

CHECKLIST FOR REOPENING AMERICAN JOB CENTERS IN ILLINOIS

CHECKLIST FOR REOPENING AMERICAN JOB CENTERS IN ILLINOIS IN ACCORDANCE WITH THE GOVERNOR'S "RESTORE ILLINOIS" PLAN

The WIOA Interagency Teams developed the following checklist to identify a few requirements and to offer additional guidance to support Local Workforce Innovation Boards (LWIBs) in making decisions about when to reopen centers with the appropriate safety measures in place. The checklist may evolve as additional information is known and as LWIBs share their insights about best practices.

Requirements, recommendations and other considerations are categorized into the following: Center Services, Procedures, and Staffing. Each was identified as appropriate for each phase of the Governor's "[Restore Illinois: A Public Health Approach to Safely Reopen Our State](#)."

While the checklist is not mandatory, there are three requirements that must be met before centers can reopen to the public in any region of the state. They are:

1. Ensure adequate Personal Protection Equipment (PPE) is available for all staff and customers through Phases 3 and 4.
2. Ensure the safety of staff and customers, including through designated onsite security personnel.
3. Establish an agreed-upon process for making decisions for a practical reopening that includes conversations between the leaseholder, one-stop operator and required partners before deciding or announcing that an American Job Center will reopen to the public.

IDES-administered Unemployment Insurance services will not be available through direct linkage or in-person at American Job Centers through Phase 3 and until further notice. Also, centers where IDES is the leaseholder will not reopen to the public during Phase 3 and until further notice. If customers require Unemployment Insurance services, please direct customers to the IDES call center at 800-244-5631 or the website at www.ides.illinois.gov.

The remaining checklist items are guidelines and considerations for determining what fits best in each local workforce area.

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#	ACTIVITY / AREA	CONSIDERATIONS – RESTORE ILLINOIS PHASES		
		PHASE 3 RECOVERY	PHASE 4 REVITALIZATION	PHASE 5 ILLINOIS RESTORED
SERVICE DELIVERY				
1. Center Services				
<i>This category offers guidelines in accordance with the Governor’s “Restore Illinois” Plan for service delivery within American Job Centers.</i>				
	In-person service delivery	If a center is open to the public, appointments are required for all services; walk-ins are not permitted. (Sample dialogue is included as Attachment 1 if customers must be turned away for services.) If Unemployment Insurance services are necessary, the customer may go to the website at www.ides.illinois.gov or call 800-244-5631.	Appointments are still the standard practice; walk-in services are allowed only if PPE is readily available in the center for customers and only if staffing capacity allows. Face coverings and social distancing are mandatory. If Unemployment Insurance services are necessary, the customer may go to the website at www.ides.illinois.gov or call 800-244-5631.	Centers may fully reopen to in-person service delivery. Additional safety precautions remain in place. If Unemployment Insurance services are necessary, the customer may go to the website at www.ides.illinois.gov or call 800-244-5631.
	Customer/Staff screening	If a center is open to the public, screen customers and staff via phone to assess illness or exposure when scheduling appointments or re-entering the center; upon entrance, staff verifies screening questions. (Sample screening procedures and questions are included in the procedures section below and	Screen customers and staff upon entrance. Face coverings and social distancing are mandatory for anyone entering the center.	Centers may fully reopen and screening is not mandatory. Additional safety precautions remain in place.

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		in Attachment 2.) Additional guidance can be accessed through the IDPH ¹ . Face coverings ² and social distancing are mandatory for anyone entering the center.		
	Orientations, workshops and hiring events	If a center is open to the public, virtual group meetings are required, unless by appointment; groups must be limited to 10 total persons (Centers must confirm, in their reopening plans to be available for leaseholder review, whether they plan for individual or group appointments). Face coverings and social distancing are mandatory.	Group meetings may resume and must be limited based on center occupancy limits or 50 people (including all staff), whichever is less. Face coverings and social distancing are mandatory.	Centers may fully reopen and group meetings may resume but are limited to center occupancy levels (including all staff).
PROCEDURES				
2. Procedures				
<i>This category suggests procedures in accordance with the Governor’s “Restore Illinois” Plan within American Job Centers.</i>				
	Personal Protective Equipment (PPE)	If a center is open to the public, face coverings must be worn by all staff and customers entering the center.	Face coverings and social distancing remain mandatory.	Centers may fully reopen. Additional safety precautions remain in place.

¹ The Illinois Department of Public Health’s Coronavirus webpage contains guidance for staff and customer screening and can be visited at <http://www.dph.illinois.gov/topics-services/diseases-and-conditions/diseases-a-z-list/coronavirus/business-guidance>.

² The Illinois Department of Public Health released guidance including a frequently asked questions list which can be visited at: [FAQ for Businesses Concerning Use of Face-Coverings During COVID 19](#).

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		Social distancing is enforced to 6 feet between customers and staffing. Installation of barriers at reception areas is recommended.		
	COVID-19 cases	The one-stop operator must develop procedures and train staff on how to respond if a staff member or customer becomes ill or tests positive for COVID-19. The one-stop operator must contact their local health facility if a known risk or infection occurs.	Procedures remain in place to respond to cases and are updated as needed.	Centers may fully reopen. Procedures remain in place to respond to cases and are updated as needed.
	Limited Occupancy	If a center is open to the public, the center occupancy is limited to appointments only. Common areas and resource rooms are closed to prevent gathering. If applicable, group appointments, training and meetings are limited to 10 persons (Centers must confirm, in their reopening plans to be available for leaseholder review, whether they plan for individual or	Center occupancy is limited to 50% (including customers and staff), per Phase 4 Guidelines . ⁴ Appointments and virtual services are recommended. Face coverings and social distancing remain mandatory.	Centers may fully reopen. Service delivery and occupancy levels resume to regular procedures. Additional safety precautions remain in place.

⁴ The State of Illinois Coronavirus (COVID-19) Response to Phase 4: Revitalization, can be visited at <https://coronavirus.illinois.gov/s/restore-illinois-phase-4>.

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		group appointments), service counter areas are limited to 5 customers per 1000 square feet and maximum occupancy is limited to 50% of office capacity as described in Phase 3 and 4 Guidelines ³ .		
	Sanitation and Cleaning	If the center is open to the public, centers must be adequately equipped with hand and surface sanitizers. All areas must make these sanitizers available for staff and customers. Centers are thoroughly cleaned and sanitized each day ⁵ . Areas where customers are served are cleaned and sanitized after each appointment.	Centers must be adequately equipped with hand and surface sanitizer. All areas must make these sanitizers available for staff and customers. Public work areas and equipment should be sanitized after each use ⁶ . Centers should be thoroughly cleaned and sanitized each day.	Centers may fully reopen. Cleaning and sanitizing remain the norm after each day.
	Signage	If the center is open to the public, highly visible signage must be posted at entrances and reception areas notifying	Signage must be updated to adhere to Phase 4 guidelines .	Signage must continue to be updated as guidelines are issued.

³ The Illinois Department of Commerce and Economic Opportunity released guidance on Restore Illinois Guidelines for reopening business and returning people to work safely; which included industry specific toolkits and guidance and can visited at <https://dceocovid19resources.com/restore-illinois>.

⁵The Illinois Department of Public Health has released industry-specific sanitation guidance for Phase 3 and 4 which can be accessed at <https://dceocovid19resources.com/restore-illinois>.

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		the public of social distancing and PPE requirements, as well as the risks associated with crowded spaces. (Sample signage is included in Attachment 1 and in Phase 3 Guidelines .)		
STAFFING				
3. Staffing <i>This category suggests staffing practices in accordance with the Governor’s “Restore Illinois” Plan within American Job Centers.</i>				
	Training	Prior to reopening, all staff must be trained on protocols that include staff roles and responsibilities, safety procedures, sanitation practices, CDC guidelines and service availability and procedures for customers.	Staff must be trained on any new protocols that have been issued.	Staff continues to be trained on any new protocols and procedures.
	Personnel	Staff is increased as needed based on volume of service needs. Centers must designate trained staff to facilitate safety procedures and protocols that are in place to assist with the safety of the staff, customers and center. Staffing must include the designation of a Safety Officer and a Supervisor with specific	Increase staffing levels as needed to ensure service demands are met. Staff continues to be designated to facilitate safety practices and procedures.	Centers fully reopen and staffing levels and responsibilities resume as normal.

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		duties and responsibilities (Sample job duties provided as Attachment 3).		
	Security	Increased security presence is mandatory. Security must be on-site during operation hours and is specific to American Job Center services. Note that where IDES has a contract for security services in an American Job Center, additional or separate security contracts are prohibited. Consider arranging a dedicated entrance for center staff and customers who have appointments.	Increased, onsite security remains the norm.	Centers may fully reopen, and normal security practices and procedures resume.

In addition to the guidelines and considerations listed above, it is important to ensure the safety of vulnerable populations that utilize center services or are American Job Center staff. According to the CDC, people who are over age 60, who have severe chronic health conditions or who are immuno-compromised face a higher risk of critical illness if they contract the coronavirus. The CDC recommends these populations stay home as much as possible and avoid crowds and travel.

American Job Centers may take the following precautions to help best serve these vulnerable populations:

- Post a highly visible sign at the entrance of the American Job Center informing vulnerable populations about risk of crowded spaces.
- Ensure these individuals that they can be served remotely.
- Station staff at entrances to collect these individuals’ contact information to provide remote services.

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- If vulnerable populations choose to stay, establish a safe area where these customers can be served.

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Resources

Guidance on the use of masks – Illinois Department of Public Health:

<http://www.dph.illinois.gov/sites/default/files/SIREN%20Memo%20-%20IDPH%20Guidance%20for%20the%20Use%20of%20Masks%20by%20the%20General%20Public%2004.06.2020.pdf>

- FAQ for Businesses Concerning Use of Face-Coverings During COVID-19:
https://www2.illinois.gov/dhr/Documents/IDHR_FAQ_for_Businesses_Concerning_Use_of_Face-Coverings_During_COVID-19_Ver_2020511b%20copy.pdf
- United States Centers for Disease Control and Prevention:
 - <https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/high-risk-complications.html>
 - <https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>
 - <https://www.cdc.gov/coronavirus/2019-ncov/community/office-buildings.html>
- Illinois Coronavirus Resources: <https://coronavirus.illinois.gov/s/>
- Restore Illinois: A Public Health Approach to Safely Reopen Our State:
 - Website: <https://coronavirus.illinois.gov/s/restore-illinois-introduction>
 - PDF:
<https://coronavirus.illinois.gov/sfc/servlet.shepherd/document/download/069t000000BadS0AAJ?operationContext=S1>
 - Phase 3 Business Toolkit – The State of Illinois has developed this business toolkit complete with signage, training checklists, and other resources to ensure business and activities are conducted in accordance with the latest and greatest public. <https://dceocovid19resources.com/assets/Restore-Illinois/businesstoolkits/all.pdf>

ATTACHMENTS:

1. Sample Signage and Customer Interaction, page 10
2. Sample Screening Procedures and Questions, page 11
3. Sample of Designated Staff for Safety When Reopening: Job Duties and Responsibilities, pages 12-13

ATTACHMENT 1 – SIGNAGE AND CUSTOMER INTERACTION

SAMPLE SIGNAGE FOR COMMUNICATING EXPECTATIONS

- Social distancing signage must be placed at entrances, lobbies, and other public areas.
 - Industry-specific posters and signage can be accessed through [Phase 3 & 4 Guidelines](#).⁷
- Utilize highly visible messages in the American Job Center to communicate expectations to those who may feel ill. Examples include:
 - “In our effort to keep everyone healthy, if you are not feeling well or are experiencing any cold or flu-like symptoms, we kindly ask that you excuse yourself from this session. This will not affect your program requirements or continued participation in the program. Someone from our team will contact you to be rescheduled.”⁸

SAMPLE CUSTOMER INTERACTION

- If a customer appears to be ill and did not excuse themselves from the session, they should be taken aside and respectfully asked to be rescheduled. Staff may utilize the following statement:
 - “You appear to be under the weather. In our effort to keep everyone healthy, would you mind excusing yourself from this session? This will not affect your program requirements or continued participation in the program. Someone from our team will contact you to be rescheduled.”
- If you are nearby or in an office where you hear an encounter with a customer escalating and you feel the associate is unable to react with a call for a supervisor, place the call on their behalf, using your name, and be prepared to brief the arriving manager(s) as to the situation. In all instances, if you feel the situation is past being resolved by a management intervention, **CALL 911** immediately. Staff not involved in the situation should make note of what was said, a description of the customer and time and place of the incident. Further incident reports should be completed by following the center’s protocol.⁹

⁷ The Illinois Department of Commerce and Economic Opportunity released guidance on Restore Illinois Phase 3-Guidelines for reopening business and returning people to work safely; which included industry specific toolkits and guidance and can be visited at <https://dceocovid19resources.com/restore-illinois>

⁸ Signage example and communication to customers appearing ill was adapted from Detroit Employment Solutions Corporation.

⁹ Protocol for reporting an escalated situation with a customer was adapted from the Northern Middle Tennessee Local Workforce Development Board.

ATTACHMENT 2 – SAMPLE SCREENING PROCEDURES AND QUESTIONS

SAMPLE CUSTOMER SCREENING FOR APPOINTMENTS

- Screen customers via phone to assess illness or exposure when scheduling appointments in addition to displaying the CDC standard protocol questions on prior exposure to COVID-19 and current health on the entrance doors. Upon entry, identified welcome staff must verify or conduct screening questions upon entry to the building. Masks will be offered to customers for their use at this time. The questions should include but are not limited to:
 1. Have you been in close contact with a confirmed case of COVID-19 within the past 14 days?
 2. Are you experiencing a cough, shortness of breath, or sore throat?
 3. Have you had a fever in the last 48 hours?
 4. Have you had new loss of taste or smell?
- If any questions result in a Yes, the customer will be asked to leave and be rescheduled for a future appointment. The customer should be informed that this will not affect their program requirements or continued participation in the program. Someone from the team will contact them to be rescheduled or virtual services will be offered.

SAMPLE STAFF SCREENING AND PROTOCOLS

- All American Job Center staff and partners will be screened by their designated supervisors using the same above questions. If an employee answers yes to any of the above questions, they must immediately inform their supervisor, supervisors will notify the one-stop operator and be informed they should seek medical attention and not be allowed in the center until cleared by a medical professional.
 - The one-stop operator shall then follow CDC guidelines concerning future operations of that center. All health information collected must remain confidential.
- In the case of a positive COVID-19 diagnosis, the following CDC protocol should be followed.
 - The affected center will close for 24 hours or the length of time it takes to deep clean and disinfect all areas.
 - Once the center has been disinfected, it will re-open (all areas used by the person who is sick, such as offices, bathrooms, common areas, shared electronic equipment like tablets, touch screens, keyboards and remote controls must be disinfected).
 - If more than 7 days have passed since the person who is sick visited or used the facility, additional cleaning and disinfection is not necessary; however, regular cleaning protocols must resume to maintain a healthy environment.

ATTACHMENT 3 – SAMPLE OF DESIGNATED STAFF FOR SAFETY WHEN REOPENING

American Job Center staff shall be trained and prepared to ensure safety measures are implemented within the center. In many workforce centers, the one-stop operator is best suited to work with partners to identify staff that will fill roles to enforce safety protocols, whether these are new or current positions. Examples follow.

SAMPLE JOB DUTIES AND RESPONSIBILITIES¹⁰

- **One-Stop Operator or Designee serves as the Supervisor(s):** Oversee all operations, including:
 - Oversee and coordinate policies and procedures with the Safety Officer.
 - Oversee the physical building and conduct readiness assessments of all agency office spaces and safety protocols such as:
 - Ensure that office and workspace configurations meet the social distancing guidelines.
 - Post and update signage related to social distancing and other procedures or regulations.
 - Ensure the physical security of staff and the public at the American Job Center.
 - Ensure physical barriers are installed where appropriate.
 - Ensure appropriate professional cleaning is done regularly and as needed following IDPH guidelines.
 - Develop protocols with required partners for communicating a possible or known risk of infection in the center.
 - Implement an agency contact tracing plan based on IDPH guidance¹¹.
 - Follow IDPH protocol if a known risk arises or if an individual tests positive for infection.
 - Guide the completion of safety forms and reviewing forms with affected employees.
 - Guide the Safety Officer in implementing social distancing measures in accordance with this plan and any applicable safety forms.
 - Review and address incidents of non-compliance in coordination with the Safety Officer.
 - Review and approve social distancing exceptions with the Safety Officer and employees.
 - Develop and update as needed a telework/work remote policy.
 - Review technology and equipment needs and verify access to the local network.
 - Determine who needs to physically be at the center pending any office reconfigurations.
 - Develop or update a flexible work schedule policy as needed.
- **Safety Officer:** Ensure social distancing and personal protection measures are followed. Coordinate with the Supervisor to develop and implement safety policies and procedures in the local social distancing plan. Specific responsibilities of the Safety Officer include:

¹⁰ Sample job duties were adapted from the City of Chicago's plan for reopening city buildings as well as CMS' COVID-19 Safety Coordinator Checklist.

¹¹ The Illinois Department of Public Health has released a Contact Tracing Interest Form that can be accessed at <https://redcap.dph.illinois.gov/surveys/?s=KWKJL93TM7>

Attachment 3 – Sample of Designated Staff for Safety When Reopening (Continued)

- Report to and coordinate with the One-Stop Operator or designated Supervisor to implement safety policies and procedures.
- Assist in completing any applicable forms related to safety and implement social distancing guidance recommendations.
- Where social distancing is not possible, review and approve social distancing exceptions on a case-by-case basis.
- Conduct daily walkthroughs of the facility and/or interview employees to ensure social distancing guidelines are maintained. Make immediate corrections if possible.
- Document instances of non-compliance for resolution with the One-Stop Operator or designated Supervisor.
- Prepare and distribute training materials to employees on social distancing guidelines.