

**MEMORANDUM OF UNDERSTANDING  
AMONG THE WIA PARTNERS AND  
THE GRUNDY LIVINGSTON KANKAKEE WORKFORCE BOARD**

**I. PARTIES TO MOU**

The following are parties to this agreement, and the required programs under the Workforce Investment Act they represent:

Agency	Program Area	Authorized Signatory
Grundy Livingston Kankakee Workforce Board	Administration	Harry Bond
IDES	Wagner/Peysen, Vet E&T, UI	Gloria Richard
IDEA	TANF/Food Stamp E & T	Jennifer Stephen
IDHS/ORS	Vocational Rehabilitation	Tammy Nemeth
Kankakee Community College	Post-Secondary Perkins	Dennis Sorensen
Kankakee Community College	Title III Adult Ed. & Literacy	Margaret Cooper
Kankakee Community College	WIA Title I /TAA	Margaret Cooper
City of Kankakee	Title V	Julie Herscher

**II. PURPOSE AND SCOPE OF MOU**

This agreement describes the commitments of the above workforce development program partners to provide a spectrum of workforce development services and to contribute services appropriate to maintain effective services consistent with the Workforce Investment Act, the state's one-stop career center vision, and the vision of Illinois workNet.

**III. VISION FOR THE SYSTEM**

**1. Commitments**

This agreement reflects the commitments of the partners to contribute services and resources appropriate to maintain an effective one stop career center in Kankakee, consistent with the requirements of the Workforce Investment Act and the state's one stop career center vision.

**2. Employer Customer**

The partners commit to a focus on the employer as customer. The partners agree to work together and with the Grundy Livingston Kankakee Workforce Board to enhance services offered to employers, to encourage the use of the center by employers, and to continuously monitor the center and its services to ensure it meets the needs of employers.

**3. Long-Term Vision**

The partners agree that their vision is to expand, over time, the range and quantity of services through the center and are committed to continuous quality improvement. The partners agree to:

- a. The use of technology to integrate services and reach residents in remote areas of the county, particularly through the use of Illinois WorkNet

- b. The cross-training of staff providing services at the center to broaden the range of employment, training, and human services provided
- c. The improvement of the accessibility to the center by its primary customers, and its physical and technical accessibility to the disabled
- d. The expansion of workforce services to the business community

#### **IV. SERVICES AND METHOD OF DELIVERY**

##### **A. Core Services**

###### **1. Provision of Core Services**

The partners agree to provide all core services required under the Workforce Investment Act through the one stop career center or at their respective local offices, with each partner providing the core services applicable to its program. Core services for all partners are identified in *Attachment A: Summary of Core Services by Partner*.

###### **2. Integration of Core Services**

In the delivery of core services, the partners agree to streamline processes, reduce duplication, and ensure the most effective methods are used to provide the highest quality customer services.

##### **B. Other Services**

###### **1. Intensive, Training, Employer, and Other Services**

Consistent with the Workforce Investment Act, the partners agree to provide access to activities and programs carried out under each partner's authorizing laws. The specific intensive, training, employer, and other services each partner will provide are described in *Attachment B: Summary of Intensive, Training, Employer and Other Services by Partner*.

###### **2. Integration of Other Services**

In the delivery of intensive, training, employer, and other services, the partners agree to streamline processes, reduce duplication, and ensure the most effective tools and methods are used to provide the highest quality customer services.

#### **V. COST ALLOCATION PLAN**

Kankakee Community College, the current provider of Title 1B services for Kankakee County, holds the lease for the space in which the one stop center is located. Each partner certifies that shared costs will be allocated in a manner that is consistent with relevant OMB circulars and other federal or state cost allocation guidelines. Each partner agrees to pay for their costs associated with the operation of the service delivery system in Local Workforce Area #11. Each partner agrees to absorb the costs of data collection and sharing, referrals, and other costs as required by this MOU. Each partner agrees to absorb the cost of their Workforce Board representative's participation in board and committee meetings required as a result of their position on the Workforce Board.

The City of Kankakee Senior Aides program, a local Title V recipient, will provide, when possible, a greeter/job developer at the one stop career center to assist with traffic flow and direction.

#### **VI. REFERRALS**

##### **A. Referrals of Customers within the One Stop Career Center**

The partners agree that an efficient and effective referral process is critical to quality customer service at the one stop career center, and to achieve a seamless delivery system. The partners agree to work together to implement a standard set of referral procedures for customer referrals system-wide.

##### **B. Referral Process Guiding Principles**

The partners agree that the referral process will be based on the following guiding principles:

###### **1. Enable Effective Customer Referrals**

- a. Among all partners
- b. Among all affiliate one stop career centers in the workforce area

- c. Among the center, affiliates, and partner locations
  - d. Among the center, training providers, and community services
2. **Ensure Customer-Friendly Referral Process**
  3. **Ensure Efficient Referral Process**
  4. **Ensure Individual Follow-up**

**C. Methods of Referral**

Referrals will be made via email, phone, fax, in person or using other technology systems depending on the nature of the referral and the specific partner programs involved.

**D. Tracking**

Referrals will be tracked recurrently by intake staff from each partner program. A written report of all referrals will be exchanged on a quarterly basis among partners.

**VII. ONE STOP CAREER CENTER MANAGEMENT**

**A. Operator**

**1. Identification of Operator**

The operator of the comprehensive one stop career center for Local Workforce Area #11 will be a consortium of the following mandated partners:

- WIA Title 1B Provider for Kankakee County
- Illinois Department of Employment Security
- Illinois Department of Human Services

**2. Role of Operator**

The operator consortium will carry out the following responsibilities:

- Coordinate the day-to-day operations among all partners
- Coordinate outreach activities and job development among the partners to area employers
- Coordinate outreach activities among the partners to the community at large
- Coordinate reporting on behalf of the center to the Grundy Livingston Kankakee Workforce Board as it relates to shared functions or integrated services, including staffing of the resource room, reception, referrals, coordination of schedules, and other activities to ensure the effective management of the center
- Coordinate services and resources at the center
- Coordinate marketing activities and materials for the center
- Coordinate continuous improvement efforts for the center
- Coordinate on-going relationships and communication with center partners and with affiliate sites
- Work to ensure the center meets or exceeds the performance measures of each partner
- Approve the participation of additional non-mandatory partners at the center

**3. Physical Site Issues**

The leaseholder partner has responsibility for addressing physical site issues.

**4. Board Oversight**

The Grundy Livingston Kankakee Workforce Board will monitor the consortium operator to ensure the team management approach effectively ensures the accountability of all partners and results in the efficient delivery of quality services to center customers.

**B. One Stop Career Center Management**

**1. Meeting Schedule**

The partners in the consortium agree to meet at least once a month to exchange information, discuss center related issues and resolve issues as they arise.

**2. Procedures**

The procedures for convening meetings, setting agendas, and maintaining communications have been outlined in the Management Agreement developed and approved by the partners.

## **C. Dispute Resolution**

### **1. Consensus Decision-Making**

The partners agree to utilize a consensus-oriented decision-making process whenever possible for all major decisions regarding center operations.

### **2. Center-level Dispute Resolution Procedures**

When consensus is not possible, the partners agree to the following system-wide procedure for resolving disputes:

- a. Disputes at the center will be resolved through a majority vote of the consortium
- b. If a partner is not satisfied by a majority vote, that partner can provide additional information and request re-examination of the issue
- c. If the partner continues to be dissatisfied with the consortium's decision, the issue will be referred to the Workforce Board for resolution

## **VIII. PERFORMANCE AND ACCOUNTABILITY**

### **A. Agreements Regarding Performance and Accountability**

#### **1. Support of Partner Performance**

The partners agree to work together to ensure the center is organized in a manner that supports the efforts of each partner to achieve and exceed the performance requirements of its own programs within the center.

#### **2. Support of One Stop Career Center Performance**

The partners agree to work together to ensure the center meets the needs of the community to the greatest extent possible and any state or locally driven performance or certification requirements for the center as a whole. Additionally, the partners agree to work cooperatively to achieve the minimum customer satisfaction ratings of centers per mandated WIA performance standards.

### **B. Compliance with State Data Collection and Sharing Requirements**

The partners agree to comply with any data collection procedures, data-sharing requirements, or related policies developed at the state or local level.

### **C. Confidentiality**

#### **1. Exchange of Information**

The partners agree to exchange information as needed to support effective coordination of services necessary to meet customer needs. As necessary, the center will establish common documents and procedures.

#### **2. Compliance with Existing Confidentiality Requirements**

The partners agree that exchanged information will remain confidential in accordance with the existing confidentiality requirements of each partner program.

#### **3. Illinois Skills Match**

Each partner that plans to access the Illinois Skills Match system agrees to sign a separate data-sharing agreement as required by IDES.

## **IX. AMENDMENT PROCEDURES AND DURATION OF AGREEMENT**

### **A. Duration of the Agreement**

The duration of this agreement will be July 1, 2006 to June 30, 2007.

### **B. Amendment Provisions**

#### **1. Amendments in Writing**

The agreement may be amended at any time in writing through the consensus of the parties.

#### **2. Withdrawal Provisions**

A partner who desires to withdraw from the comprehensive center must adhere to the following procedures:

- a. Provide notice of intent to withdraw to the Chair of the Grundy Livingston Kankakee Workforce Board at least 60 days in advance of the anticipated date of withdrawal

- b. The partner's notice of withdrawal from the comprehensive center must describe the reasons for the withdrawal
- c. The effective date for the withdrawal of a partner from the comprehensive center should coincide with the beginning of a new program year (July 1) when possible.

**X. OTHER PROVISIONS**

**A. Consistency with Authorizing Laws and Regulations**

All services provided by each partner at this center and the cost contributions associated with those services will be consistent with the authorizing laws and regulations of each program.

**B. Responsibility for Programs**

Each partner will continue to be responsible for providing the services, directing the staff, and ensuring the accountability of its own programs and resources at the center.

**C. Signature Authority**

The contact individuals listed in Article I of this Memorandum of Understanding have authority to represent their agency and sign this MOU on behalf of their partner programs. If additional review and signature is also required for a partner program, it will be the local contact individuals' responsibility to secure such.