



Amending Reopening Plans for American Job Centers

WIOA

Professional Development

americanjobcenter®

May 18, 2022

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On behalf of the WIOA Interagency Team*



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Objectives:



- ✓ Background and Context
- ✓ Reminders about the 2021 WIOA Notice
- ✓ Guidance for amending Reopening Plans
- ✓ Required form to amend Reopening Plans

Background

May 2020

- Checklist for Reopening American Job Centers in accordance with the Governor’s Restore Illinois Plan
- Three minimum criteria—the rest was guidance

June 2021

- WIOA Notice 20-NOT-09, criteria for State agency staff returning onsite
- Requirements by type of service location (4 scenarios)
- Required Form to Document a Local Reopening Plan

April - May
2022

- Pilot projects in three LWIAs
- Guidance for amending local Reopening Plans
- Required form: Amendment to an American Job Center Reopening Plan

Context: Why is this new guidance needed?

- Security threats are real
- High volumes of Unemployment Insurance persist
- IDES plans to continue offering all IDES-administered programs by appointment only
- Other WIOA program partners want to offer in-person services to walk-in customers
- State and local program partners need to be on the same page and prepared for the unexpected

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- State and local program partners need to be on the same page before walk-in services are offered for some but not all programs

Context: Pilot Sites

Illinois Central Management Services and Illinois State Police recommended starting with a pilot process.

- LWIA 3 in Rockford
- LWIA 7 in Pilsen (Cook County)
- LWIA 17 in Champaign

(A draft memo was shared in April 2022 with all local areas.)

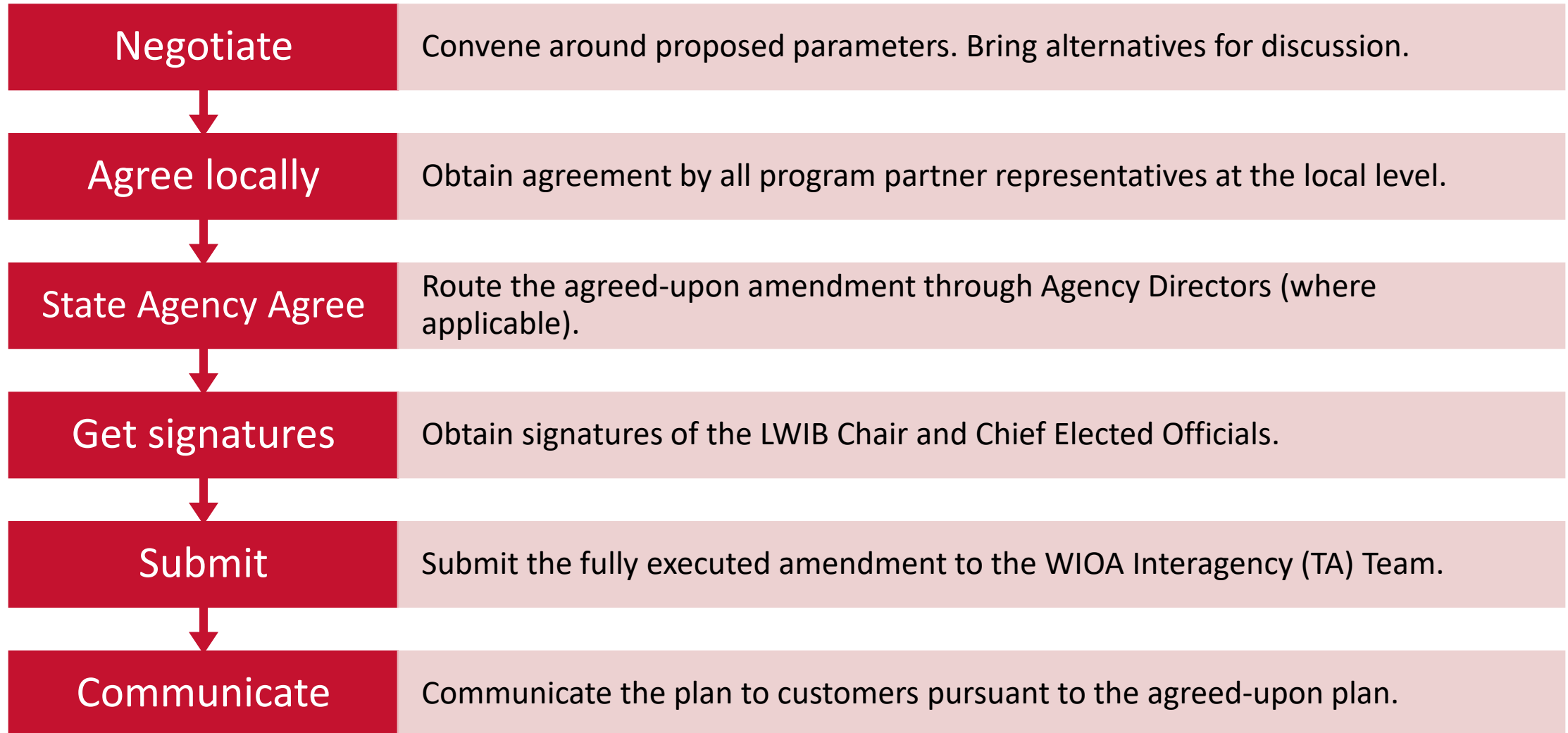
Context: Pilot Site Outcomes

Learnings from the pilot sites:

- Clarify the process of drafting and approving the amendments
- Include a step to verify that the final plan is unanimously agreed

Context: Pilot Site Outcomes

General Process to Seek Approval



Reminders about the approval process, per WIOA 20-NOT-09

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

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- Create a separate attachment rather than redlining the original reopening plan
- Clarify expectations about whether security guards can be the first point of contact for walk-in customers
- These best practices should apply to everyone, not certain Scenarios A-D

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Context: Why is this new guidance needed? (Continued)

Reopening Plans were intended to be amended as circumstances changed

Amendments are required for all AJCs before major service delivery changes are announced

Applies to all Scenarios A-D

Reminders: Scenarios A-D

Scenario A

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

Scenario B

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

Scenario C

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

Scenario D

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

Guidance for Amending Local Reopening Plans

Example 1:

Walk-in services will be offered for the first time since the original reopening plan took effect

(excluding IDES-administered services, which will remain by appointment only)

Example 2:

Orientations, job fairs, group classes will be offered in person and by appointment for the first time (not originally part of the 2021 local reopening plan)

Context: Why is this new guidance needed? (Continued)

Example 1:

Walk-in services will be offered for the first time since the original reopening plan took effect

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Example 2:

Orientations, job fairs, group classes will be offered in person and by appointment for the first time (not originally part of the 2021 local reopening plan)

Required Form: Amendment to an AJC Reopening Plan

Date

1. Describe the process in which all partners reviewed and verified that the information and assurances provided in any initial reopening plan are accurate and current.
[type response here]
2. Explain the steps taken to ensure all staff within the AJC are aware of the reopening plan and are trained on all applicable AJC procedures, especially related to the safety and security such as de-escalation training (click on the link to access a webinar recording).
[type response here]
3. Identify the anticipated volume of customers for walk-in services. This includes reflecting on the volume of customers from pre-pandemic levels, to current levels, to anticipated levels. Examples of information that will inform a local area of anticipated customer volume includes reviewing a combination of data points available from local sources. Select the data points that are most applicable and available. Data points may include but are not limited to: <ul style="list-style-type: none"> a. Volume of phone calls b. Resource Room utilization levels c. Number of eligibility determinations d. Number of UI filings e. Number of supportive services/referrals made f. Number of career planner visits g. Internet utilization levels h. Description of specific unmet needs or demographics of individuals not served when walk-in services have not been available i. Number of new participants needed to be served or enrolled in services to meet federally required performance metrics
[type response here]
4. List the specific services that are planned to be made available to walk-in customers and that are agreed upon by program partners.
[type response here]

Examples from the Amendment form

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[type response here]

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Examples from the Amendment form (continued)

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 - e. Number of supportive services/referrals made
 - f. Number of career planner visits
 - g. Internet utilization levels
 - h. Description of specific unmet needs or demographics of individuals not served when walk-in services have not been available
 - i. Number of new participants needed to be served or enrolled in services to meet federally required performance metrics

Examples from the Amendment form (continued)

4. List the specific services that are planned to be made available to walk-in customers and that are agreed upon by program partners.

[type response here]

5. Describe the agreed-upon plan for handling waiting lines outside of the AJC entrance, as well as times when public waiting areas have reached capacity limits.

[type response here]

Examples from the Amendment form (continued)

6. Describe the agreed-upon plan for holding in-person orientations, workshops or other group events, including capacity limits for such group events. **Include a description of how walk-in events will be handled versus appointment only events.** Events include but are not limited to hiring events, orientations and classes.

[type response here]

Examples from the Amendment form (continued)

7. Describe the agreed-upon staffing plan with a designated program position(s) for who will direct walk-in customers at the front door to ensure they have an appointment for IDES services or can access other program services as a walk-in that same day. As a best practice, the staffing plan should specify that a qualified program representative, not a security guard, should be the first point of contact for a customer to determine whether that customer needs an appointment or can access walk-in services on demand. However, the plan may outline any special circumstances that are agreed upon by all partners if someone other than a program representative will be the first point of contact for walk-in customers. In all cases, the staffing plan must be agreed upon by the State Agency Director or designee of state-administered programs present in the AJC.

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Examples from the Amendment form (continued)

11. Describe agreed-upon messaging, signage and communications plan to make it explicit to customers which services are available on a walk-in basis and which require appointments. If there will be external communication, describe the timeline, platform (e.g., email, social media, press releases, etc.) and the general language to be used.

Examples from the Amendment form (continued)

12. Document the date and method of communications between all partners acknowledging their review and approval of this amended reopening plan.

Illinois workNet Resources

The original WIOA Notice, Required Form, FAQ and Memo including the Amendment Form are available on Illinois workNet's WIOA e-Policy Manual, **Chapter 1, Section 12**

<https://apps.illinoisworknet.com/WIOAPolicy/Policy/Index/458#>

- WIOA Notice 20-NOT-09
- Required Form to Document a Local Reopening Plan
- FAQ - Safe Reopening of American Job Centers
- Memo to Update WIOA Notice 20 Guidance

General Requirements: Organic Nature of Reopening Plans

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

Now what?

- Once you receive unanimous agreement and the signed amendment is submitted to the WIOA Interagency TA Team, you are able to communicate and implement the amended plan.
- Consider writing the amendment to give you the flexibility you need so you don't have to keep amending your plan with minutia.
- Reach out to the WIOA Interagency TA Team if you need help.





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thank you