SECURITY ASSESSMENTS

WORKFORCE AND INNOVATION OPPORTUNITY ACT INTERAGENCY
RE-OPENING AMERICAN JOB CENTERS

<u>Introductions</u>

Overview

- Covid-19 Pandemic forced closure of Job Centers throughout the state

- Many Job Centers have been closed since Spring 2020 while some have reopened

- Job Center reopening will provide critical services to constituents

- Re-opening requires coordination within organizations

- A security assessment is a crucial step in re-opening each location and is a worthwhile recommendation for those sites that have already re-opened

- This presentation provides an overview of key elements of a security assessment that organizations may wish to consider

- Each organization must tailor its own security assessments so that they are:
  - Commensurate with their individual operations
  - Consistent with their operational missions
  - Location specific

Security Assessments – General Methodology

- Review site physical features

- Review security functions, procedures, protocols

- Consider the area/neighborhood context

- Focus on key considerations:
  - Internal Policies
  - Internal Processes
  - Facility Exteriors
  - Facility Interiors

Security Assessments – Policy Considerations

- Create or update existing incident policies and procedures

- Create or update existing emergency evacuation plans

- Create or update existing key/access control procedures

- Initiate or continue existing staff/guard training of crowd management and aggression diffusing

- Create or update existing policy related to barring of individuals

- Create or update alarm code procedures

- Each of the above should be done before re-opening

- Review/update policies with regularity

Security Assessments – Process Considerations

- Require that clients make appointments for services

- Improve public identification of staff and senior workers

- Review and refine guard service post orders before re-opening

- Provide security and other staff with business class two-way radios

Security Assessments – Facility Exterior Considerations

- Striped "safety zone" at building entrances

- Blue striping along sidewalk at building entrances

- Sidewalk striping can include "Organization Name" and "No Loitering or Trespassing"

- Exterior signage near entrances and in parking lots indicating "Organization Name" and "No Loitering or Trespassing"

- Tree and shrub trimming

Security Assessments – Interior Considerations

- Install ceiling-mounted security monitors at entrance

- Install flat screen monitors that provide information

- Install clear dividers at service counters for attendant protection

- Reconfigure seating in waiting area before re-opening

- Install digital client queue system

- Install public address system

- Install/upgrade informational/warning signage throughout waiting room, bathroom hallways, and other locations

Security Assessments – Technology Considerations

- Deploy electronic access controls systems (e.g. Hirsch)

- Deploy camera or multiple camera system in key areas

Required Form to Document a Reopening Plan – Security

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

Required Form to Document a Reopening Plan – Layout

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

Required Form to Document a Reopening Plan – Entrance/Exits

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

Required Form to Document a Reopening Plan – Supervision and Agreement

Supervision	☐ Safety and emergency protocol are clearly communicated and available to all staff in the center.
	Explain below emergency protocol:
	[type response here]
Agreed-upon Plan	☐ By checking this box, the Local Workforce Innovation Board, on behalf of the partners in the local area, certifies that the local workforce area has documented procedures to guide decisions described in the "Checklist for Reopening AJCs in Illinois." Examples follow: ▪Security ▪Training ▪In-person service delivery ▪Signage ▪Communications protocol ▪Emergency protocol ▪Customer screening ▪Capacity limits ▪Group meetings or events ▪PPE policies ▪Sanitation and cleaning (NOTE: Group meetings and events must adhere to the Governor's Restore Illinois Plan' capacity guidelines)
	Explain below the general reopening plan, including the estimated date(s) of reopening to the public (if known), which partners will be physically present, and in what capacity they will be present (e.g., by appointment, limited office hours, walk-in services, etc.) In the case of an unknown return date, you may indicate a general date, such as "late 2021" or "estimated date partners return will depend on approval from its director".
	[type response here]
	Explain below the way in which the LWIB confirmed agreement with all partners regarding the policies, procedures and safety protocol:
	[type response here]

Discussion/Questions

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