purchase occurs when the materials, services, or any expense is charged to the County of DuPage by a person who has not been given such authority. **This includes ordering materials without an approved purchase order.** The individual making an unauthorized purchase may incur a personal obligation to the vendor or the County for the expense incurred even though the materials or services are used for County business.
- (43) Using Department or Using Agency. Any County agency requiring goods, services or construction procured pursuant to this Ordinance.
- (44) Used Equipment. Equipment that:

- a) Has been in service for at lease one-half its commercially reasonable life, or if life is less than 24 months, is at least one year old; or
- b) Is a floor or demonstration model that is offered at a price at least 25% below current market price; or
- c) Is otherwise determined by the Procurement Services Division on a case by case basis to be a bona fide used item.

ARTICLE 2 PROCUREMENT SERVICES DIVISION

The Procurement Services Division is the procurement agency of the County. All bids, RFP's and other procurement methods, as outlined in Article 4, shall be established by the Procurement Services Division and compliance shall be the responsibility of the using department.

PART A – ROLE OF PROCUREMENT SERVICES DIVISION

2-101 TERMS AND CONDITIONS

The Procurement Services Division is responsible for providing standardized contractual terms, conditions, notices, instructions, etc., for all bid and/or proposal documents except for Road Construction that follow Illinois Department of Transportation standards and regulations. All bid/proposal documents shall include, but not be limited to:

Instruction to Bidders and/or Offerors

General Conditions

Bid and/or Proposal Forms

Special or Supplemental Conditions (prepared by or in conjunction with the using department)

Affidavits or certificates required by statute

Language indicating specific state statutes applicable to the procurement function or contract performance

Bonds and insurance, where required.

Each bid/proposal will be evaluated by the Purchasing Division to determine the specific requirements of each individual bid/proposal document.

2-102 BID SECURITY/BONDING/REQUIREMENTS

(1) Requirement for Bid Security. Bid security may be required for contracts when provided by statute or when Chief Procurement Officer determines it is in the County's best interests. Bid security shall be a bond provided by a surety company authorized to do business in the State of Illinois, or a certified bank instrument, or otherwise supplied in a form satisfactory to the Chief Procurement Officer and Chief Financial Officer. A letter of credit, as defined by state statute, may also be accepted.

(2) Amount of Bid Security. Bid security shall be in an amount not to exceed ten percent (10%) of the amount of the bid. Terms of forfeiture shall be expressed in the bid document.

(3) Contract Performance and Payment Bonds: When Required – Amounts. When a contract is awarded the required bonds or security in the amount stated in the bid document shall be delivered to the County and shall become binding on the parties upon the execution of the contract.

2-103 INSURANCE REQUIREMENTS

For all contracts, the contractor and all sub-contractors shall be required to maintain adequate insurance coverage for the duration of the contract. The Chief Procurement Officer shall determine, in consultation with the Chief Financial Officer, the types and amounts of coverage that shall be required, as recommended by the County's insurance broker/risk consultants. The contractor shall have the County named as an additional insured as its interest may appear and furnish the Purchasing Agent with satisfactory evidence of said insurance.

2-104 CONTRACTOR RECORD RETENTION

For all contracts, the contractor and all sub-contractors shall be required to maintain adequate records appropriate to the type of contract, to retain such records for a minimum of three (3) years from final payment unless otherwise specified in the solicitation, and to make such records available for inspection by the County upon reasonable terms consistent with state law. For contracts subject to the Illinois Prevailing Wage Act, the retention period shall be five (5) years and the Contractor shall also be required to submit certified payroll affidavits and to make such all payroll records available for inspection by the Illinois Department of Labor.

2-105 AUTHORIZATION FOR THE USE OF ELECTRONIC TRANSMISSIONS

- (1) The use of electronic media for all procurement procedures, including acceptance of electronic signatures, is authorized consistent with Illinois law for use of such media. The Chief Procurement Officer shall determine which solicitations are suitable for electronic transmissions, giving consideration to:
 - a) appropriate security to prevent unauthorized access to the bidding, approval and award processes; and
 - b) accurate retrieval or conversion of electronic forms of such information into a medium which permits inspection and copying.

PART B – BID AND/OR PROPOSALS ADDENDA AND QUESTIONS

2-201 BID AND/OR REQUEST FOR PROPOSAL DOCUMENT ADDENDA AND QUESTIONS

Once the bid/request for proposal document has been issued, all questions regarding that document shall be submitted in writing to the Procurement Services Division. Any and all addenda shall be issued by the Procurement Services Division pursuant to any alterations required in the bid document. If it is determined that a bidder/offeror received an unfair advantage from information obtained through other departments or agencies, the bid or request for proposal may be canceled.

2-202 COMMUNICATION WITH BIDDER/OFFERORS

County Officers and employees shall take care to limit communication with bidders/offerors during the solicitation process so that the integrity of the competitive solicitation process is

1 maintained. All representatives of the County shall avoid any vendor contact that would
2 constitute interference with contract submission and award under the Criminal Code, 720 ILCS
3 5/33E-6. If it is determined that a bidder/offeror received an unfair advantage from information
4 obtained through prohibited sources or under prohibited circumstances, the solicitation may be
5 canceled, or the bidder/offeror disqualified from participation in that solicitation request.
6

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8 **PART C – PARENT COMMITTEE/BOARD AGENDAS**
9

10 **2-301 PLACEMENT OF PURCHASING ITEMS ON AGENDAS**
11

12 The Procurement Service Division shall review and approve purchasing items for compliance
13 prior to submission for approval by Parent Committee, or Parent Committee and County Board
14 for items equal to or greater than \$5,000, as required by the Purchasing Ordinance. This is all-
15 inclusive except those road construction items that are placed on the agenda directly for the
16 Transportation Committee and County Board. This review is required irrespective of whether
17 the award is low bid/proposal, sole bid/proposal or not low bid/proposal.
18

19
20 **PART D – PUBLIC ACCESS TO PROCUREMENT INFORMATION**
21

22 **2-401 PUBLIC ACCESS TO PROCUREMENT INFORMATION**
23

24 Procurement information shall be a public record subject to the exceptions of disclosure to the
25 extent provided in the Illinois Freedom of Information Act, and shall be available to the public
26 as provided by the DuPage County Policy implementing said Act.
27
28

ARTICLE 3
CHIEF PROCUREMENT OFFICER

PART A-AUTHORITY AND DUTIES

3-101 AUTHORITY AND DUTIES

- (1) Principal Public Purchasing Official. The Chief Procurement Officer shall serve as the principal public purchasing official for the County. He shall be responsible for the procurement of goods and service, and construction in accordance with this Ordinance, as well as disposing of County assets as outlined by Board Approved Resolution. No department, office, agency, officer or employee of the County shall be empowered to execute any Purchase Order, Change Order, Agreement or Contract except as authorized by this ordinance.
- (2) Duties. Duties in accordance with this Ordinance are subject to the supervision of the County Board Chairman, and Chief Financial Officer. The Chief Procurement Officer shall:
- a) Supervise the procurement of all goods and services including professional services, and construction needed by the County except as noted in 2-101.
 - b) Dispose of surplus goods belonging to the County in accordance with Resolution FI-0027-97, including any amendments that may supersede the original Resolution titled "Disposition of Surplus and Personal Property" that follows State Statute.
 - c) Establish and maintain programs for specification development, contract standardization, material control, administration, inspection and acceptance, in cooperation with other public agencies using goods, services and construction.
 - d) Review the Department's evaluation of the vendor's performance in order to determine potential suitability for future use by the County.
- (3) Purchasing Regulation and Operational Procedures. Consistent with this Ordinance, and with the approval of the County Board Chairman, and Chief Financial Officer, the Chief Procurement Officer may adopt purchasing regulations and operations procedures relating to execution of his duties.

ARTICLE 4 SOURCE SELECTION AND CONTRACT FORMATION

PART A – METHODS OF SOURCE SELECTION

4-101 SMALL PROCUREMENTS (PURCHASES UNDER \$5,000)

- (1) Condition of Use. These purchases are limited in frequency related to individual commodities and services. Contract requirements shall not be artificially divided so as to constitute a small procurement or evade the competitive procurement requirements for amounts equal to or greater than \$5,000 under this section. The Chief Procurement Officer and Chief Financial Officer shall determine when market or operational factors require the combining or dividing of procurements.
- (2) Minimum Requirements:
Procurements for amounts less than \$5,000 may be obtained in a way that it is in the best interest of the County as determined by the Department Head or Elected Official. The payment of these purchases will be made on Payment Voucher Forms presented to the Finance Department without Purchasing Division approval and processing. Certain circumstances may require the use of a purchase order under \$5,000 (e.g. Vendor required, expenditures from certain accounts, etc.)

4-102 COMMITTEE LEVEL PROCUREMENTS

- (1) Condition of Use. Any Committee level procurement shall be made in accordance with procedures authorized in this herein. These purchases are related to individual commodities and services. Purchases shall not be artificially divided so as to constitute a small procurement or evade the competitive bidding requirements herein. The Chief Procurement Officer and Chief Financial Officer shall determine when market or operational factors require the combining or dividing requirements. String Purchasing is forbidden and purchases shall not be artificially divided for purposes of evading the competitive sealed bidding requirement.
- (2) Minimum Quotation Requirements. The requesting department shall work with the Procurement Services Division to validate the specifications for quotations and shall utilize e-quoting or a method determined to be appropriate for quote solicitation. The Procurement Services Division shall obtain quotations/proposals (these may be in written form, fax or e-mail) from at least three (3) vendors. Where it is not feasible to obtain 3 quotes, a Decision Memo must be submitted. Purchase documentation not in compliance with this ordinance and all applicable statutes shall not be processed and shall be returned to the using department. The Procurement Services Division reserves the right to change suggested vendor if a contract exists for the requested goods or services or if better prices are obtained.
- (3) Evaluation Factors. Evaluation factors which may justify an award to a vendor who has not provided the lowest quotation include; but are not limited to, delivery requirements, quantity requirements, quality and past vendor performance. Whenever it is determined

that it is in the best interest to award a purchase contract to a vendor who did not submit the lowest acceptable quotation, the reason for the determination shall be indicated in a Decision Memo and retained with the contract. The Decision Memo documents and determines the appropriateness of the requested procurement process and approvals.

- (4) Award. Except as provided herein award shall be made to the vendor offering the lowest responsive and responsible quote who meets the specifications. Adequate records to document the competition solicited and award determination made shall be retained with the contract.

- (5) Sole Source. Circumstances may exist where the Chief Procurement Officer determines that it is not feasible to secure three (3) quotations. In other situations, the Chief Procurement Officer may determine that it is in the best interests of the County to consider only one supplier who has previous expertise relative to procurement. Whenever the Chief Procurement Officer determines that it is not feasible, or is not in the County's best interest to satisfy the minimum quotation requirements of subsection (2) the reason for this determination shall be indicated in writing on a Decision Memo and retained with the contract.

4-103 BOARD LEVEL PROCUREMENTS - COMPETITIVE SEALED BIDDING

- (1) Conditions of Use. Any Board level procurements (except where allowed by statute) shall be awarded by competitively sealed bidding except as otherwise provided in section 4-104 (Request for Proposals), 4-105 (Emergency Procurements), 4-106 (Cooperative Purchases), or as provided by State Statute. String Purchasing is forbidden and purchases shall not be artificially divided for purposes of evading the competitive sealed bidding requirement.
- (2) Invitation for Bids. An Invitation for Bids shall be issued and include specifications or general descriptions, and material non-negotiable contractual terms and conditions applicable to the procurement.
- (3) Public Notice. Adequate public notice of the Invitation for Bids shall be given, by the Procurement Services Division, a reasonable time, no less than fourteen (14) calendar days prior to the date set forth therein for the submittal and opening of bids. For bids with a mandatory prebid meeting, the public notice must be published at least seven (7) calendar days prior to the meeting date. Such notice may be given in a newspaper of general circulation within the County, or through an electronic bid posting service, or as statutorily required. The public notice shall state the project, submittal date, any statutory requirements, time and location the of bid opening.
- (4) Bid Opening. Bids shall be opened publicly in the presence of one or more witnesses at the time and place designated in the Invitation for Bids. The amount of each bid, or such other relevant information as the Purchasing Agent deems appropriate, together with the name of each bidder shall be recorded. The record and each bid shall be open to public inspection in accordance with section 2-401 (Public Access to Procurement Information), subject to exemptions from disclosure under the Freedom of Information Act.
- (5) Bid Acceptance and Bid Evaluation. Bids shall be unconditionally accepted without alteration or correction, except as authorized in this Ordinance. The Procurement Services Division, based on the requirements set forth in the Invitation for Bids shall

evaluate bids for responsiveness. Those criteria that will effect the bid price and be considered in evaluation for award shall be objectively measurable, such as discounts, transportation costs, and total or life cycle costs. The Invitation for Bid shall set forth the evaluation criteria to be used. No criteria may be used in the evaluations that are not set forth in the Invitation for Bid. Alternative bids may be considered and accepted only if they are specifically provided for in the Invitation for Bids and meet the evaluation criteria set forth.

(6) Correction or Withdrawal of Bids, Cancellation of Award

- a) Bids Withdrawn Prior to Opening – Bids may be withdrawn prior to the bid opening upon written request of the bidder and in accordance with the terms and conditions contained in the bid document.
- b) Correcting Bid Totals – After the bid opening, no changes in prices or other provisions shall be permitted, except to correct calculations, as stated in the terms and conditions contained in the bid document. The Procurement Services Division is responsible for reviewing all bid forms.
- c) Clarifications – The Chief Procurement Officer may obtain clarification from any bidder, after opening, deemed necessary to fully evaluate the bid.
- d) Bid Withdrawal after Bid Opening – If the bidder alleges a material error or mistake of fact, they may be permitted to withdraw the bid if the bidder submits evidence, which clearly and convincingly demonstrates that an error was made. The request for withdrawal of the bid and written documentation shall be submitted to the Chief Procurement Officer.

(7) Tie Bids. Should tie bids between equally responsive responsible bidders be received, the award will be made by a coin toss or otherwise by random selection in the Purchasing Division by the Purchasing Agent. If a tie bidder fails to send a representative to the selection, that bidder shall waive the right to protest the selection.

(8) Right of Rejection. The Parent Committee and/or County Board reserves the right to accept or reject any or all bids/proposals and to waive any technicalities in the document.

(9) Award. The contract shall be awarded with reasonable promptness by appropriate written notice to the lowest responsible and responsive bidder whose bid meets the requirements and criteria set forth in the Bids. After the bid is awarded, in accordance to Section 4-405 “Approval of Contracts and Bids,” the Procurement Services Division shall issue all notices of awards and notices to proceed. All contractually required documentation will be required prior to any notice to proceed.

(10) Cancellation of Contracts – All contract cancellations recommended by the Chief Procurement Officer will be presented to the County Board on a Consent Agenda.

4-104 BOARD LEVEL PROCUREMENTS - REQUEST FOR PROPOSAL

- (1) Condition for Use. In cases where the County seeks to contract for a project or service whose goals, tasks or results are known, but for which the procedure or method of accomplishing same either may not be specified or are otherwise undetermined, a contract may be entered into by use of the Request for Proposal procedure. Reasons for

using the Request for Proposal procedure shall be approved by the Purchasing Division prior to the commencement of the procedure.

- (2) Request for Proposal. Proposals shall be solicited through the Procurement Services Division and shall include specifications or general descriptions of goals, tasks or results, and material non-negotiable contractual terms and conditions applicable to the procurement.
- (3) Public Notice. Adequate public notice of the request for proposal shall be given in the same manner as Public Notice for Invitation for Bids, section 4-102 subsection (2) (Invitation for Bids) and subsection (3) (Public Notice).
- (4) Evaluation Criteria. Criteria including the weight to be given to each factor must be developed for evaluation of the proposal prior to notice and included in the request. The completed evaluations must be attached to the using department recommendation.
- (5) Receipt of Proposals. Names of offerors will be acknowledged in the presence of one or more witnesses at the time and place designated in the public notice. Contents of the proposals shall not be disclosed to any of the competition or offerors during the selection process. A register of the proposals shall be prepared containing the name of each offeror, and a description sufficient to identify the item offered. The register of proposals shall be open for public inspection only after the contract is awarded subject to exemptions from disclosure under the Freedom of Information Act.
- (6) Discussions with Responsible Offeror and Revisions to Proposals. As provided in the request for proposals, discussions may be conducted with the responsible offerors who submitted proposals determined to be reasonably susceptible of being selected for award for the purpose of clarification to a successful understanding of and conformance to, the solicitation requirements. Offerors shall be accorded fair and equal treatment with respect to any opportunity for discussion and revision of proposals and such revision may be permitted after submission and prior to award for the purpose of obtaining best and final offers. In conducting discussions, there shall be no disclosure of any information derived from proposals submitted by competing offerors.
- (7) Award. The County Board shall make the award to the responsible offeror whose proposal conforms to the solicitation and is determined, in writing, to be the most advantageous to the County taking into consideration price and the evaluation factors set forth in the Request for Proposals. The contract file shall contain the basis on which the award is made.

4-105 SOLE SOURCE PROCUREMENT

A contract may be awarded where the Chief Procurement Officer determines that it is not feasible to secure bids or that there is only one source for the required goods or services. In other situations, the Chief Procurement Officer may determine that it is in the best interests of the County to consider only one supplier who has previous expertise relative to procurement. The using department shall prepare supporting documentation for review and approval by the Chief Procurement Officer. Whenever the Chief Procurement Officer determines that it is not feasible, or is not in the County's best interest to satisfy the minimum bid requirements, the reason for this determination shall be indicated in writing on a Decision Memo, where required, and retained with the contract.

4-106 EMERGENCY PROCUREMENTS

In emergency situations, the County Board Chairman shall have the authority to waive the bidding procedures set forth in this section and to effect procurements in excess of the amount otherwise provided in this section pursuant to the following procedures:

- (1) The reason for the determination of the emergency shall be indicated on a Decision Memo Form. Failure of the using agency to timely comply with this Ordinance shall not *prima facie* constitute an emergency. In emergency situations, the County Board Chairman shall not be required to comply with competitive bidding and advertising requirements of this ordinance and shall be empowered to negotiate and execute contracts without prior approval of the County Board.
- (2) For purchasing emergencies in amounts equal to or greater than \$5,000, the Department Head shall inform the County Board Chairman and Chief Procurement Officer in a timely manner.
- (3) A Purchase Order, along with all written documentation, shall be submitted to the Parent Committee or Parent Committee and County Board for ratification in accordance with Section 4-405 'Approval of Contracts and Bids'.

4-107 COOPERATIVE JOINT PURCHASING AUTHORIZED

Subject to applicable state statutes, DuPage County may either participate in, sponsor, conduct, or administer a cooperative purchasing agreement for the procurement of goods, services, or construction with one or more public procurement units in accordance with an agreement entered into between the participants. Such cooperative purchasing may include, but is not limited to, joint or multi-party contracts between public procurement units and open-ended state public procurement unit contracts, which are made available to other public procurement units after having been bid by another public procurement unit where required.

4-108 PROFESSIONAL SERVICES SELECTION PROCESS

- (1) It is the intention of DuPage County to employ consultants on the basis of their perceived competence and expertise relative to the services to be rendered, , their ability to complete work within a required time frame, their past record in performing similar type work, their ability to work with County staff and elected officials, and/or the cost of their services. Types of services to be covered:
 - a) Engineering, Architects and Land Surveyors (Excluded from bidding). These services require mandatory or essential technical skills provided by accredited professionals or quasi-professionals in connection with a defined assignments, which result in the preparation of a report, specifications or recommendation of a particular course of action, and may include supervision of an activity (such as construction). Providers of these services shall be selected in accordance with the State of Illinois Local Government Professional Services Selection Act (50 ILCS 510/) with the following clarifications:

1. For all contracts estimated to cost \$25,000 or more, using departments shall, at a minimum, issue a public notice requesting a statement of interest in a specific project.
 2. For contracts estimated to cost \$100,000 or more, an existing satisfactory relationship with one or more firms shall not be the sole basis for selection.
 3. Departments shall jointly develop guidelines for the qualifications based selection of engineering, architectural and land surveying services in accordance with 50 ILCS 510, taking into consideration the specific criteria noted in (1) and (2) above, and present to their respective parent committees.
- b) Other Professional Services. These services are provided on the basis of defined services to be rendered, by individuals or organizations, relative to policy, organizational, operational or administrative aspects of government, including recommendations, and the potential to assist in implementing recommendations (i.e., strategic planning, operational management, management information systems, human resources).
1. The using department shall prepare a Decision Memo for review and approval for the purposes of contractual award. For Professional Services (exempted) where the contract is expected to exceed \$250,000, department staff will seek Parent Committee direction as to the method of vendor selection to be utilized.
 2. For procurement of services otherwise deemed exempted from bid. Expiring procurement of services *or* goods which have been held continuously by the same vendor for a period of at least three years, whether through multiple year contracts or annual contracts which have been renewed, shall be brought to their respective parent committees to seek direction as to the method of vendor selection to be utilized. Staff shall bring such procurements forward in a timely fashion, but no later than six months before the end of the current contract period, in order to allow for parent committee input. Such input shall include the form of competitive vetting to be employed.
- (2) Performance Criteria. Upon completion of each contract of an amount equal to or greater than \$25,000, the department involved shall prepare a written evaluation of the consultant's performance. The details of the evaluation shall be consistent with the cost and complexity of such assignments. For contracts of an amount equal to or greater than \$25,000, the Procurement Services Division will maintain a record of such evaluations for the use of all departments when selecting future professional service/consultants. No consultant shall be awarded subsequent contracts unless the using department has submitted a satisfactory evaluation to the Procurement Services Division.

4-109 GRANT PROGRAMS

- (1) Under certain Grant Programs the County acts as a third-party administrator of local, state and federal funds and does not procure goods and services for the County. The processing of a grant requisition is done to facilitate the method of payment and does

not require any of the normal procurement procedures or approvals under this ordinance.

- (2) The County has determined that the provision of weatherization services under the State grant program is not suitable for competitive bidding as described in 55 ILCS 5/5-1021. Vendors to be called for such services under a grant from the State of Illinois Emergency Weatherization Program may be selected by an alternative negotiated fixed bid process rather than competitive bidding, provided that all guidelines promulgated by the State for such alternative process are followed. Notwithstanding the title "Illinois Emergency Weatherization Program", payments under this program are not deemed an emergency for purposes of this ordinance.

4-110 CIRCUMSTANCE NOT SUITABLE FOR BID

- (1) The following types of procurements are determined by the County Board to be not suitable for competitive bidding as defined in 55 ILCS 5/5-1022(c): purchases of used equipment, purchases at auction, purchases under 4-109, purchases of regulated utility services or other services for which a tariff or set rates are published; purchases for which there has been a record of no competition, as evidenced by single bids, for three consecutive years.
- (2) Contracts awarded under this section shall have a one year term, and shall not contain an automatic renewal clause, but must be reviewed annually by Procurement Services Division, for permissive renewal.

4-111 CONTRACTS FOR LEGAL SERVICES

Contracts for legal services will be made through a countersigned engagement letter offered by the State's Attorney, and no contract for legal services shall be made without the approval of the State's Attorney.

PART B – QUALIFICATIONS AND DUTIES

4-201 RESPONSIBILITY OF BIDDERS AND OFFERORS

If a bidder, designee or offeror who otherwise would have been awarded a contract is found non-responsible, a written determination of non-responsibility, setting forth the basis of the findings shall be prepared by the using department. In determining responsibility of any bidder, the County may take into account, in addition to financial responsibility, past records of transactions with the bidder, experience, adequacy of equipment and ability to complete performance within a specific time. (For example, the ability to meet the specified completion date in accordance to the specifications.) A detailed explanation shall be sent promptly to the non-responsible bidder or offeror who shall then have 3 days to provide evidence to defeat the determination. The final determination shall be made part of the contract file. The unreasonable failure of a bidder or offeror to promptly supply information in connection with an inquiry with respect to responsibility may be grounds for such determination.

PART C - CONTRACT ADMINISTRATION

4-301 CONTRACT ADMINISTRATION

A contract administration system is designed to insure that the contractor is performing in accordance with the terms and conditions of the contract. Contract administration results may be utilized by the Chief Procurement Officer for vendor evaluation.

- (1) It is the using department's responsibility to match contract terms and prices with invoices, and to otherwise monitor compliance with the contract terms. The using department is also responsible to determine the imminent need for and to begin processing a change order where appropriate.
- (2) Payment must be identified to an existing contract or purchase order.

4-302 COUNTY PROCUREMENT RECORDS

- (1) Procurement Records. All determinations and other written records, notes of telephone conversations and notes for oral conversations pertaining to the solicitation, award and performance of a contract shall be maintained for the County in the procurement records in the Procurement Services Division.
- (2) Contract Audit. The County Auditor shall be entitled to audit the books and records of a contractor or a subcontractor at any tier under any contract or subcontract to the extent that such books, documents, papers, and records are pertinent to the performance of such contract or subcontract. The contractor or subcontractor shall maintain such books and records for a period of three years from the date of final payment. Medicare record retention shall be followed when appropriate.
- (3) Retention of Procurement Records. All procurement records shall be retained and disposed of by the County in accordance with records retention guidelines and schedules approved by the State of Illinois Local Records Commission.

PART D – AUTHORIZATION, REVIEW AND APPROVAL PROCESS

4-401 AUTHORIZATION TO INITIATE BIDS OR OTHER SOLICITATIONS

The Procurement Services Division, may initiate bids or other solicitations for any goods, services or construction for which they have received departmentally approved purchase requisitions, engineering specifications or other procurement documents (except for road construction projects where the Department of Transportation may initiate their own bids or solicitations).

4-402 PROCUREMENT PROCESS

Approval Discretion. At the discretion of the County Board Chairman, Elected Official or the Procurement Services Division any purchase or contract of an item, combination of items, or contractual services, not otherwise requiring approval may be presented to the relevant Parent Committee or Parent Committee and the County Board for approval.

(1) SMALL PROCUREMENTS

Procurements in an amount of less than \$5,000 may be obtained in a way that it is in the best interest of the County as determined by the Department Head or Elected Official. Contract requirements shall not be artificially divided so as to constitute a small procurement or evade the competitive procurement requirements for amounts equal to or greater than \$5,000 under this section. The Chief Procurement Officer and Chief Financial Officer shall determine when market or operational factors require the combining or dividing of procurements.

(2) COMMITTEE LEVEL PROCUREMENTS

Prior to submission to the Purchasing Division, all requisitions shall be signed by the department head or authorized signatory. The purchase or contract of any item, combination of items, or contractual service which price equals or exceeds \$5,000 but less than County Board Level shall be submitted to the Procurement Services Division for review by the using department prior to presentation to Committee. Note: Appropriate bidding or Decision Memo procedures must also be followed. The Chief Procurement Officer is authorized to sign any contract or agreement, once approved by the Committee, and after receipt of all the contractually required documentation. All procurements in excess of County Board Level require the approval of the Finance Committee and all other approvals as required in the County Board Rules.

(3) BOARD LEVEL PROCUREMENTS

Prior to submission to the Procurement Services Division, all requisitions shall be signed by the department head or authorized signature. The purchase or contract of any item, combination of items, or contractual service which price equals or exceeds County Board Level shall be submitted to the Procurement Services Division for review prior to presentation for approval by the Committee, and any other approvals as defined in the County Board Rules and the County Board, and shall be covered by a Purchase Order. Note: appropriate bidding or Decision Memo procedures must also be followed. The Chief Procurement Officer may be authorized to sign any contract or agreement, after receipt of all contractually required documentation, if authority has been granted within the Resolution.

4-403 FISCAL RESPONSIBILITY

Prior to the issuance of any purchase order, contract, change order or contract modification, the Finance Department shall certify that sufficient budgeted funds are available.

4-404 LEGAL REVIEW OF CONTRACTS

Prior to award, the Chief Procurement Officer may request the State's Attorney to review a contract that is not in a standard form. This review shall not be required when the form and content of the contract documents has previously been approved by the State's Attorney.

4-405 CHANGE ORDERS AND CONTRACT MODIFICATIONS

- (1) All change orders and contract modifications except those under section (4) will be presented in advance to the Procurement Services Division. If no further approval is required, as described below, the Procurement Services Division will continue the processing of necessary documentation.
 - a) For interim (non-final) change orders and contract modifications where the total purchase amount, including any changes, does not exceed the Small Procurement level, processing may continue without further approval.
 - b) For final change orders processing may continue without further approval where:
 - (i) there is a price increase of up to \$2,500 or
 - (ii) there is a price increase of no more than 10% of the initial price.
 - c) Processing may continue subject to County Board ratification on a consent agenda for change orders that:
 - (i) decrease a contract by \$10,000 or more;
 - (ii) increase or decrease the term by 30 or more calendar days
 - (iii) cancel any contract
- (2) Further approval, by the Parent Committee, is required before further processing occurs in the following cases:
 - a) where Department Head approval was required for the initial contract and the change order increases the contract to an amount in excess of the Small Procurement level,
 - b) where Parent Committee approval was required for the initial contract and the change order increases the contract to an amount no greater than Committee Procurement level, and
 - c) where Parent Committee approval was required for the initial contract and the change order materially alters the scope of work to be performed.
- (3) Further approval, by the Parent Committee and the County Board, is required before further processing occurs in the following cases:
 - a) where Department Head approval or Parent Committee approval was required for the initial contract and the change order increases the contract to an amount in excess of Committee Procurement level, and
 - b) where Parent Committee and County Board approval was required for the initial contract and the change order materially alters the scope of work to be performed.
- (4) Where the time required to approve and process a change order necessitated by field conditions would unreasonably interrupt contract work to the financial detriment of the County, the change order may be processed upon the agreement of the Department Head and Project Manager, subject to ratification by the County Board on the action agenda. The Parent Committee Chair shall be notified of a field condition change order at the earliest possible opportunity.
- (5) In the case of Public Works contracts, no change order, including a field condition change order can be made where the total contract value is increased to more than 50% of the initial contract price. In such case, the new or increased value goods or services must be submitted for competitive bidding pursuant to statute.

1 **4-406 MULTI-YEAR CONTRACTS**

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- 3 (1) The County's policy on multi-year contracts includes the following:
- 4 a) All multi-year contracts presented for approval shall contain the total value of
- 5 the award for the multi-year period.
- 6 b) Only the current fiscal year portion shall be encumbered.
- 7 c) Multi-year contracts shall not be presented to a Parent Committee or Parent
- 8 Committee and County Board that exceed a total term of four (4) years, unless
- 9 approved in advance by the Chief Procurement Officer and the Chief Financial
- 10 Officer.
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13 **4-407 CONTRACT RENEWALS**

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15 The following governs contract renewals:

- 16 (1) All contracts that contain an optional renewal clause shall be presented for approval to
- 17 the with the total dollar value for the initial period of award.
- 18 (2) All requests for contract renewals shall originate from the using department in the form
- 19 of a change order indicating the desire for the renewal, the subsequent renewal term and
- 20 the total dollar value for the renewal period. Exercising the use of a contract renewal
- 21 period shall not be approved via consent agenda.
- 22 (3) The request shall be submitted at least ninety (90) days prior to the expiration date of
- 23 the current period.
- 24 (4) Procurement Services will obtain contractor approval and submit the necessary
- 25 correspondence for approval.
- 26 (5) All renewals shall be for the time period specified in the original contract document.
- 27 (6) All contracts containing renewal clauses shall not be presented to the Parent Committee
- 28 or Parent Committee and County Board that exceed a total term of four (4) years unless
- 29 approved in advance by the Chief Procurement Officer and the Chief Financial Officer.
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**ARTICLE 5
SPECIFICATIONS**

PART A – RESPONSIBILITY, USING AGENCY, COMPETITION

5-101 RESPONSIBILITY FOR SPECIFICATIONS

The Chief Procurement Officer or designee (normally using department) shall prepare, revise, maintain, and monitor specifications for goods, services, and construction required by the County except that specifications for any public work involving professional engineering shall be prepared by a professional engineer. The Department of Transportation may prepare specifications for construction and maintenance of highways, bridges, and culverts in accordance with IDOT standards.

Specifications for grant-funded contracts shall include all terms and conditions required by the grant, and it shall be the responsibility of the using department to furnish such terms and conditions for inclusion by the Purchasing Agent.

5-102 RELATIONSHIP WITH USING AGENCIES

The Chief Procurement Officer shall obtain expert advice and assistance from personnel of using agencies in the development of specifications and may delegate in writing to a using agency the authority to submit its own specifications which shall be accepted by the Purchasing Agent unless written objections are made by him.

5-103 MAXIMUM PRACTICABLE COMPETITION

All specifications shall be drafted so as to promote overall economy for the purposes intended and encourage competition in satisfying the County's needs, and shall not be unduly restrictive. The policy applies to all specifications including but not limited to, those prepared for the County by architects, engineers, designers and draftsmen.

ARTICLE 6
DECLARATION OF NON RESPONSIBILITY

PART A – DECLARATION PROCESS

6-101 AUTHORITY TO ISSUE A DECLARATION OF NON RESPONSIBILITY

After reasonable notice to the person involved and reasonable opportunity for that person to be heard, the Chief Procurement Officer is authorized to declare the person non-responsible for purposes of supplying goods, services and construction to the County. The declaration shall be in effect for a period of not more than two years, for all solicitations.

The causes for such a declaration include:

- (1) Conviction for commission of a criminal offence as an incident to obtaining or attempting to obtain public or private contract or subcontract, or in the performance of such contract or subcontract;
- (2) Conviction under state or federal statutes of embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, or any other offences indicating a lack of business integrity or business honesty which currently, seriously, and directly affects responsibility as a County Contractor;
- (3) Conviction under state or federal antitrust statutes arising out of the submission of bids or proposals;
- (4) Violation of contract provisions, as set forth below, of a character which is regarded by the Chief Procurement Officer to be so serious as to evidence non responsibility;
 - a) Deliberate failure without good cause to perform in accordance with the specifications or within the time limit provided in the contract; or
 - b) A recent record of failure to perform or of unsatisfactory performance in accordance with the terms of one or more contracts; provided that failure to perform or unsatisfactory performance is not caused by acts beyond the control of the contractor.
- (5) Any other cause the Chief Procurement Officer determines to be so serious and compelling as to affect responsibility as a county Contractor, including suspension by another governmental entity for any cause listed in this Ordinance.

6-102 DECISION TO DECLARE NON RESPONSIBLE

The Chief Procurement Officer shall issue a written determination, which shall state the reasons for the action taken, and inform the affected person involved of his rights concerning administrative review.

6-103 NOTICE OF DECISION

A copy of the decision required by Section 6-102 shall be mailed by certified return receipt.

6-104 FINALITY OF DECISION

A decision under Section 6-102 shall be final or conclusive, unless fraudulent, or the affected person within ten (10) business days after receipt of the decision by certified mail makes an appeal to the County Board Chairman.

PART B – APPEALS AND REMEDIES

6-201 AUTHORITY OF THE CHIEF PROCUREMENT OFFICER TO SETTLE BID PROTESTS AND CONTRACT CLAIMS, SUBJECT TO STATUTORY PROVISIONS

- (1) Authority. The Chief Procurement Officer is authorized to resolve any procedural protest regarding the solicitation or award of any bid under his purview.
- (2) Right to Protest. Any actual or prospective bidder, offeror, or contractor who believes they have been adversely affected in connection with the solicitation or award of a contract may, within seven calendar days of the solicitation, bid opening or award, by mail, fax or have served, a letter of protest to the Chief Procurement Officer. The Chief Procurement Officer must submit a response in writing to the protesting entity, within five (5) business days from receipt of the protest.
- (3) Delay of Procurement During Protest. In the event of a timely protest under subsection (2) of this section, the County shall determine whether it is in its best interest to proceed with the solicitation of the bid, bid opening or award of the contract.
- (4) Notice to the Protestor of the Chief Procurement Officer's Decision. If the protest or claim is not resolved by mutual agreement, the Chief Procurement Officer shall promptly issue a decision in writing, and it shall be immediately mailed or otherwise furnished to the protesting entity. The decision shall state the reasons for the decision reached, and shall inform the protestor of their option to appeal under subsection (5) of this section.
- (5) Protestor Right to Appeal. The Chief Procurement Officer's decision shall be final and conclusive unless, within five (5) business days from the date of receipt of the decision, the County Board Chairman receives a written appeal regarding the Chief Procurement Officer's decision. The County Board Chairman shall, in writing, render a decision within ten (10) business days.
- (6) Failure to Render Timely Decision. In the event the Chief Procurement Officer does not issue a written decision within the specified time period prescribed under subsection (2) of this section or within such longer period as may be agreed upon between the parties the protesting entity may proceed as if an adverse decision had been received.

6-202 REMEDIES FOR SOLICITATIONS OR AWARDS IN VIOLATION OF LAW

- (1) Prior to Bid Opening or Closing Date for Receipt of Proposals. If, prior to the bid opening or the closing date for receipt of proposals, the Purchasing Manager, after consultation with the State's Attorney, determines that a solicitation is in violation of

1 federal, state or local law, then the solicitation shall be canceled or revised to comply
2 with applicable law.

- 3 (2) Prior to Award. If after bid opening or the closing date for receipt of proposals, the
4 Purchasing Manager determines that a solicitation or a proposed award of a contract is
5 in violation of federal, state or local law then the solicitation or proposal award shall be
6 canceled in accordance with this Ordinance.

- 7 (3) After Award. If, after an award, the Purchasing Manager determines that a solicitation
8 or award of a contract was in violation of applicable law, then:

9 a) If the person awarded the contract has not acted fraudulently or in bad faith, the
10 contract may be terminated in accordance with the terms and conditions of the
11 contract.

12 b) If the person awarded the contract has acted fraudulently or in bad faith, the
13 contract may be declared null and void.
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ARTICLE 7 ETHICS

PART A – ETHICS AND CONFORMANCE

7-101 ETHICS

Any or all actions related to this Purchasing Ordinance shall comply with approved County Ethics and Personnel ordinances. In the event of a conflict, the Ethics Ordinance will control.

7-102 VIOLATIONS

Non-conformance with this ordinance may violate County rules, State of Illinois civil and criminal laws and may result in legal actions and sanctions.

7-103 REPORTING OF ANTI-COMPETITIVE PRACTICES.

When for any reason collusion or other anti-competitive practices are suspected among any bidders or offerors, or by any County employees or officers, an employee with knowledge of such reason shall follow the reporting requirements of the County's Personnel Ordinance. Facts may also be presented to the County Auditor or the State's Attorney for appropriate investigation. Any employee making a good faith report under this section shall have all protections afforded to a whistleblower under the Personnel Ordinance and State statute.

7-104 REQUIRED DISCLOSURES OF CONTRACTORS AND VENDORS

- (1) Prior to award, every contractor, union, or vendor that is seeking or has previously obtained a contract, change orders to one (1) or more contracts, or two (2) or more individual contracts with the county resulting in an aggregate amount at or in excess of the amount required for a board level procurement, shall provide to Procurement Services Division a written disclosure of all political campaign contributions made by such contractor, union, or vendor within the current and previous calendar year to any incumbent county board member, county board chairman, or countywide elected official whose office the contract to be awarded will benefit. The contractor, union or vendor shall update such disclosure annually during the term of a multi-year contract and prior to any change order or renewal requiring approval by the county board.
- (2) All contractors and vendors who have obtained or are seeking contracts with the county shall disclose the names and contact information of their lobbyists, agents and representatives and all individuals who are or will be having contact with county officers or employees in relation to the contract or bid and shall update such disclosure with any changes that may occur.

- 1 (3) For purposes of the disclosure requirements set forth in this Section, "contractor or vendor"
2 includes owners, officers, managers, lobbyists, agents, consultants, bond counsel and
3 underwriters counsel, subcontractors and corporate entities under the control of the
4 contracting person, and political action committees to which the contracting person has
5 made contributions.
6
7 (4) Any contractor or vendor that knowingly violates the disclosure requirements set forth in
8 this Section is subject to penalties which may include, but are not limited to, the immediate
9 cancellation of the contract and possible disbarment from future county contracts.

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**ARTICLE 8
CHANGES**

8-100 AMENDMENTS

8-101 REVIEW OF ORDINANCE

The County Board shall review this Ordinance as appropriate but at least every five years to insure conformance with current statutes and best procurement practices, and to further the interests of the County.

8-102 RECOMMENDATIONS

Any individual using this ordinance is encouraged to recommend changes. Proposed changes should be addressed in writing to the following:

Chief Procurement Officer
Procurement Services Division
County of DuPage
421 N. County Farm Road
Wheaton, IL 60187

8-103 EFFECTIVE

No change to this ordinance shall be effective until approved as an amendment by the County Board.

December 11, 2012.