

MEMORANDUM OF UNDERSTANDING
between
the Region 11
CHIEF ELECTED OFFICIALS,
REGIONAL WORKFORCE DEVELOPMENT BOARD,
and
WORKFORCE DEVELOPMENT PARTNERS

I. Background.

Congress enacted The Workforce Innovation and Opportunity Act (WIOA) to strengthen our country's workforce development system by aligning its employment, training, and education programs. This alignment of program services will combine with a metrics-based assessment of performance to improve our workforce development system. WIOA prioritizes a forward-looking one-stop system that provides integrated employment, training, and education programs responsive to the employment needs of the system's customers: job seekers, employees, and businesses. This focus will result in a one-stop system that will lead to economic growth for the individual, State, and nation.

Iowa has previously taken steps to integrate and streamline its workforce services, but WIOA requires further integration between agencies and programs. The parties to this memorandum of understanding (MOU) will come together to develop a partnership for workforce services delivery that fosters cooperation, collaboration, communication and accessibility. This MOU sets forth the framework for local-level collaboration in pursuit of attaining the goals and meeting the requirements set forth by WIOA.

Iowa's one-stop delivery system is a locally-driven system that provides the programs and services to achieve the goals set forth in the Iowa Unified State Plan:

- **Goal I:** Iowa's employers will have access to advanced, skilled, diverse, and Future Ready workers.
- **Goal II:** All Iowans will be provided access to a continuum of high quality education, training, and career opportunities.
- **Goal III:** Iowa's workforce delivery system will align all programs and services in an accessible, seamless, and integrated manner.

These goals will be accomplished by providing all customers in each region across the state access to a high-quality one-stop system with the full range of services available in their communities.

2. Purposes.

The purposes of this MOU are to:

- 2.1. Establish a cooperative working relationship among partners;
- 2.2. Define respective party roles and responsibilities;
- 2.3. Coordinate resources to prevent duplication;
- 2.4. Develop a one-stop system that creates a seamless customer experience;
- 2.5. Ensure the effective and efficient delivery of workforce services;
- 2.6. Establish joint processes and procedures that will enable partners to align and integrate programs and activities across the regional one-stop system;
- 2.7. Increase and maximize access to workforce services for individuals with barriers to employment; and
- 2.8. Coordinate to implement state workforce development initiatives.

3. Parties.

The following entities are parties to this MOU:

3.1. Region 11 Chief Elected Official Board (CEO Board).

3.2. Region 11 Workforce Development Board.

3.3. Region 11 One-Stop System Partners:

1. Title I Adult, Dislocated Worker and Youth
2. WIOA Title II Adult Education and Literacy
3. WIOA Title III Wagner-Peyser
4. WIOA Title IV Vocational Rehabilitation
5. WIOA Title IV Iowa Department for the Blind
6. Title V Older Americans Act
7. Carl Perkins Career Technical Education
8. Job Corps
9. Native American Programs
10. Proteus/ Migrant Seasonal Farmworkers
11. Veterans
12. YouthBuild
13. Trade Adjustment Act
14. Community Services Block Grant (Employment & Training)
15. Housing and Urban Development (Employment & Training)
16. Unemployment Compensation
17. TANF/PROMISE JOBS
18. Goodwill of Central Iowa
19. United Way of Central Iowa

- 20. Evelyn K Davis Center
- 21. iJAG

4. Region 11 Vision and Goals.

Region 11 Mission Statement – Build a quality workforce for today and tomorrow.

Region 11 Vision Statement

Drive collaborative partnerships with businesses, job seekers, and providers to create a robust region in which:

- Every workforce member achieves a livable wage and a sustainable career
- Work talent is connected to employer needs
- Impactful policy changes are made

5. Term.

This MOU commences on July 1, 2016, and concludes June 30, 2019. The Parties may agree to amend this MOU at any time before its designated conclusion date.

6. Development and Implementation.

This MOU will be developed and implemented in two phases:

- **Phase I:** Phase I of this MOU focuses on the operation of the one-stop system. This phase will foster alignment and integration of programs and services and specify the responsibilities of the Partners under WIOA.
- **Phase II:** Phase II will be an addendum to this MOU that will incorporate and include Phase I. Phase II will include the application of an agreed upon formula or plan developed by State Partners. Phase II will address costs of services, operational costs, and infrastructure costs in accordance with WIOA section 121(c)(2)(A)(ii). Phase II will take effect in accordance with the deadline set by the United States Department of Labor (USDOL) and United States Department of Education (USDOE).

By signing this MOU, the Partners agree to adhere to and execute Phase I and support and participate in good faith in the development of Phase II.

7. Legal Obligations.

The parties propose to coordinate and perform the activities and services described herein within the scope of legislative requirements governing the parties' respective programs, services, activities, and entities. Nothing in this MOU supersedes any provision of WIOA or any other state or federal statutes or regulations. The parties agree to amend this MOU in response to changes in applicable state and federal law in order to ensure compliance with applicable state

and federal law.

8. One-Stop System Description.

The Region 11 One-Stop system has one one-stop office with the following partners: Wagner-Peyser; WIOA Title I programs; community college representatives that includes ABE/AEL services; a representative from IVRS; Job Corps representatives and an American Indian Council representative. These partnerships in the region as well as a variety of other partners and community support agencies and individuals (see attachment C) serve the Region 11 counties to include all customers who seek services. The One-Stop system works to serve targeted populations including non-English speaking, older workers, veterans, disabled, youth who are disconnected from education and work opportunities, low-income individuals, ex-felons and others who face barriers to opportunities.

The core-partners created a local plan to design services, plan coordination of services to prevent duplication of efforts, and meet the needs stated above. This MOU is the final document of this local plan for shared delivery of the plan. This MOU establishes the partner services that will work towards the goals and priorities stated in the plan.

Customers served within the system:

Workforce Development Needs of Employers
Workforce Development Needs of all Job Seekers
Workforce Development Needs of Low-Income Adults
Workforce Development Needs of Dislocated Workers
Workforce Development Needs of Youth \young adults
Workforce Development Needs of Veterans
Workforce Development Needs of Individuals with disabilities

Integrated Customer Flow – Based on an initial basic assessment, customers will progress through services in a unified, standard flow organized by “function” rather than “program.” Customers start with registration services (stream-lined program enrollment and initial triage); advance to career services (to build occupational and job seeking skills), and then either referral to recruitment and placement services (with connections to hiring employers) or referral to more individualized career services and, if warranted, training services.

All Integrated Center customers will move through a standardized process that co-enrolls them into multiple programs based on eligibility. This unified customer pool will be shared and served by multiple partners within IowaWORKS. When eligibility permits, every customer must be co-enrolled into all qualifying programs for basic career services.

Within this flow, services will continue to be customized to meet individual customer needs.

Career services comprise a hub of employment and training service delivery. Process steps and procedures are designed to meet one of the core missions of the IowaWORKS system: that all individuals have the opportunity to “know their skills, grow their skills and get the best job

possible with their skills.” To that end, an assessment of skills is a universal service delivered. The outcome of service delivery in the career services area is a relevant pool of talent – with skills in demand and job-search know-how.

When customers have completed career services, have the tools and knowledge for an effective job search, and meet specific criteria, they are referred to employers to be matched to available job openings.

If additional services are identified as needed, the career services team will make the appropriate referrals to participate in more individualized career services and/or training services.

Through the fully integrated process which includes co-enrollment, duplication of services will be avoided as partners work together to provide service management for customers. Every effort will be made to blend and braid services and funding on behalf of the customer.

To the extent feasible based on employer need and regional budget, the region may utilize incumbent worker training, on the job training, and customized training. Region 11 partners with DMACC and Central Iowa Works, who have sector boards already in place, they will become an integral part of the CIWDB to establish sector strategies and career pathway initiatives for the region going forward. All regional sector boards existing or going forward will be employer driven.

9. Responsibilities of the Parties.

- 9.1. The parties agree to participate in joint planning and modification of activities to result in:
 - 9.1.1. Continuous partnership building;
 - 9.1.2. Continuous planning responsive to State and federal requirements;
 - 9.1.3. Timely response to specific local economic conditions including employer needs; and
 - 9.1.4. Adherence to common data collection and reporting needs.
- 9.2. Make available to customers through the one-stop delivery system the services that are applicable to the partner’s programs;
- 9.3. Participate in the operation of the one-stop system consistent with the terms of this MOU and requirements of applicable law;
- 9.4. Participate in staff capacity-building and development, including but not limited to cross-training between partner staff;
- 9.5. Participate in one-stop assessments under applicable state policies and procedures, utilizing state standards created to develop a base-line for one-stop center and system certification and continuous improvement as required by WIOA section 121(g); and
- 9.6. Develop, offer and deliver quality business services that assist industry sectors in

overcoming the challenges of recruiting, retaining and developing talent for the regional economy.

10. Methods of Customer Referral and Tracking.

The partners agree to develop a referral process to aid in the integration and alignment of services within the regional one-stop system. The referral process must help create a more seamless customer experience by providing convenience of services to individuals and businesses. This process also provides for a continuum of services and follow-up to ensure customer needs have been met. All partners agree to follow the Region 11 one-stop center referral process.

Attachment A includes a visual representation of the one-stop system and the referral system. This system includes a variety of workforce partners who provide workforce services. Referrals between partners are critical to the success of participants as not one partner provides all workforce services. Customers often experience multiple barriers to success and require services from more than one workforce partner to succeed in training and employment.

Some services are offered in the one-stop while other services are offered at partner locations with referrals being made to link customers to the appropriate services. The referral flow chart, also in attachment A, shows how referrals are being made effectively and participants are connecting with partner agencies. All partners agree that effective referrals are crucial to the success of our programs, our community, businesses and customers to ensure customers actually connect with needed workforce system programs. The agreed upon referral form allows partners to share information and assist with follow up between agencies.

The workforce system goal it to prepare participants to enter employment by linking them with appropriate services. There is no wrong door or point of entry into the workforce system. Participants receive an initial screening for needs by each partner agency. Agencies refer to the appropriate program or programs. The goal is to link participants with as many services as needed to prepare them for the community, businesses and careers in Region 11.

To ensure this MOU is current partners will meet regularly. In addition, staff training needs and partnership opportunities will be identified and addressed, creating a stronger workforce system.

Referrals in Region 11 will follow this basic customer referral flow:

- Step 1: Customer enters workforce system and completes initial assessment
- Step 2: Identify referral(s) needed and complete referral form
- Step 3: Share referral form with receiving agency and connect customer directly when possible
- Step 4: Follow up with agency and customer, where possible, to ensure customer connected
- Step 5: Receiving agency serves customer and makes additional referrals as appropriate

All workforce partners commit to:

- Use the referral form and referral process outlined.

- Ensure that intake and referral processes are customer-centered and provided by staff trained in customer service
- Ensure that general information regarding one-stop center programs, services, activities and resources shall be made available to all customers as appropriate
- Ensure that general information on other workforce services (not located within the one-stop) are made available to all customers as appropriate.
- Customer referrals will follow the referral flow chart. A customer should be directly connected with the program when possible, linked via phone if not, and at a minimum, follow up completed by the referring entity to ensure the customer connected to the services.
- Referrals will be tracked in each partner's data management system, case note system or paper files. As new data management systems are introduced to track services, enrollments and outcomes for WIOA enrollments, the partners will participate as appropriate.

11. Increased and Maximized Access

The Partners agree that meeting WIOA's mandate for increased access to the Region's workforce services—particularly for individuals with barriers to employment—must be a priority as we work together to deliver workforce services. This necessarily includes outreach to individuals with barriers to employment, a group that includes members of the following populations:

- 11.1. Individuals with barriers, including but not limited to individuals with vision loss
- 11.2. Displaced homemakers
- 11.3. Low-income individuals
- 11.4. Native Americans, including Indians, Alaska Natives and Native Hawaiians as those terms are defined in WIOA section 3
- 11.5. Individuals age 55 and older
- 11.6. Returning citizens (ex-offenders)
- 11.7. Homeless individuals
- 11.8. Youth who are in or have aged out of the foster care system
- 11.9. English language learners, a group that is also often referred to as individuals with Limited English Proficiency (LEP)
- 11.10. Individuals who have low levels of literacy
- 11.11. Individuals facing substantial cultural barriers
- 11.12. Eligible migrant and seasonal farmworkers
- 11.13. Single parents, including single pregnant women
- 11.14. Long-term unemployed individuals

11.15. Individuals within two years of exhausting lifetime eligibility under part A of title IV of the Social Security Act

To achieve the priority of increased access for individuals with barriers to employment, the parties will:

- Leverage the expert knowledge of its membership and collaborate to maximize access to workforce services;
- Conduct outreach to stakeholders and other organizations within the Region; and
- Participate in state workforce development accessibility initiatives.

12. Common Performance Measures.

The Partners will collaborate to achieve common performance indicators outlined in the State of Iowa Unified State Plan and any modifications made thereto. This collaboration includes strategizing on approaches to attain these measures and providing data in the method and of the substance requested by state-level partner agencies.

13. Service Design.

The Partners will work together to achieve an integrated partnership that seamlessly incorporates the services provided by Partner programs. The Partners will collaborate to develop and implement operational policies, procedures and proven and promising practices that reflect an integrated system of performance, communication and case management, and use technology to achieve integration and expanded service offerings.

13.1. Alignment of Services.

The Partners will collaborate to develop policies, procedures and proven and promising practices to facilitate the organization and integration of workforce services by function (rather than by program) when permitted by a program's authorizing statute and as appropriate. This will include coordinating staff communication, capacity building, and training efforts. Functional alignment includes having One-Stop Center staff who perform similar tasks serve on relevant functional teams (e.g. Skills Development Team, Business Services Team). Service integration will focus on serving all customers seamlessly (including individuals with barriers to employment) by providing a full range of services staffed by cross-functional teams, consistent with the purpose, scope and requirements of each Partner Program.

13.2. Career Services.

Career Services include a variety of self-help services and services requiring more staff involvement, generally provided to individuals deemed to be in need of more intensive/training services to obtain employment; or who are employed but deemed to be in need of more intensive or individualized services to obtain or retain employment that allows for self-sufficiency.

Each partner is responsible for the provision of services associated with the One-Stop system

site. The levels of service begin with a set of basic career services available to the universal population. Further assessments may necessitate the need for more intensive or individualized services. These services, customized and based upon the Region 11 needs, are described in a detailed narrative and are outlined in Table format in the Attachment B documents.

Attachment B “Partner Services Responsibilities” identifies the services each required partner will provide and the methods of service delivery each partner will use to ensure that integration and non-duplication of services is addressed.

13.3. Employer Services.

WIOA requires that Local One-Stop Systems provide workforce services that meet the labor-market needs of employers. To meet this requirement, the Partners will collaborate to achieve an integrated approach to business services delivery. This will include the implementation of business-focused outreach and initiatives:

13.3.1. Employer-Focused Outreach.

The Partners will create an Integrated Business Services Team that includes local staff from each core partner agency to:

- a. Facilitate engagement of employers in workforce services programs;
- b. Offer and deliver quality business services that assist specific businesses and industry sectors in overcoming the challenges of recruiting, training, retaining, and developing talent for the regional economy;
- c. Identify and develop a clear understanding of industry skill needs, strategies for assisting employers and coordinating business services activities across programs;
- d. Incorporate an integrated and aligned business services strategy among partner to present a unified voice for the One-Stop Center in its communications with employers; and
- e. Engage employers to develop sector partnerships that are responsive to labor-market trends.

13.3.2. Business-Focused Initiatives.

The partners will develop policies, procedures and promising practices regarding the development of programs and activities that may include but are not limited to implementation of initiatives such as:

- a. Incumbent worker training programs;
- b. On-the-job training;
- c. Customized training programs;
- d. Registered apprenticeships;
- e. Industry and sector partnerships;
- f. Career pathways; and

- g. Public-Private partnerships.

13.4. Equal Opportunity.

The parties agree to obey all applicable state and federal nondiscrimination laws. The parties shall not unlawfully discriminate against any customer, applicant for employment, or employee of a party to this MOU or other entity. The parties shall adhere to the policies, procedures, and guidance issued by the State of Iowa Workforce Development Board and state-level partner agencies regarding equal opportunity, nondiscrimination, and increased accessibility. Nothing in this Section shall be construed as limiting the parties' agreement to increase and maximize access for individuals with barriers to employment under Section 11 of this MOU.

13.5. Integrated Management System.

WIOA emphasizes technology as a critical tool in making possible all aspects of information exchange including client tracking, common case management, data collection, and reporting. Iowa Workforce Development, Iowa Vocational Rehabilitation Services, Iowa Department for the Blind, and Iowa Department of Education, Adult Education and Literacy, are working to develop technological enhancements that allow interfaces of common information needs for WIOA implementation. To support the use of these tools, the One-Stop Partner agrees to:

- 13.5.1. The principles of common reporting and shared information through electronic mechanisms including shared technology;
- 13.5.2. Commit to share information to the greatest extent allowable under their governing legislation and confidentiality requirements; and
- 13.5.3. Develop a process for shared case management that coordinates services and leverage funding to meet the employment needs of an individual job seeker/customer.

13.6. Confidentiality.

The parties agree to comply with provisions of WIOA, the Wagner-Peyser Act, the Rehabilitation Act of 1973, and the Adult Education and Literacy Act, and any other applicable requirement of state or federal law to assure that customer information shall be shared solely for the purpose of enrollment, referral, or provision of services. When required under applicable state or federal law, a release of information will be obtained from the customer before sharing confidential protected information. In carrying out their respective responsibilities, each party shall respect and abide by the confidentiality policies, procedures, and guidance of the other parties.

14. Amendment.

This MOU may be amended at any time upon mutual agreement of the parties. Any amendment to this MOU must be consistent with federal, state or local laws, regulations, rules, plans, or policies. Any amendment of this MOU must involve the process outlined in this section.

A party may request to amend this MOU during its term. A party seeking an amendment must submit a written request to each party. The request must include:

- 14.1. The requesting Partner's name;
- 14.2. The reason(s) for the amendment request;
- 14.3. Each section of this MOU that will require revision;
- 14.4. The desired date for the amendment to take effect; and
- 14.5. The signature of an authorized representative of the requesting Partner.

After receipt of an amendment request, the parties must attempt to reach consensus on amending this MOU. If the parties reach unanimous agreement to amend this MOU, this MOU may be amended. Each party must execute the amended MOU via an authorized representative for the amended MOU to take effect. If a party objects to the requested amendment to this MOU and consensus on amending this MOU cannot be reached, the requesting party may utilize the Dispute Resolution process outlined in Section 15 to seek amendment of this MOU.

15. Dispute Resolution.

The parties agree to act in good faith to implement this MOU to help execute the local plan. However, should a dispute arise among the parties while attempting to implement the provisions contained in Phase I of this MOU that results in an impasse, the parties agree to utilize the following process:

- 15.1. A written document detailing the dispute must be submitted to the State of Iowa Workforce Development Board, with a copy delivered by U.S. mail or email to each of the parties to this MOU.
- 15.2. The State Workforce Development Board will appoint a standing committee to review and work with the parties to attempt to resolve the impasse. Impasses involving state level partners will have the participation of their respective executive director or administrator, or their designees, in all resolution activities.
- 15.3. If the standing committee successfully brokers a resolution to the dispute, the parties must execute a written agreement containing the terms of the dispute resolution. The standing committee must then make a written report to the State Workforce Development Board at the first meeting to occur after the impasse is resolved and agreement between the parties is executed, detailing the dispute and the resolution. The State Workforce Development Board must publish the standing committee's report on its website.
- 15.4. In the event the dispute cannot be resolved within thirty (30) days, the standing committee will make a recommendation to the State Workforce Development Board regarding a resolution to the impasse. At its next meeting, the State Workforce Development Board will vote on whether to adopt the standing committee's proposed resolution.
 - 15.4.1. If the State Workforce Development Board votes to not adopt the standing committee's proposed resolution, the State Workforce Development Board may direct the standing committee to engage in further efforts to resolve the dispute or dissolve the standing

committee and create another standing committee to take the initial standing committee's place.

- 15.4.2. If the State Workforce Development Board adopts the standing committee's proposed resolution, the standing committee must draft a report detailing the dispute, its efforts to resolve the dispute, and the resolution. The State Workforce Development Board must post the standing committee's report on its website.

The policies and procedures outlined in this section will not apply to any dispute among the parties regarding cost or resource sharing. Any dispute among the parties regarding cost or resource sharing must be subject to a separate and distinct dispute resolution process that will be outlined in Phase II of this MOU and be compliant with WIOA.

16. Termination.

- 16.1. The parties understand that implementation of the one-stop system is dependent on everyone's good faith effort to work together to improve services to the community. The parties also agree that this is a project where different ways of working together and providing services are being tried.
- 16.2. In the event that it becomes necessary for one or more party to cease being a party to this MOU, said party shall notify the other parties and the State Workforce Development Board, in writing, ninety (90) days in advance of that intention.
- 16.3. A party's termination in whole or in part of its participation in this MOU will not affect its duties and obligations under any applicable federal or state law, including but not limited to WIOA.
- 16.4. A party's termination in whole or in part of its participation in this MOU will be effective only as to that entity.
- 16.5. If a party terminates in whole or in part its participation in this MOU, this MOU will remain in full force and effect as to all other parties.
- 16.6. A party's termination in whole or in part its participation in this MOU will trigger a review of the regional workforce development board's certification under WIOA section 107(c) and local workforce development area's designation under WIOA section 106(b) by the State Workforce Development Board which will result in recommendations to the Governor of the State of Iowa.

17. No Indemnification and Liability.

By executing this MOU each partner agrees to work together to deliver Region 11 one-stop services for employers, employees, and those seeking employment. However, the parties are not legally "partners" to the extent that term encompasses joint and several liabilities under Iowa law. Each partner under this MOU is responsible for its own employees, representatives, agents, and subcontractors.

MEMORANDUM OF UNDERSTANDING

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Region 11
Agreement 7/01/2016- 6/30/2019

By signing this Memorandum of Understanding, all partners have reviewed the MOU and find it accurately reflects a general understanding of their involvement in the Region 11 One-Stop System.

Children and Families of Iowa

Title I Youth


Janice Lane, CEO

6/14/16
Date

Iowa Employment Solutions@DMACC

Title I Adult, Dislocated Worker


Robert Denson, President

6-14-2016
Date

Des Moines Area Community College


Title II Adult Education and Literacy


Hollie Coon, Executive Director

6/9/2016
Date

Des Moines Area Community College

Carl Perkins Career Technical Education


Robert Denson, President

6-14-2016
Date

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Signature Page, continued

Iowa Vocational Rehabilitation


Title IV Vocational Rehabilitation


Leslie McCarthy, Supervisor

6-10-16
Date

Iowa Department for the Blind

Title IV Vocational Rehabilitation


Keri Osterhaus, Vocational Rehabilitation
Program Supervisor Administrator

6-21-2016
Date

Iowa Workforce Development

Title III Wagner-Peyser


Marketa Oliver, Division Administrator

06.22.16
Date

AARP

Title V Older American Act


Cynthia Cannavo, Iowa State Manager

6-20-16
Date

Experience Works

Title V Older American Act


David Hicks, State Program Manager

6/8/2016
Date

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Signature Page, continued

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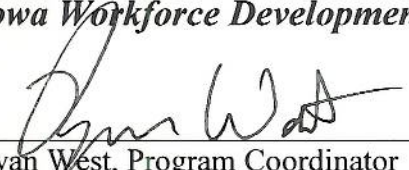
Migrant/ Seasonal Farmworker

Jesus Soto, CEO

Date

Iowa Workforce Development

Unemployment Compensation



Ryan West, Program Coordinator

Date

6/22/16

Iowa Workforce Development

TANF/PROMISE JOBS

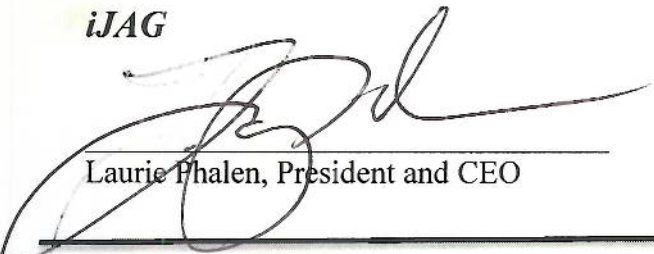


Marketa Oliver, Division Administrator

Date

06.22.16

iJAG



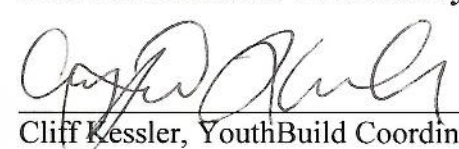
Laurie Phalen, President and CEO

Date

6-15-16

Des Moines Area Community College

YouthBuild



Cliff Kessler, YouthBuild Coordinator

Date

6-8-2016

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Denison Job Corps

Job Corps

See attached

Mark Douglas, Director

Jim Whitmire

Date

Ottumwa Job Corps

Job Corps

Jim Whitmire

Jim Whitmire, Director

Mark Douglas

Date

6/22/16

IMPACT Community Action Program

Community Services Block Grant

Anne Bacon

Anne Bacon, Executive Director

6-9-16

Date

Iowa Workforce Development

Veterans Services

Marketa Oliver

Marketa Oliver, Division Administrator

06-22-16

Date

Iowa Workforce Development

Trade Adjustment Act

Marketa Oliver

Marketa Oliver, Division Administrator

06-22-16

Date

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Signature Page, continued

Des Moines Municipal Housing Agency Housing and Urban Development

Date

Fifth Judicial District Dept. of Corrections, Fifth Judicial District

See attached.

Jerry L. Evans, Executive Director

Date

Industries
Goodwill of Central Iowa

Marlyn McKeen

Marlyn McKeen, President

6-9-16

Date

United Way of Central Iowa

Sarah Roy

Sarah Roy, Chief Operating Officer

6-14-16

Date

Evelyn K Davis Center

Robert J. Denson

Marvin DeJear, Director
Robert J. Denson, DMACC CEO

6-14-2016

Date

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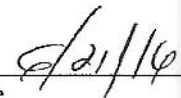
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Denison Job Corps

Job Corps



Jim Whitmire, Director



Date



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AARP

Title V Older American Act

Cynthia A. Cannavo
Cynthia Cannavo, Director

6-22-16
Date

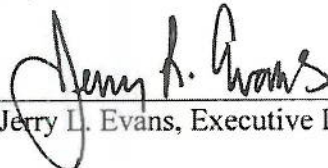
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Fifth Judicial District

Dept. of Corrections, Fifth Judicial District



Jerry L. Evans, Executive Director

9/14/16

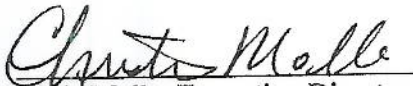
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American Indian Council

Native American Programs


Chris Molle, Executive Director

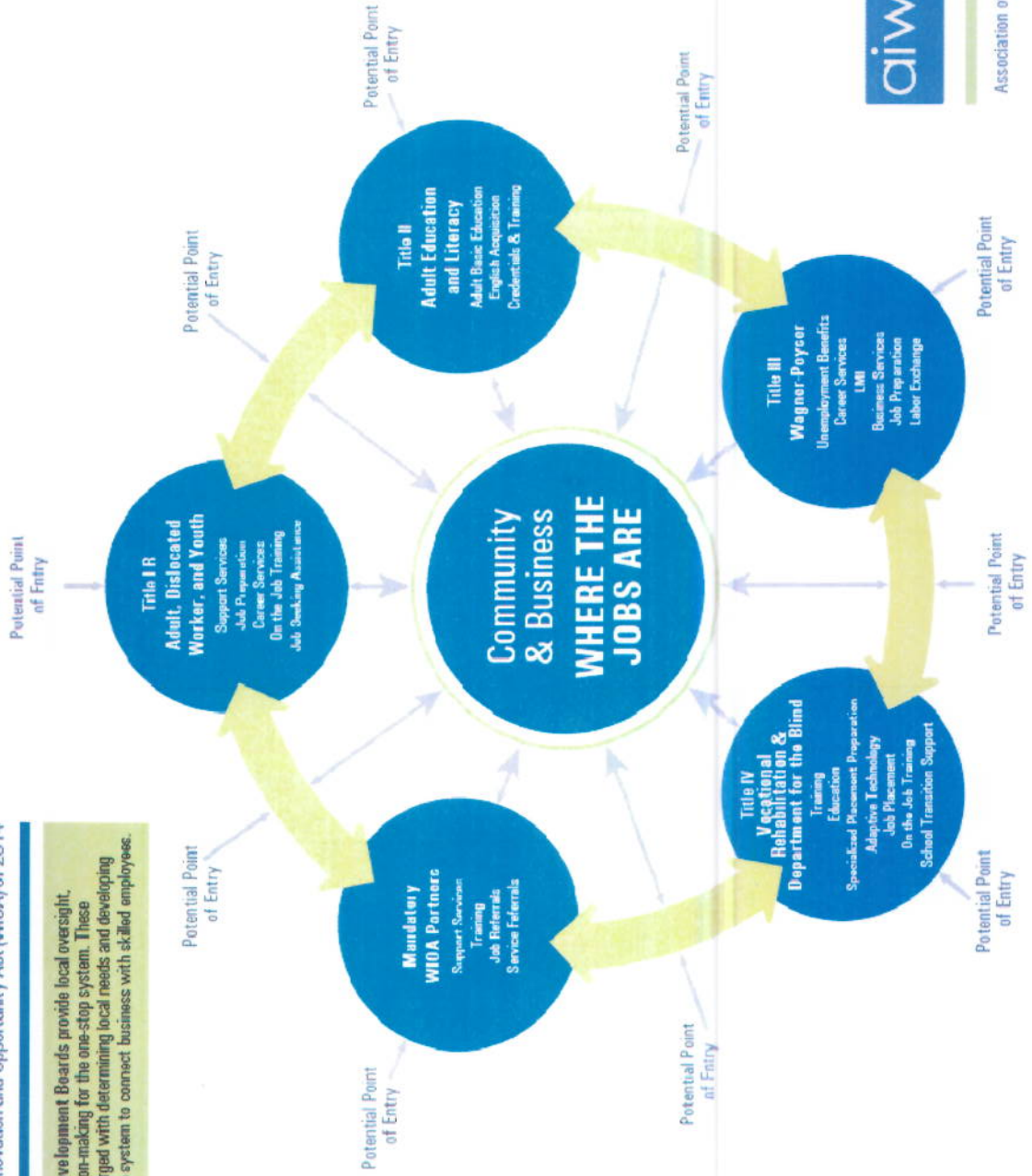
9-14-16
Date

ATTACHMENT A

THE ONE-STOP SYSTEM

Under the Workforce Innovation and Opportunity Act (WIOA) of 2014

Regional Workforce Development Boards provide local oversight, accountability, and decision-making for the one-stop system. These appointed boards are charged with determining local needs and developing pathways throughout the system to connect business with skilled employees.



Association of Iowa Workforce Partners
2016

ATTACHMENT B

Partner Services Responsibilities

WIOA Section 121 identifies the federal programs and requires that the services and activities under each of those programs must be made available through each local area's One-Stop Delivery System. The entities that receive the federal funds for each of these programs and/or have the responsibility to administer the respective programs in the Area are required partners under WIOA.

Required Partner Services: The table below identifies the services each required partner will provide and the method(s) of service delivery each partner will use. The services are identified by the corresponding numbers listed for each in the One-Stop Services document (Appendix B). The service delivery methods are identified by the codes listed in the One-Stop Services document (Appendix B). Include all core partners and any required partners subject to the local needs.

Partner Name	Program Name	Services (Enter number)			Service Delivery Method by Location Code
		Career	Training	Employer	
Proteus	National Farmworker Jobs Program (NJFP), Health Program	1, 2, 3, 4, 5, 8, 10, 11, 12, 13, 15, 16, 17, 18, 19, 21	2, 7	4, 5, 6,	T, B, P, O (being present/having a table at the One-Stop)
Iowa Vocational Rehabilitation Services	Vocational Rehabilitation Services	1, 2, 3, 4, 5, 7, 8, 10, 11, 12, 13, 15, 16, 17, 18, 19, 21	1, 2, 3, 4, 5, 6, 7, 8, 9	1, 2, 3, 4, 5, 6, 7, 8	FT, C/PT, C/Off, T, B, O
Des Moines Area Community College – Adult Ed.	High School Equivalency (HiSET), English as a Second Language (ESL)	1, 2, 3, 4, 7, 8, 10, 13, 15, 16	8	5	PT, T, B
Iowa Department for the Blind	Vocational Rehabilitation Services	1, 2, 3, 4, 5, 7, 8, 10, 11, 12, 13, 15, 16, 17, 18, 19, 21	1, 2, 3, 4, 5, 6, 7, 8, 9	1, 2, 3, 4, 5, 6, 7, 8	FT, PT, C/PT, C/Off, T, B, O
Title I Youth Service Provider Children and Families of	Connect 2 Careers	1, 2, 3, 4, 8, 10, 11, 12, 13, 15, 16, 17, 18, 19	1, 2, 3, 5, 6, 7, 8, 9	4, 6	7-FT; T, P, B, O, A

Iowa Workforce Development	Wagner Peyser, Veteran Services, TANF, Unemployment	1,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16,17,18,19,20,21	1,2,3,4,5,6,7,8,9,10,11	1,2,3,4,5,6,7,8	FT, C/PT, T, A, B, P, O
IES@DMACC	Adult and Dislocated Workers	1,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16,17,18,19,20,21	1,2,3,4,5,6,7,8,9,11	2,3,4,6,7,8	FT, C/PT, T, A, B, P, O
IMPACT Community Action Program	Community Services Block Grant	8,19			O
Goodwill Industries of Central Iowa	Employment Services – pre-voc, search, placement, job coaching	1, 2, 3, 4, 5, 6, 11, 13, 15, 16, 17, 18, 19	7, 11	2, 3, 4, 5, 6, 7	FT, PT, T, B

One-Stop Services

Career Services: Career services include a variety of self-help services and services requiring more staff involvement, generally provided to individuals unable to find employment through core services, and deemed to be in need of more intensive services to obtain employment; or who are employed but deemed to be in need of more intensive services to obtain or retain employment that allows for self-sufficiency.

1. **Eligibility of services:** This is the process of obtaining and documenting information about an individual's circumstances and comparing that information with the criteria set by an agency or program to decide if the individual qualifies for participation.
2. **Outreach, Intake, Orientation and Referral:** Outreach activities involve the collection, publication, and dissemination of information on program services available and directed toward jobless, economically disadvantaged, and other individuals. Intake is the process of collecting basic information up to the decision of eligibility or ineligibility for an individual's program. Orientation, whether offered in a group setting, one-on-one, or electronically, is the process of providing broad information to customers in order to acquaint them with the services, programs, staff, and other resources at the One-Stop Center, affiliate, or self-service location.
3. **Initial Assessment:** For individuals new to the workforce system, initial assessment involves the gathering of basic information about skill levels, aptitudes, abilities, barriers, and supportive service needs in order to recommend next steps and determine potential referrals to partners or community resources.
4. **Labor Exchange Services:** Helps an individual seek, locate, apply for, and obtain a job. It may include but is not limited to: job finding skills, orientation to the labor market, resume preparation assistance, development of a job search plan, job development, referrals to job openings. Recruitment of businesses services and referral to specialized business services. Provide information on in-demand industry sectors and occupations; and provision of information on non-traditional employment.
5. **Employment Statistics-Labor Market Information:** Collect and report data about employment levels, unemployment rates, wages and earnings, employment projections, jobs, training resources, and careers.
6. **Eligible Provider Performance and Program Cost Information:** Collect and provide information on:
 - A. Eligible training service providers;
 - B. Eligible youth activity providers;
 - C. Eligible adult education providers;
 - D. Eligible postsecondary vocational educational activities and vocational educational activities available to school dropouts under the Carl Perkins

- Act; and
 - E. Eligible vocational rehabilitation program activities.
7. **Local Performance Information:** Collect and provide information on the local area's recent performance measure outcomes.
 8. **Supportive Services' Information:** Collect and provide information on specific services such as transportation, child care, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in employment and training activities.
 9. **Unemployment Compensation:** Collect and provide information on filing claims for state benefit payments that protect individuals from economic insecurity while they look for work. Provide assistance in filing claims. Claims may be filed on-line or via telephone available in the One-Stop.
 10. **Financial Aid information:** Provide guidance to individuals on eligibility for other programs and on financial aid assistance for training and education programs that are available in the local area.
 11. **Follow-Up Services:** Services provided to participants who are placed in unsubsidized employment, for not less than 12 months after the first day of the employment. These services assist those individuals to maintain employment or qualify for promotions with that employment.
 12. **Comprehensive and Specialized Assessments:** A closer look at the skills levels and service needs that may include:
 - A. Diagnostic Testing and use of other assessment tools; and
 - B. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
 13. **Individual Employment Plan Development:** Working with individuals to identify their employment goals, the appropriate achievement objectives, and the appropriate combination of services that will help the individual achieve those goals.
 15. **Career Planning, Counseling:** Providing information on eligible providers of training services and career pathways to attain career objectives.
 16. **Workforce preparation activities:** Activities designed to help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills and self-management skills including competencies in utilizing resources, using information, working with others, understanding systems and obtaining skills necessary for successful transition into and completion of postsecondary education or training or employment.
 17. **Short-Term Prevocational Services:** Can include development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance

skills, and professional conduct, to prepare individuals for unsubsidized employment. *Definition does not include services provided in subminimum wage setting.

18. **Internships and work experience:** linked to careers and serves as the stepping stone for career pathways.
19. **Financial Literacy:** Ability of participants to create budgets, initiate savings and make informed financial decisions. Ability to understand, evaluate and compare financial products, services and opportunities.
20. **English language acquisition**
21. **Out of area job search**

Training Services: Services offered through a training provider to help individuals upgrade their skills, earn degrees and certifications, or otherwise enhance their employability through learning and education. Types of training services include:

1. **Occupational Skills Training:** An organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate or advanced levels.
2. **On-the-Job Training (OJT):** Training by an employer that is provided to a paid participant while engaged in productive work that is limited in duration, provides knowledge or skills essential to the full and adequate performance of the job, and reimburses the employer for the costs associated with training the OJT trainee often calculated based on a percentage of the trainee's wages.
3. **Workplace and cooperative education:** Programs that combine workplace training with related instruction which may include cooperative education programs.
4. **Training programs operated by the private sector**
5. **Skills upgrading and retraining:** Courses that prepare persons for entrance into a new occupation through instruction in new and different skills demanded by technological changes. These courses train incumbent workers in specific skills needed by that business or industry and that lead to potential career growth and increased wages. This includes courses that develop professional competencies that are particularly relevant to a vocational/occupational goal. It must be demonstrated that the training will result in the workers' acquisition of transferable skills or an industry-recognized certification or credential.
6. **Entrepreneurial training**

7. **Job-readiness training:** Provided in combination with other training.
8. **Adult Education and Literacy (AEL) programs:** Services or instruction below the postsecondary level for individuals who are not enrolled or required to be enrolled in secondary school under state law and lack basic educational skills to enable the individuals to function effectively in society and on a job. Services include, but are not limited to, one-on-one instruction, coursework, or workshops that provide direction for the development and ability to read, write, and speak in English, compute, and solve problems, at levels of proficiency necessary to function in society or on the job.
9. **Customized training:** Training that is designed to meet the special requirements of an employer or group of employers and that is conducted with a commitment by the employer to employ an individual upon successful completion of the training and for which the employer pays for a portion of the cost of training.
10. **Incumbent worker training:** Local Workforce Investment board may decide up to 20% of Adult/Dislocated funds to be spent and can cost share with employers (% depending on business size).
11. **Transitional jobs:** Local Workforce Investment board may decide up to 10% of funds, time limited, subsidized work experience. Targeted for individuals with barriers to employments, chronically unemployed or have an inconsistent work history to establish a work history, demonstrate success in workplace and develop skills that lead to entry into and retention in unsubsidized employment.

Employer Services: One-Stop services offered to employers include:

1. **Employer needs assessment:** Evaluation of employer needs, particularly future hiring and talent needs.
2. **Job posting:** Receiving and filling of job openings; searching resumes; providing access to a diverse labor pool.
3. **Applicant pre-screening:** Assessing candidates according to the employer's requirements and hiring needs; referring candidates based on their knowledge, skills, and abilities relative to the employer requirements.
4. **Recruitment assistance:** Raising awareness of employers and job openings and attracting individuals to apply for employment at a hiring organization. Specific activities may include posting of employer announcements, provision of job applications, and hosting job fairs and mass recruitments.
5. **Training assistance:** Providing training resources to enable employers to upgrade employee skills, introduce workers to new technology, or to help employees transition into new positions.
6. **Labor Market Information:** Access to information on labor market trends, statistics, and other data related to the economy, wages, industries, etc.

7. **Employer information and referral:** Provision of information on topics of interest to employers such as services available in the community, local training providers, federal laws and requirements, tax information, apprenticeship programs, human resource practices, alien labor certification, incentive programs such as WOTC or the federal bonding program, etc.

8. **Rapid Response and Layoff Aversion:** Provision of services to prevent downsizing or closure, or to assist during layoff events. Strategies may include incumbent worker training to avert lay-offs, financing options, employee ownership options, placement assistance, worker assessments, establishment of transition centers, labor-management committees, peer counseling, etc.

Service Delivery Access Codes:

Code	Method Description
FT	On-Site Staff Full Time
PT	On-Site Staff Part Time
C	Contracted Service On-Site Full Time
C/PT	Contracted Service On-Site Part Time
C/Off	Contracted Service Off-Site
T	Access Via Telephone
A	Access Via Automated System
B	Brochure/Handout
P	Posting at One-Stop Center
O	Other
NA	Not Applicable



ATTACHMENT C

IowaWorks Central Iowa
 430 East Grand Avenue
 Des Moines, Iowa 50309
 (515) 281-9619/1-800-lowajobs

Career Services Available at this Center:

Computer/Equipment Services:

- Search Local & Internet Job Openings
- Job Referral Services
- Rosetta Stone Tutorials
- Typing Tutorials
- Access to Copiers
- Access to Fax

Other Services:

- Skilled Iowa Program
- Unemployment Services
- Work Permits
- Job Placement
- Job Fairs
- Veteran's Assistance
- English as a Second Language Assistance
- Ex-Offender Services
- Disability Resource Services

- College Aid & Resources
- Labor Market Information
- Business Services (Employers)
- Mock Interviewing

Testing/Assessments Available:

- OPAC Office Proficiency Testing & Certification
 - Typing Tests
 - 10 Key Testing
 - Data Entry Testing
 - Microsoft Suite Testing
- National Career Readiness Testing
- Interest & Skills Inventories

Workshops/Classes:

- Six Steps Training
- Maintaining a Positive Attitude
- Developing a Career Transition Plan
- Researching Employment Trends
- Creating a Great Resume –(prep class)
- Job Search Strategies
- Interviewing & Negotiation
- Resume Writing
- Cover letters
- A-Game, Work Ethics
- Colors (Personalities)
- POETS
- HISET (formerly GED)
- ESL

Programs Located on the Premises

Note: Eligibility requirements apply to each program individually. Contact each program separately for assistance in determining your eligibility to participate in the program.

American Indian Council e-mail: aic.hunt@yahoo.com	Referral assistance, classroom training and work experience program and services to Native American and Alaskan Natives.	(515) 281-9702 1-800- 546-4898
WIOA/Adult/Dislocated Worker Program www.iowaemploymentsolutions.com	Employment and Training services serving adults/dislocated workers, economic disadvantaged.	(515) 281-9700
Iowa Vocational Rehabilitation: http://www.ivrs.iowa.gov	Assistance to persons with Disabilities	(515) 281-4211
Job Corp www.jobcorp.gov ; Like us on: facebook.com	Assists persons 16-24 with training and educational opportunities	(515) 281-9685
PROMISE JOBS www.iowaworkforcedevelopment.gov/promise-jobs	Employment/training program for individuals on FIP (Family Investment Program)	(515) 281-9665 Fax: (515) 281-9753
Veteran Representatives www.iowaworkforcedevelopment.gov/veteran-employment-services	Assistance to US Veterans Email: region11.web@iwd.iowa.gov	(515) 281-9711
Iowa College Aid Commission lowacollegeaid.gov	Services & resources to assist Iowans as they plan, prepare & pay for College	1-877-272-4456
Ticket To Work	Assistance to maintain disability benefits while working.	(515) 725-3668 (515) 725-3666

Other Important Programs & Contacts

Central Iowa Shelter & Services	Provides shelter & support services for homeless individuals	(515) 284-5719
<p>IMPACT Community Action Program www.impactcap.org</p> <p>Community action programs exist nationwide to provide critical support programs and guidance for people in need.</p>	<p>Important services are located in five central Iowa counties and include:</p> <ul style="list-style-type: none"> • Home energy and weatherization assistance • Food support • Personal finance education • Disaster relief 	(515) 274-1334
<p>Family Development and Self Sufficiency (FaDSS) http://www.iowafadss.org</p>	Strengthening families through advocacy & support	(515) 244-8961
<p>Goodwill Industries www.dmgoodwill.org/</p>	Services for persons with disabilities and other disadvantaging conditions such as welfare dependence, illiteracy, criminal history and homelessness	(515) 265-5323
<p>Iowa Department for the Blind www.information@blind.state.ia.us</p>	Serves Iowans who are blind or severely visually impaired to achieve independence	(515) 281-1333 1-800-362-2587
<p>Proteus, Inc. www.proteusinc.net</p>	Serving migrant and seasonal farm workers and their families to promote self-sufficiency.	(515) 271-5303
<p>211 United Way/American Red Cross www.211iowa.org</p>	National database of resources for social services, 24 hours a day, 7 days a week.	Dial 211 from any phone.
<p>Polk County Veterans Administration www.polkcountyiowa.gov/veteranaffairs</p>	Assistance to US Veterans	(515) 286-3670
<p>Federal Veterans Affairs http://www.va.gov www.iowava.org americasherosatwork.gov/resources.html</p>	Providing Assistance and services to Veterans	1-800-827-1000
<p>Children and Families of Iowa Connect 2 Careers – Title I Youth/Young Adult Program www.CFlowa.org</p>	Providing Assistance and services to Youth/younger Adults	
<p>AARP www.arp.org/sk/membership8</p>	Job Search Assistance for individuals age 55 and older. Department of Labor's Senior Employment program for low income seniors.	(515) 287-1555
<p>Experience Works www.experienceworks.org</p>	Job Search Assistance for individuals age 55 and older. Department of Labor's Senior Employment program for low income seniors.	(515) 243-2430
<p>Evelyn K. Davis Center www.evelynkdaviscenter.org</p>	Helping families and individuals improve their financial position and connecting them with their work and career goals.	(515) 697-7700

Other Helpful Websites:

Job Openings Listed through Iowa Workforce Development – www.iowajobs.org

File for Unemployment Insurance (UI) Benefits – www.iowaworkforcedevelopment.gov