

# MEMORANDUM OF UNDERSTANDING

## IowaWORKS System Operations

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This Memorandum of Understanding (MOU) is executed between the **Northeast Iowa** Local Workforce Development Board (Local WDB), the IowaWORKS system partners (Partners), and the Chief Lead Elected Official (CLEO). They are collectively referred to as the “Parties” to this MOU.

This MOU confirms the understanding of the Parties regarding the operation and management of the IowaWORKS centers in the Local Workforce Development Area. The **Northeast Iowa** Local WDB, along with the CLEO, provides oversight of workforce services in the Local Workforce Development Area.

The Local Workforce Development Area (LWDA) includes the following counties: **Allamakee, Black Hawk, Bremer, Buchanan, Butler, Cerro Gordo, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Floyd, Franklin, Grundy, Hancock, Howard, Mitchell, Winnebago, Winneshiek, and Worth.**

The CLEO for the LWDA is **Heidi Nederhoff** who is a member of the **Grundy** County Board of Supervisors.

**The Local WDB selected the One-Stop Operator, State Public Policy Group (SPPG), through a competitive procurement in accordance with the Uniform Guidance, WIOA and its implementing regulations, local procurement standards and rules, and IWD Policy # 1.4.7.3. All documentation for the competitive One-Stop Operator procurement and selection process is published and may be viewed at <https://www.iowawdb.gov/northeast/procurement>.**

## Attachment A-1: IowaWORKS Office Locations

<b>Comprehensive Center Name</b>	<b>IowaWorks Center- Mason City</b>
<b>Center Manager Name and Title</b>	Todd Oesterle, Operations Manager
<b>Mailing Address</b>	600 S. Pierce Avenue, Mason City, Iowa 50401
<b>Operating Hours</b>	Mon., Tues., Thurs., Fri. 8:00-4:30, Wed. 9:00-4:30 Sat., Sun. Closed
<b>Phone</b>	641-422-1543
<b>Email</b>	MasonCityIowaWorks@iwd.iowa.gov
<b>Website</b>	<a href="https://www.iowaworkforcedevelopment.gov/mason-city">https://www.iowaworkforcedevelopment.gov/mason-city</a>

<b>Comprehensive Center Name</b>	<b>IowaWorks Center- Waterloo</b>
<b>Center Manager Name and Title</b>	Karen Siler, Operations Manager
<b>Mailing Address</b>	3420 University Avenue, Waterloo, Iowa 50701
<b>Operating Hours</b>	Mon., Tues., Thurs., Fri. 8:00-4:30, Wed. 9:00-4:30 Sat., Sun. Closed
<b>Phone</b>	319-235-2123
<b>Email</b>	WaterlooIowaWorks@iwd.iowa.gov
<b>Website</b>	<a href="https://www.iowaworkforcedevelopment.gov/waterloo">https://www.iowaworkforcedevelopment.gov/waterloo</a>

<b>Comprehensive Center Name</b>	<b>IowaWorks Center- Dubuque</b>
<b>Center Manager Name and Title</b>	Marla Loecke, Operations Manager
<b>Mailing Address</b>	680 Main Street, 2 <sup>nd</sup> Floor, Dubuque, Iowa 52001
<b>Operating Hours</b>	Mon., Tues., Thurs., Fri. 8:00-4:30, Wed. 9:00-4:30 Sat., Sun. Closed
<b>Phone</b>	563-556-5800
<b>Email</b>	DubuqueIowaWorks@iwd.iowa.gov
<b>Website</b>	<a href="https://www.iowaworkforcedevelopment.gov/dubuque">https://www.iowaworkforcedevelopment.gov/dubuque</a>

<b>Affiliate Site Name</b>	<b>IowaWorks Satellite Office- Decorah</b>
<b>Center Manager Name and Title</b>	Marla Loecke, Operations Manager
<b>Mailing Address</b>	312 Winnebago Street, Decorah, Iowa 52101
<b>Operating Hours</b>	Mon., Tues., Thurs., Fri. 8:00-4:30, Wed. 9:00-4:30 Sat., Sun. Closed
<b>Phone</b>	563-382-0457
<b>Email</b>	Dubuqueloworks@iwd.iowa.gov
<b>Website</b>	<a href="https://www.iowaworkforcedevelopment.gov/decorah">https://www.iowaworkforcedevelopment.gov/decorah</a>

## Attachment A-2: Partners' Other Locations

Partner	Location	Services
<b>Title I-Adult, Dislocated Worker, Youth- Goodwill of Northeast Iowa</b>	<b>Mason City Location:</b> 600 S. Pierce Avenue MasonCity, Iowa 50401	See Attachment C
<b>Title I-Adult, Dislocated Worker, Youth- Goodwill of Northeast Iowa</b>	<b>Waterloo Location:</b> 3420 University Avenue Waterloo, Iowa 50701	See Attachment C
<b>Title I-Adult, Dislocated Worker, Youth- Goodwill of Northeast Iowa</b>	<b>Dubuque Location:</b> 680 Main Street, 2 <sup>nd</sup> Floor Dubuque, Iowa 52001	See Attachment C
<b>Title I-Adult, Dislocated Worker, Youth- Goodwill of Northeast Iowa</b>	<b>Decorah Location:</b> 312 Winnebago Street Decorah, Iowa 52101	See Attachment C
<b>Title I-Adult, Dislocated Worker, Youth- Goodwill of Northeast Iowa</b>	<b>Postville Location:</b> Postville Public Library 235 W. Tilden Street Postville, Iowa 52162 <i>(Wednesday's)</i>	See Attachment C
<b>Title I-Adult, Dislocated Worker, Youth- Goodwill of Northeast Iowa</b>	<b>Oelwein Location:</b> Northeast Iowa Community College RAMS Center 1400 Technology Drive Oelwein, Iowa 50662 <i>(Tuesday's)</i>	See Attachment C
<b>Title I-Adult, Dislocated Worker, Youth- Goodwill of Northeast Iowa</b>	<b>Guttenberg Location:</b> Family Resource Center 514 S. River Park Drive Guttenberg, Iowa 52052 <i>(Thursday's)</i>	See Attachment C
<b>Title I-Adult, Dislocated Worker, Youth- Goodwill of Northeast Iowa</b>	<b>Elkader Location:</b> 24542 Hwy 13 Elkader, Iowa 52043 <i>(Tuesday's)</i>	See Attachment C

<b>Title II- North Iowa Area Community College- Adult Education and Literacy</b>	<b>Main Campus:</b> North Iowa Area Community College 500 College Dr. MasonCity, Iowa, 50401	See Attachment C
<b>Title II- North Iowa Area Community College- Adult Education and Literacy</b>	<b>Charles City Campus:</b> North Iowa Area Community College- Charles City Center 203 Brantingham Street Charles City, Iowa 50616	See Attachment C
<b>Title II- North Iowa Area Community College- Adult Education and Literacy</b>	<b>Garner Campus:</b> North Iowa Area Community College- Garner Education Center 325 West 8 <sup>th</sup> Street Garner, Iowa 50438	See Attachment C
<b>Title II- North Iowa Area Community College- Adult Education and Literacy</b>	<b>Hampton Campus:</b> North Iowa Area Community College- Hampton Center, Center 1 5 Street SW Hampton, Iowa 50441	See Attachment C

<b>Title II- North Iowa Area Community College- Adult Education and Literacy</b>	<b>Forest City Campus:</b> John V. Hanson Career Center 124 Nerem Drive South Forest City, IA 50436	See Attachment C
<b>Title II- North Iowa Area Community College- Adult Education and Literacy</b>	<b>Mason City One-Stop Location</b> <i>(In-person, Wednesday's, direct linkage Monday-Friday):</i> 600 S. Pierce Avenue MasonCity, Iowa 50401	See Attachment C
<b>Title II- Hawkeye Community College- Adult Education and Literacy</b>	<b>Main Campus:</b> Hawkeye Community College, Van G. Miller Adult Learning Center 120 Jefferson Street Waterloo, Iowa 50701	See Attachment C
<b>Title II- Hawkeye Community College- Adult Education and Literacy</b>	<b>Waterloo One-Stop Location</b> <i>(Direct linkage Monday-Friday):</i> 3420 University Avenue Waterloo, Iowa 50701	See Attachment C
<b>Title II- Northeast Iowa Community College- Adult Education and Literacy</b>	<b>Main Campus:</b> Northeast Iowa Community College 1625 IA-150 Calmar, Iowa 52132	See Attachment C
<b>Title II- Northeast Iowa Community College- Adult Education and Literacy</b>	<b>Dubuque Campus:</b> Northeast Iowa Community College 700 Main Street Dubuque, Iowa 52001	See Attachment C
<b>Title II- Northeast Iowa Community College- Adult Education and Literacy</b>	<b>Waukon Campus:</b> Northeast Iowa Community College 1220 3 <sup>rd</sup> Ave. NW Suite102 Waukon, Iowa 52172	See Attachment C
<b>Title II- Northeast Iowa Community College- Adult Education and Literacy</b>	<b>Dubuque One-Stop Location</b> <i>(In-person Monday, Tuesday, Wednesday and Thursday and direct linkage Tuesday, Wednesday, Thursday and Friday):</i> 680 Main Street, 2 <sup>nd</sup> Floor Dubuque, Iowa 52001	See Attachment C

<b>Title II- Northeast Iowa Community College- Adult Education and Literacy</b>	<b>Decorah One-Stop Location</b> <i>(In-person Thursday and direct linkage Monday-Friday):</i> 312 Winnebago Street Decorah, Iowa 52101	See Attachment C
<b>Title III- Iowa Workforce Development</b>	<b>Mason City Location:</b> 600 S. Pierce Avenue Mason City, Iowa 50401	See Attachment C
<b>Title III- Iowa Workforce Development</b>	<b>Waterloo Location:</b> 3420 University Avenue Waterloo, Iowa 50701	See Attachment C
<b>Title III- Iowa Workforce Development</b>	<b>Dubuque Location:</b> 680 Main Street, 2 <sup>nd</sup> Floor Dubuque, Iowa 52001	See Attachment C
<b>Title III- Iowa Workforce Development</b>	<b>Decorah Location:</b> 312 Winnebago Street Decorah, Iowa 52101	See Attachment C
<b>Title III- Iowa Workforce Development</b>	<b>Postville Location:</b> Postville Public Library 235 W. Tilden Street Postville, Iowa 52162 <i>(Wednesday's)</i>	See Attachment C
<b>Title IV- Iowa Vocational Rehabilitation Services (IVRS)</b>	<b>Mason City Location:</b> 600 S. Pierce Avenue Mason City, Iowa 50401	See Attachment C
<b>Title IV- Iowa Vocational Rehabilitation Services (IVRS)</b>	<b>Waterloo Location:</b> 3420 University Avenue Waterloo, Iowa 50701	See Attachment C
<b>Title IV- Iowa Vocational Rehabilitation Services (IVRS)</b>	<b>Dubuque Location:</b> 680 Main Street, 2 <sup>nd</sup> Floor Dubuque, Iowa 52001	See Attachment C
<b>Title IV- Iowa Vocational Rehabilitation Services (IVRS)</b>	<b>Decorah Location:</b> 312 Winnebago Street Decorah, Iowa 52101	See Attachment C
<b>Title IV- Iowa Department for the Blind</b>	524 4 <sup>th</sup> Street Des Moines, Iowa 50309	See Attachment C
<b>Career and Technical Education (CTE) North Iowa Area Community College</b>	<b>Main Campus:</b> North Iowa Area Community College, 500 College Dr., Mason City, Iowa, 50401	See Attachment C
<b>Career and Technical Education (CTE) North Iowa Area Community College</b>	<b>Charles City Campus:</b> North Iowa Area Community College- Charles City Center	See Attachment C

	203 Brantingham Street Charles City, Iowa 50616	
<b>Career and Technical Education (CTE) North Iowa Area Community College</b>	<b>Garner Campus:</b> North Iowa Area Community College- Garner Education Center 325 West 8 <sup>th</sup> Street Garner, Iowa 50438	See Attachment C
<b>Career and Technical Education (CTE) North Iowa Area Community College</b>	<b>Hampton Campus:</b> North Iowa Area Community College- Hampton Center- Center 1 5 Street SW Hampton, Iowa 50441	See Attachment C
<b>Career and Technical Education (CTE) North Iowa Area Community College</b>	<b>Forest City Campus:</b> John V. Hanson Career Center 124 Nerem Drive South Forest City, IA	See Attachment C
<b>Career and Technical Education (CTE) Northeast Iowa Community College</b>	<b>Main Campus:</b> Northeast Iowa Community College 1625 IA-150 Calmar, Iowa 52132	See Attachment C
<b>Career and Technical Education (CTE) Northeast Iowa Community College</b>	<b>Dubuque Campus:</b> Northeast Iowa Community College 700 Main Street Dubuque, Iowa 52001	See Attachment C
<b>Career and Technical Education (CTE) Northeast Iowa Community College</b>	<b>Waukon Campus:</b> Northeast Iowa Community College 1220 3 <sup>rd</sup> Ave. NW Suite102 Waukon, Iowa 52172	See Attachment C
<b>Career and Technical Education (CTE) Hawkeye Community College</b>	<b>Main Campus:</b> Hawkeye Community College, Van G. Miller Adult Learning Center 120 Jefferson Street Waterloo, Iowa 50701	See Attachment C
<b>Senior Community Services Employment Program (SCSEP) AARP Foundation</b>	600 East Court Avenue Suite 100 Des Moines, Iowa 50309	See Attachment C



<b>Senior Community Services Employment Program (SCSEP) AARP Foundation</b>	520 S. Pierce Avenue Mason City, Iowa 50401	See Attachment C
<b>Senior Community Services Employment Program (SCSEP) AARP Foundation</b>	590 Iowa Street Dubuque, Iowa 52001	See Attachment C
<b>Senior Community Services Employment Program (SCSEP) AARP Foundation</b>	223 E. 4 <sup>th</sup> Street Waterloo, Iowa 50703	See Attachment C
<b>Job Corps</b>	10 Opportunity Drive Denison, Iowa 51442	See Attachment C
<b>Native American Programs American Indian Council</b>	310 Armour Road Suite 205 North Kansas City, Missouri 64116	See Attachment C
<b>National Farmworker Jobs Program Proteus, Inc.</b>	1221 Center Street Suite 16 Des Moines, Iowa 50309	See Attachment C



## Attachment B: Partners/ Parties to this Agreement

Program	Partner Organization	Authorizing Statute	Signatory	Signatory's Contact Information
<b>Chief Lead Elected Official</b>	CLEO	WIOA Title I	Heidi Nederhoff	<a href="mailto:heidi.nederhoff@grundycountyiowa.gov">heidi.nederhoff@grundycountyiowa.gov</a>
<b>Local Workforce Development Board, Chair</b>	LWDB	WIOA Title I	Jennifer Breister	<a href="mailto:jennifer@crownpointbuildersinc.com">jennifer@crownpointbuildersinc.com</a>
<b>One Stop Operator</b>	SPPG	WIOA Title I	Jackie Norris	<a href="mailto:jackie@sppg.com">jackie@sppg.com</a>
<b>Title I - Adult</b>	Goodwill of Northeast Iowa	WIOA Title I Adult	Steve Tisue	<a href="mailto:stisue@gwneia.org">stisue@gwneia.org</a>
<b>Title I - Dislocated Worker</b>	Goodwill of Northeast Iowa	WIOA Title I Dislocated Worker	Steve Tisue	<a href="mailto:stisue@gwneia.org">stisue@gwneia.org</a>
<b>Title I - Youth</b>	Goodwill of Northeast Iowa	WIOA Title I Youth	Steve Tisue	<a href="mailto:stisue@gwneia.org">stisue@gwneia.org</a>
<b>Title II - Adult Education &amp; Family Literacy</b>	North Iowa Area Community College, Northeast Iowa Community College, Hawkeye Community College	WIOA Title II	Alex Harris, State Director of Adult Education	<a href="mailto:Alex.harris@iowa.gov">Alex.harris@iowa.gov</a>
<b>Title III - Wagner Peyser Act</b>	IWD	WIOA Title III	Mike Witt, AJC Division Administrator	<a href="mailto:mike.witt@iwd.iowa.gov">mike.witt@iwd.iowa.gov</a>
<b>Title IV – Rehabilitation Act of 1973</b>	Iowa Department for the Blind	WIOA Title IV Iowa Vocational Rehabilitation	Keri Osterhaus, Program Administrator	<a href="mailto:Keri.osterhaus@blind.state.ia.us">Keri.osterhaus@blind.state.ia.us</a>

<b>Title IV – Rehabilitation Act of 1973</b>	Iowa Vocational Rehabilitation Services	WIOA Title IV Iowa Vocational Rehabilitation	David Mitchell, IVRS Administrator	<a href="mailto:David.Mitchell@iowa.gov">David.Mitchell@iowa.gov</a>
<b>Career and Technical Education</b>	North Iowa Area Community College, Northeast Iowa Community College, Hawkeye Community College	Strengthening CTE for the 21 <sup>st</sup> Century Act (Perkins V)	Dennis Harden, CTE Bureau Chief	<a href="mailto:Dennis.harden@iowa.gov">Dennis.harden@iowa.gov</a>
<b>Senior Community Services Employment Program (SCSEP)</b>	AARP	Title V Older Americans Act	Patricia D. Shannon	<a href="mailto:pshannon@aarp.org">pshannon@aarp.org</a>
<b>Job Corps</b>	N/A	United States Code Title 29, Chapter 32, Subchapter I, Part C		
<b>YouthBuild</b>	N/A	United States Code Title 29, Chapter 32, Subchapter I, Part D §3226		
<b>Native American programs</b>	American Indian Council	Indian and Native American (INA), WIOA § 166	Chris Campbell, Director American Indian Council E&T Program	<a href="mailto:ccampbell@indiancouncil.net">ccampbell@indiancouncil.net</a>
<b>National Farmworker Jobs Program</b>	Proteus, Inc.	WIOA Section 167	Daniel Hoffman-Zinnel	<a href="mailto:danielz@proteusinc.net">danielz@proteusinc.net</a>

<b>State Unemployment Compensation Program</b>	IWD	Chapter 96 of the Iowa Code	Christina Steen, UI Division Administrator	<a href="mailto:Christina.steen@iwd.iowa.gov">Christina.steen@iwd.iowa.gov</a>
<b>Jobs for Veterans State Grant (JVSG)</b>	IWD	Title 38, United States Code, Section 4102A (b) 5 (38 U.S.C. §4102A(b)5)	Mike Witt, AJC Division Administrator	<a href="mailto:mike.witt@iwd.iowa.gov">mike.witt@iwd.iowa.gov</a>
<b>ReEntry Employment Opportunities (REO) program</b>	IWD	2008 Second Chance Act (Public Law No. 110-199)	Mike Witt, AJC Division Administrator	<a href="mailto:mike.witt@iwd.iowa.gov">mike.witt@iwd.iowa.gov</a>
<b>Housing and Urban Development (HUD) E&amp;T programs</b>	N/A			
<b>Community Services Block Grant (CSBG)</b>	N/A			
<b>Temporary Assistance to Needy Families (TANF)</b>	Promise Jobs	Personal Responsibility and Work Opportunity Reconciliation Act of 1996	Mike Witt, AJC Division Administrator	<a href="mailto:mike.witt@iwd.iowa.gov">mike.witt@iwd.iowa.gov</a>
<b>RESEA</b>	IWD	42 U.S. Code §506 - Grants to States for reemployment services and eligibility assessments	Mike Witt, AJC Division Administrator	<a href="mailto:mike.witt@iwd.iowa.gov">mike.witt@iwd.iowa.gov</a>
<b>Trade Adjustment Assistance (TAA) program</b>	IWD	Trade Act of 1974	Michelle McNertney, WFS Division Administrator	<a href="mailto:Michelle.mcnertney@iwd.iowa.gov">Michelle.mcnertney@iwd.iowa.gov</a>

## Attachment C: Partner Services List

### ***Basic Career Services***

- A. Eligibility Determination
- B. Outreach, Intake, and Orientation to the information, services, programs, tools and resources available through the Local workforce system
- C. Initial assessment of skill level(s), aptitudes, abilities, and supportive service needs
- D. In and out of area job search and placement assistance
- E. Provision of information on in demand sectors, occupations, or nontraditional employment
- F. Provision of employment/ workforce and labor market information
- G. Provision of performance information and program costs for eligible providers of training, education, and workforce services
- H. Provision of information on performance of the local workforce system
- I. Provision of information on the availability of supportive services and referral to such as appropriate
- J. Provision of information and meaningful assistance on Unemployment Insurance claim filing
- K. Provision of referrals and coordination of activities with other programs and services
- L. Information and assistance in applying for financial aid for training and education programs not provided under WIOA.

### ***Individualized Career Services***

- A. Comprehensive and specialized assessments of skill levels and service needs
- B. Development of an Individual Employment Plan (IEP) to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the customer to achieve the employment goals.
- C. Group Counseling
- D. Individual Counseling and Career Planning
- E. Literacy Training
- F. Workforce Preparation Activities
- G. Case Management for customers seeking training services, individual in and out of area job search, referral and placement
- H. Work based learning experiences, including internships and transitional jobs
- I. Instructions in Self Advocacy (VR)
- J. English Language Acquisition

### ***Follow Up Services***

- A. Follow Up Services

### ***Training Services***

- A. Occupational Skills Training
- B. On-the-Job Training (OJT)
- C. Entrepreneurial Training
- D. Customized Training
- E. Training programs operated by the private sector
- F. Skill upgrading and retraining
- G. Adult Education and Literacy (AEL) programs
- H. Workplace and Cooperative Education (programs that combine workplace training with related instruction which may include cooperative education programs)
- I. Incumbent Worker Training

### ***Youth Services***

- A. Tutoring, study skills training, dropout prevention
- B. Alternative secondary school services
- C. Paid and unpaid Work Experience
- D. Occupational Skills Training
- E. Education offered concurrently with workforce preparation
- F. Leadership development
- G. Supportive services
- H. Adult mentoring
- I. Follow up services
- J. Comprehensive guidance and counseling
- K. Financial literacy education
- L. Entrepreneurial skills training
- M. Services that provide labor market information
- N. Postsecondary preparation and transition activities

### ***Business Services***

- A. Employer needs assessment
- B. Job posting
- C. Applicant pre-screening
- D. Recruitment assistance
- E. Training assistance
- F. Provide access to and assist with interpretation of Labor Market Information
- G. Employer information and referral
- H. Rapid response and layoff aversion
- I. Incumbent worker training
- J. Develop customized training opportunities for specific employer and/ or industry sector needs
- K. Develop, convene, or implement sector partnerships
- L. Provide information regarding assistive technology and communication accommodations
- M. Conduct job fairs
- N. Use of IowaWORKS centers for recruiting and interviewing job applicants

**Attachment C-1: Career Services**

Method of Providing Service						
Partner	Program	In Center Full Time	In Center Part Time	Partner Program Provides Full Time	Partner Program Provides Part Time	Direct Linkage
<b>Goodwill of Northeast Iowa</b>	Title I - Adult	Basic: A, B, C, D, E, F, G, H, I, J, K, L Individualized: A, B, D, F, G, H, J Follow Up Services: A				
<b>Goodwill of Northeast Iowa</b>	Title I - Dislocated Worker	Basic: A, B, C, D, E, F, G, H, I, J, K, L Individualized: A, B, D, F, G, H, J Follow Up Services: A				Basic: A, B, C, D, E, F, G, H, I, J, K, L Individualized: A, B, D, F, G, H, J Follow Up Services: A
<b>Goodwill of Northeast Iowa</b>	Title I - Youth	Basic: A, B, C, D, E, F, G, H, I, K, L Individualized: A, B, D, F, G, H, J Follow Up Services: A				Basic: A, B, C, D, E, F, G, H, I, K, L Individualized: A, B, D, F, G, H, J Follow Up Services: A
<b>Iowa Department of Education</b>	Title II - Adult Education & Literacy		North Iowa Area Community			Northeast Iowa Community College (Dubuque





Local Workforce Development Area: Northeast Iowa

			<p>College (Mason City)- Basic Career— A, B, C, K Individualized —A, D, E, F, J</p> <p>Northeast Iowa Community College (Dubuque and Decorah)- Career—A, B, C, K Individualized —A, D, E, F, J</p>			<p>and Decorah)- Basic Career—A, B, C, K Individualized— A, D, E, F, J</p> <p>Hawkeye Community College (Waterloo)- Basic Career—A, B, C, K Individualize d—A, D, E, F, J</p> <p>North Iowa Area Community College (Mason City)- Basic Career- A, B, C, K Individualize d- A, D, E, F, J</p>
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Local Workforce Development Area: Northeast Iowa

<b>Iowa Workforce Development (IWD)</b>	Title III - Wagner Peyser	Basic: A, B, C, D, E, F, G, H, I, J, K, L Individual: A, B, C, D, F, G				
<b>Iowa Department for the Blind</b>	Title IV - Rehabilitation Act of 1973					Basic- D, E, L Individualized- B, D, E, F, H, I
<b>Iowa Vocational Rehabilitation Services</b>	Title IV - Rehabilitation Act of 1973	Basic: D, E Individualized: B, D, F, H, I				

**Local Workforce Development Area: Northeast Iowa**

<b>IWD</b>	Trade Adjustment Assistance (TAA)	Basic: A – L, Individualized: A, B, C, D, F, G, H, I				
<b>AARP Foundation</b>	AARP Foundation/Senior Community Services Employment Program (SCSEP)		Basic: A-D  Individualized: A, B, F, G, H			
<b>N/A</b>	Job Corps					
<b>N/A</b>	YouthBuild					

Method of Providing Service						
Partner	Program	In Center Full Time	In Center Part Time	Partner Program Provides Full Time	Partner Program Provides Part Time	Direct Linkage
<b>American Indian Council</b>	Native American Programs		A, B, C, D, E, F, G, H, I, J, K, L			
<b>Proteus, Inc.</b>	National Farmworker Jobs Program (NFJG)					Basic: A, B, C, D, E, F, J, H, I, J, K, L Individual: A, B, C, D, E, F, G, H, I
<b>IWD</b>	Temporary Assistance for Needy Families	A, B, C, D, E, F, G, H, I, J, K, L				



Local Workforce Development Area: Northeast Iowa

	(TANF) - PROMISE Jobs					
<b>IWD</b>	Unemployment Compensation	Basic: D, E, F, J				
<b>IWD</b>	Jobs for Veterans State Grant (JVSG)	Basic: B, D, F, G, H, I, J, L Individual: A, B, C, D				
<b>IWD</b>	Reentry Employment Opportunities (REO)	Basic: B, D, E, F, G, H, I, J Individualized: A, B, C, D				
<b>N/A</b>	Housing & Urban Development (HUD) Employment & Training Programs					
<b>N/A</b>	Community Services Block Grant (CSBG)					
<b>IWD</b>	RESEA	Basic: A, B, C, D, E, F, I Individualized: B, F				

**Attachment C-2: Training Services**

Method of Providing Service						
Partner	Program	In Center Full Time	In Center Part Time	Partner Program Provides Full Time	Partner Program Provides Part Time	Direct Linkage
<b>Goodwill of Northeast Iowa</b>	Title I - Adult	A, B, C, D, E, F, G, H, I				
<b>Goodwill of Northeast Iowa</b>	Title I - Dislocated Worker	A, B, C, D, E, F, G, H, I				
<b>Goodwill of Northeast Iowa</b>	Title I - Youth	A, B, C, D, E, F, G, H, I				
<b>Iowa Department of Education</b>	Title II - Adult Education & Literacy		North Iowa Area Community College (Mason City): A, D, F, G, H Northeast Iowa Community College (Dubuque and Decorah): A, D, F, G, H			Hawkeye Community College (Waterloo): A, D, F, G, H North Iowa Area Community College (Mason City): A, D, F, G, H Northeast Iowa Community



Local Workforce Development Area: Northeast Iowa

							College (Dubuque and Decorah): A, D, F,G, H
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<b>Iowa Workforce Development (IWD)</b>	Title III - Wagner Peyser	n/a				
<b>Iowa Department for the Blind</b>	Title IV - Rehabilitation Act of 1973					A, B, C, D, E
<b>Iowa Vocational Rehabilitation Services</b>	Title IV - Rehabilitation Act of 1973	A, B, C, D, E				
<b>IWD</b>	Trade Adjustment Assistance (TAA)	A-I				
<b>AARP Foundation</b>	AARP Foundation/Senior Community Services Employment Program (SCSEP)		D			
<b>N/A</b>	Job Corps					
<b>N/A</b>	YouthBuild					
<b>American Indian Council</b>	Native American Programs		A, B, C, D, E, F, G, H, I			
<b>Method of Providing Service</b>						
<b>Partner</b>	<b>Program</b>	<b>In Center Full Time</b>	<b>In Center Part Time</b>	<b>Partner Program Provides Full Time</b>	<b>Partner Program Provides Part Time</b>	<b>Direct Linkage</b>



<b>Proteus, Inc.</b>	National Farmworker Jobs Program (NFJG)					A, B, C, D, E, F, J, H
<b>IWD</b>	Temporary Assistance for Needy Families (TANF) - PROMISE Jobs	n/a				
<b>IWD</b>	Unemployment Compensation	n/a				
<b>IWD</b>	Jobs for Veterans State Grant (JVSG)	n/a				
<b>IWD</b>	Reentry Employment Opportunities (REO)	n/a				
<b>N/A</b>	Housing & Urban Development (HUD) Employment & Training Programs					
<b>N/A</b>	Community Services Block Grant (CSBG)					



<b>IWD</b>	RESEA	n/a				
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**Attachment C-3: Youth Services**

Partner	Program	Method of Providing Service				
		In Center Full Time	In Center Part Time	Partner Program Provides Full Time	Partner Program Provides Part Time	Direct Linkage
<b>Goodwill of Northeast Iowa</b>	Title I - Adult	n/a				
<b>Goodwill of Northeast Iowa</b>	Title I - Dislocated Worker	n/a				
<b>Goodwill of Northeast Iowa</b>	Title I - Youth	A, C, D, E, F, G, H, I, J, K, L, M, N				
<b>Iowa Department of Education</b>	Title II - Adult Education & Literacy		North Iowa Area Community College (Mason City): A, B, D,E, G, I, J, K, M, N  Northeast Iowa Community College (Dubuque and Decorah): A, B, D,E, G, I, J, K, M, N			Hawkeye Community College (Waterloo): A, B, D,E, G, I, J, K, M, N  North Iowa Area Community College (Mason City): A, B, D, E, G, I, J, K, M, N Northeast Iowa Community



Local Workforce Development Area: Northeast Iowa

						College (Dubuque and Decorah): A, B, D,E, G, I, J, K, M, N



<b>Iowa Workforce Development (IWD)</b>	Title III - Wagner Peyser	n/a				
<b>Iowa Department for the Blind</b>	Title IV - Rehabilitation Act of 1973					C, D, E, F, J, K, L, M, N
<b>Iowa Vocational Rehabilitation Services</b>	Title IV- Rehabilitation Act of 1973	C, D, E, F, L, M, N				
<b>IWD</b>	Trade Adjustment Assistance (TAA)	n/a				
<b>AARP Foundation</b>	AARP Foundation/Senior Community Services Employment Program (SCSEP)	n/a				
<b>N/A</b>	Job Corps					
<b>N/A</b>	YouthBuild					
<b>American Indian Council</b>	Native American Programs		A, B, C, D, E, F, G, H, I, J, K, L, M, N			
<b>Method of Providing Service</b>						
<b>Partner</b>	<b>Program</b>	<b>In Center Full Time</b>	<b>In Center Part Time</b>	<b>Partner Program Provides Full Time</b>	<b>Partner Program Provides Part Time</b>	<b>Direct Linkage</b>



<b>Proteus, Inc.</b>	National Farmworker Jobs Program (NFJG)					C, D, F, G, H, I, K, M, N
<b>IWD</b>	Temporary Assistance for Needy Families (TANF)- PROMISE Jobs	n/a				
<b>IWD</b>	Unemployment Compensation	n/a				
<b>IWD</b>	Jobs for Veterans State Grant (JVSG)	n/a				
<b>IWD</b>	Reentry Employment Opportunities (REO)	n/a				
<b>N/A</b>	Housing & Urban Development (HUD) Employment & Training Programs					
<b>N/A</b>	Community Services Block Grant (CSBG)					
<b>IWD</b>	RESEA	n/a				

**Attachment C-4: Business Services**

Method of Providing Service						
Partner	Program	In Center Full Time	In Center Part Time	Partner Program Provides Full Time	Partner Program Provides Part Time	Direct Linkage
<b>Goodwill of Northeast Iowa</b>	Title I - Adult	A, B, C, D, E, F, G, H, I, J, K, L, M, N				
<b>Goodwill of Northeast Iowa</b>	Title I - Dislocated Worker	A, B, C, D, E, F, G, H, I, J, K, L, M, N				
<b>Goodwill of Northeast Iowa</b>	Title I - Youth	A, B, C, D, E, F, G, H, I, J, K, L, M, N				
<b>Iowa Department of Education</b>	Title II - Adult Education & Literacy		North Iowa Community College (Mason City):A, D, E, G, J  Northeast Iowa Community College (Dubuque and Decorah):B, D, E, G, J			Hawkeye Community College (Waterloo):B, D, E, G, J  North Iowa Community College (Mason City):B, D, E, G, J  Northeast Iowa



Local Workforce Development Area: Northeast Iowa

						Community College (Dubuque and Decorah):B, D, E, G, J
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<b>Iowa Workforce Development (IWD)</b>	Title III - Wagner Peyser	A, B, C, D, E, F, G, H, M, N				
<b>Iowa Department for the Blind</b>	Title IV - Rehabilitation Act of 1973					C, G, L, K
<b>Iowa Vocational Rehabilitation Services</b>	Title IV - Rehabilitation Act of 1973	C, G, J, K, L, M				
<b>IWD</b>	Trade Adjustment Assistance (TAA)	n/a				
<b>AARP Foundation</b>	AARP Foundation/Senior Community Services Employment Program (SCSEP)	n/a				
<b>N/A</b>	Job Corps					
<b>N/A</b>	YouthBuild					
<b>American Indian Council</b>	Native American Programs		A, B, C, D, E, F, G, H, I, J, K, L, M, N			
<b>Method of Providing Service</b>						
<b>Partner</b>	<b>Program</b>	<b>In Center Full Time</b>	<b>In Center Part Time</b>	<b>Partner Program Provides Full Time</b>	<b>Partner Program Provides Part Time</b>	<b>Direct Linkage</b>



<b>Proteus, Inc.</b>	National Farmworker Jobs Program (NFJG)	n/a				
<b>IWD</b>	Temporary Assistance for Needy Families (TANF) - PROMISE Jobs	n/a				
<b>IWD</b>	Unemployment Compensation	n/a				
<b>IWD</b>	Jobs for Veterans State Grant (JVSG)	A, B, C, D, F, G, N				
<b>IWD</b>	Reentry Employment Opportunities (REO)	B, C, D, F, G, M, N				
<b>N/A</b>	Housing & Urban Development (HUD) Employment & Training Programs					
<b>N/A</b>	Community Services Block Grant (CSBG)					
<b>IWD</b>	RESEA	n/a				



**Attachment C-5: Services not in Comprehensive or Affiliate Locations**

Partner	Program	Service	Explanation
<b>Iowa Department of Education</b>	Title II - Adult Education & Literacy	Adult Education and Literacy (AEL) programs, comprehensive and specialized assessments of skill levels and service needs, literacy training, English Language Acquisition	Assessments are conducted and classes are held at community college facilities. Part-time services are offered and listed above.
<b>Proteus Inc.</b>	National Farmworker Jobs Program (NFJP)	Jobs Training services for Youth (ages 14-24 and Adult (ages 18+) individuals that have conducted agriculture work and meet low-income barriers. Services include financial support services and soft skill services. On year of follow-up is conducted after participants have entered their career.	Proteus, Inc provides full time services throughout the Northeast Iowa IWD Region area and has a permanent office in Iowa City. Services are available to Iowa <b>WORKS</b> center customers through direct linkage.
<b>Goodwill of Northeast Iowa</b>	Adult/DW	Business Services	Rapid Response and Incumbent Worker provided in center through Title I staff members. Incumbent worker training.
<b>Iowa Department for the Blind</b>	WIOA Title IV		Services are provided off site, virtually and face-to-face by appointment as needed.



<b>North Iowa Area Community College, Northeast Community College, Hawkeye Community College</b>	Tutoring Services	Youth Services	Provides tutoring, study skills training for youth enrolled
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**Attachment D: Referral Process**

**LWDA: Northeast Iowa**

**IowaWORKS System Partners'  
Referral Process**

**Step I:**

A referral will be made once a customer has expressed desire and agrees to work with a Core or Required partner agency.

When a referral needs to be made to a Core or Required Partner program, the referring agency staff will complete a referral using an online Google Form.

Staff need to determine which partner program they need to be referred to. Each program listed has a program overview, services provided, and eligibility requirements. So those partners that are making the referral can ensure they are referring to the correct program.

**Step II:**

Staff will include the following required information on the referral form:

1. Name of Customer
2. Date of Birth
3. Customer is a Veteran
4. Address
5. Phone Number
6. Email Address
7. Preferred Method of Contact
8. Additional Notes - specific information will be listed here regarding the referral - i.e. type of accommodation needed, industry field the customer is interested in, type of employment service needed, etc.

Once the form is completed and submitted, an email will be sent to the program staff member where the referral is being made immediately.

**Step III:**

Once a proper referral has been completed the referred agency staff member who receives the referral will contact the jobseeker for additional assistance and to set up an appointment. The referring agency will reach out to the customer within 72 business hours.

All partners will receive regular updates on referral status and progress by the one-stop operator and partner program staff members.

**Method for Documenting Referrals:**

Agency staff include a case note describing the referral and to whom the referral was directed. This information is tracked in the agencies' respective case management systems. Wagner-Peyser staff ensure a Wagner-Peyser application has been completed and that a referral service has been requested.

A spreadsheet of all referrals made can be generated from the Google form at any point, which is referenced to ensure contacts are made and for reporting purposes.

**Method for Tracking Status of Referrals:**

Each Agency is responsible for tracking the outcomes of the referral in their respective case management systems. The spreadsheet that is generated from the referral form is used for data purposes and ensuring those contacts are made.

**Database(s) utilized for Documenting and Tracking Referrals:**

Digital documentation of each referral is maintained in the Form database. The One-Stop Operator will maintain this once in place. Each agency is responsible for tracking the outcomes of the referral in their respective case management systems.

**If a Referral Form will be used, how will you ensure the form is accessible?**

All Core and Required partner staff have access to make referrals. Google form platform will be utilized.

**Other information necessary regarding referrals:**

None

Check here if a Referral Form is attached.

## Attachment E: Accessibility Plan

### LWDA: Northeast Iowa

#### **IowaWORKS System Partners' Accessibility Plan**

##### **How will partners ensure physical accessibility of the system?**

Northeast Iowa is committed to creating and maintaining a workforce development system that is universally accessible to everyone, including customers with the most significant disabilities and barriers. Both internally and externally, the Center meets the latest standards of physical accessible design. Northeast Iowa's Physical Accessibility Plan is reviewed and maintained by the One-Stop Operator and reviewed by the Disability Access Committee. All partners will assist in reviewing, implementing, and maintaining the Accessibility Plan for the local area. The plan is available to the NEIWDB.

System partners consult with IDB, IVRS and the DAC to conduct accessibility items pertaining to parking, entrances, restrooms, doorways, and ADA related benchmarks that are required to provide full and equal access to customers, which includes timely provision of services and linkage with appropriate accommodations, as needed.

WIOA partners are welcome to seek out accessibility studies of their physical spaces and receive technical support from IVRS/IDB to understand and reach compliance with the study.

**How will partners ensure virtual accessibility of the system?**

Job seekers and businesses have access to the same information online as they do in the Center including initial intake and assessments. The local area will continue to consult the State Workforce Development Board to ensure that all information is accessible online. All virtual materials (websites, surveys, flyers, etc.) are compliant with Section 508 of the U.S. Department of Health and Human Services code and are frequently updated to ensure information accessed online is accurate. Virtual workshops, trainings, and other services conducted via video conferencing technology (Zoom, MS Teams, Google Meets, etc.) include Closed Captioning services for job seekers that are Deaf or hearing impaired.

**How will partners ensure communications accessibility?**

Communication accessibility, for purposes of this MOU, means that individuals with sensory disabilities can communicate (and be communicated with) equally, and to the same extent as those who do not have such disabilities. All Partners agree that they will provide accommodations and have readily access to equipment and services as needed. All accommodations requests can be made through any Center staff. Staff can also request an interpreter for classes, workshops, trainings, and scheduled appointments, as necessary.

**How will partners ensure programmatic accessibility?**

Vocational Rehabilitation and Iowa Department for the Blind and the DAC are available for consultation if accommodation questions arise. They are also available to provide training and refer to specific resources, such as the Job Accommodation Network (JAN). If a job seeker has a need for a reasonable accommodation, they are able make the request to staff. Staff provides the accommodation if easily available and/or discuss with management if further assistance is needed.

All job seekers can participate both physically and virtually in workshops and services offered through the Center and Partner agencies. All Partners agree that they will not discriminate in their employment practices or services on the basis of gender, gender identity and/or expression, age, race, religion, national origin, disability, veteran's status, or on the basis of any other classification protected under state or Federal law.

The DAC serves as a local advisory group for accessibility and compliance questions and concerns. Partners will continue to update policies as needed and accessibility will continue to be evaluated. Ongoing training to partner staff on accommodations, accessibility and communication will continue as needed.

## Attachment F: Outreach Plan

### LWDA: Northeast Iowa

#### IowaWORKS System Partners' Outreach Plan

Partners agree that meeting WIOA's mandate for increased access to workforce services is critical to the success of the local workforce and businesses. Individuals with barriers to employment are a priority as we work collaboratively to deliver workforce services. Outreach to these groups will occur in partnership with other WIOA and community partners who may serve these populations, as well as through paid outreach activities when needed. Targeted population groups include:

- Individuals with disabilities, including those with vision loss
- Displaced homemakers
- Low-income individuals
- Veterans
- Native Americans, including Indians, Alaska Natives and Native Hawaiians
- Individuals aged 55 and older
- Returning citizens
- Homeless individuals
- Youth who are in or have aged out of the foster care system
- English language learners (individuals with Limited English Proficiency (LEP))
- Individuals who have low levels of literacy
- Individuals facing substantial cultural barriers
- Eligible migrant and seasonal farmworkers
- Single parents, including single pregnant women
- Long term unemployed individuals
- Individuals within 2 years of exhausting lifetime eligibility under Part A of title IV of the Social Security Act

WIOA partners leverage the expertise and connections of each other and community partners to maximize access to services, conduct outreach and education with stakeholders within the local area, and participate in accessibility initiatives.

Monthly Core Partner meetings are scheduled to allow staff the opportunity to discuss additional outreach and referral services activities.

The One-Stop Operator will work to gather customer feedback from partners on the quality of services and the delivery of those services and customer satisfaction. Information gathered will assist in developing a strategic outreach plan for the local area.



## Attachment G: Data Sharing Training Plan

### LWDA: Northeast Iowa

#### **IowaWORKS System Partners' Data Sharing Training Plan**

All staff will be trained in the protection, use, and disclosure requirements governing Personal Identifying Information (PII) and any other confidential data for all applicable programs, including FERPA- protected education records, confidential information in UI records, and personal information in VR records. A training plan will be developed by the core partners and the one-stop operator to cover confidentiality and PII, FERPA, confidential information in UI records, and personal information in VR records.

The one-stop operator will hold monthly core partner meetings and will cover this data sharing training annually. All trainings will be recorded and provided to all partners to share with their staff. All partners will ensure that their staff are trained in the use of PII upon hire and at least annually thereafter, including any training necessary to access the Iowa**WORKS** database system.

The Northeast Iowa Local Workforce Development Board has developed a Personal Identifying Information (PII) policy, as required by WIOA. All customer PII will be properly secured in accordance with the NEIWDB policy and procedures regarding the safeguarding of PII. Each local program representative will sign an acknowledgement form that their staff have been provided training on confidentiality internally through their respective organization.

Title I, III, and IV staff are required to complete data security training annually through the State of Iowa to ensure data security. Additionally, FERPA training is also required for Title II.

Minimal information is utilized in the referral process to ensure the receiving entity has enough to reach out to the customer without breaching data security guidelines.

State agencies, including the Iowa Department of Education, Iowa Vocational Rehabilitation Services, and Iowa Workforce Development have data sharing agreements.

## Attachment H: Dispute Resolution Process

### LWDA: Northeast Iowa

### IowaWORKS System Partners' Dispute Resolution Process

**Step I:**

If a dispute arises involving the interpretation, implementation or enforcement of these policies, a complaint may be submitted in writing to the executive director to the board within 30 calendar days of the date of the event or condition that is alleged to be in violation of WIOA.

The parties shall meet, in person and in good faith, to make every reasonable attempt to resolve the problem within thirty (30) days of discovering a material dispute. The parties agree that informal dispute resolution, including mediation, should an in-person meeting prove unsuccessful, shall be attempted prior to seeking formal recourse.

**Step II:**

If local attempts to resolve the dispute have been unsuccessful, the agency with the dispute shall notify Iowa Workforce Development (IWD). In this manner, IWD serves as a gatekeeper and convener of the Core Partner Team who will seek resolution to the dispute. The agency with the dispute must send an email to [WIOAgovernance@iwd.iowa.gov](mailto:WIOAgovernance@iwd.iowa.gov) and follow these steps:

- Subject line of email: MOU Dispute Resolution: insert name of LWDA.
- In the body of the email or in a clearly identifiable attachment, clearly state the issue in dispute. Provide as much detail as possible.
- Attach to the email, the local Dispute Resolution Process as well as documentation that the local Dispute Resolution Process has been followed.

**Step III:**

Upon receipt of the Dispute Resolution email, IWD will

- Acknowledge the receipt of the email.
- Provide all documentation to the WIOA Core Partner Working Group.

**Step IV:**

Core Partner Team will review the dispute and notify the appropriate Parties of its decision within 14 days of receipt of the dispute.

**Step V:**

If the Core Partner Team decision is not satisfactory to the agency with the dispute, the agency may appeal to the State Workforce Development Board. No local dispute may go directly to the SWDB without first being addressed by the Core Partner Team.

**Attachment I: Amendment/ Modification Process**

**LWDA: Northeast Iowa**

**IowaWORKS System Partners’  
Amendment Process**

Parties to the MOU may submit an amendment in writing to the local board executive director/staff via the contact information provided on the local board’s website, <https://www.iowawdb.gov/northeast-iowa/home> . Board staff will present the amendment to the local board for consideration. The MOU partner may ask to or be invited to present the amendment at a board meeting. The local board will vote to accept or deny the amendment.

## Attachment J: Termination Process

LWDA: Northeast Iowa

### **IowaWORKS System Partners' Termination Process**

If an MOU partner wishes to terminate the MOU agreement, the partner will submit in writing a request to the executive director/staff of the local board to terminate the agreement. The request will be presented to the local board for review. If no solution between the local board and MOU Partner can be reached to prevent termination of the agreement, the board will officially dissolve the agreement with the requesting MOU partner.

**Attachment K: Negotiations/ Meeting Summary**

**LWDA: Northeast Iowa**

**Date of Meeting: May 18, 2021**

**Attendees: Heather Garcia, Taylor Williams, Johnna Forbes, Barb Grant, Charlene Widener, Cindy Davis, Brian Wogen, Laura Wood, Steve Tisue, Chelley Pratt, Elizabeth Waigand, Gina Robinson, James Arvidson, Jana Wittenberg, David Grunklee, Jessica Merino, Carol Malotte, Joe Davis, Gene Leutzinger, Kyle Clabby-Kane, Emily Smith, Jeanne Helling, Laura Hildebaugh, John Beard, Patrick Taggart, Joe Wiegl, Jessie Pensel, Sandra Leake, Amber Youngblut, Michael Howell, Marla Loecke, Gisella Aiken-Shadle, Patti Hanson**

Topic	Discussion	Decision Made/ Action Taken
<b>Memorandum of Understanding- Northeast Iowa</b>	MOU draft discussion, MOU Attachments and Process for Required Partners, Input from Required Partners, Referral Process, Timeline	Final edits need to be made by Friday, May 28. MOU will go out for signatures week of June 7, 2021.

Local Workforce Development Area: Northeast Iowa

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## Signature Page

By signing my name below, I, **insert here** certify that I have read the information contained in this Memorandum of Understanding (MOU). All of my questions have been answered satisfactorily. My signature certifies my understanding of the terms outlined herein and agreement with this MOU. Further, I also certify that I have the legal authority to bind my agency to the term of this MOU.

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either:

- a) In three years
- b) Upon amendment, modification, or termination, or
- c) On date checked in Effective Period of this MOU, whichever occurs earlier.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Partner Agency/ Program(s) Represented

## Definitions

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**Affiliate Site** – see [IWD Policy 1.4.9- Characteristics of the One Stop Delivery System](#)

**Additional Partner** – Per WIOA 121(b)(2), an entity that carries out a program not identified as required under WIOA that is approved by the LWDB and the CLEO may be included as an IowaWORKS partner in a local area.

**Chief Lead Elected Official** – identified in WIOA Section 3 Definitions (9) as the chief elected officer of a unit of general local government in a local area or the individual designated under a local agreement pursuant to WIOA Section 107(c)(1)(B). [IWD Policy 1.2.1 CEO Roles and Responsibilities](#)

**Career Services** – The services which shall be available, at a minimum, to individuals who are adults or dislocated workers through the IowaWORKS center system in each local area. The career services that must be provided as part of the IowaWORKS center system are listed in WIOA Section 134(c)(2).

**Comprehensive One Stop Center** – see [IWD Policy 1.4.9- Characteristics of the One Stop Delivery System](#)

**Direct Linkage** – a direct connection at the center within a reasonable time by phone or through a real time web based communication to a program staff member who can provide program information or services to the customer. A direct linkage cannot exclusively be providing a phone number or computer website or providing information, pamphlets, or materials.

**Fiscal Agent** – the entity appointed by the CLEO in accordance with WIOA Section 107(d)(12)(B)(i)(II) and (III) to be responsible for the administration and disbursement of WIOA title I and other funds allocated for workforce development activities in the LWDA. WIOA Section 107(d)(12)(B)(i)(II) provides that designation of a fiscal agent does not relieve the CEOs from liability for any misuse of grant funds. [IWD Policy #1.3.1 Local Fiscal Agent Required Functions](#)

**Iowa State Workforce Development Board** – Established by the Iowa Governor under {Executive Order} to assist the Governor in creating an integrated statewide strategic plan for workforce development which will link workforce policies, education and training programs, and funding streams with the economic needs of Iowa and in complying with the provisions and requirements of WIOA Section 101.

**Local Workforce Development Board (LWDB)** – The board created by the CLEO pursuant to WIOA Section 107 with responsibility for the development of the local plan and for oversight of the workforce development activities in the local area. No reference to “the Board” or “the local Board” shall be interpreted as any board other than the Local Workforce Development Board.



**Memorandum of Understanding (MOU) Agreement Period** – the MOU must not be for a period to exceed three years. Additionally, per WIOA 121(c)(2)(v), the MOU must contain:

- A. the duration of the MOU
- B. procedures for amending the MOU during the duration of the MOU
- C. assurance that such memorandum shall be reviewed not less than once every three-year period to ensure appropriate funding and delivery of services.

**IowaWORKS One-Stop Delivery System** – a collaborative effort among public service agencies, non-profit organizations, and private entities that administer workforce investment, educational, and other human resource programs to make the variety of services available via those programs more accessible to eligible job seeker and employer customers.

**IowaWORKS One Stop Operator** – an entity or consortium of entities competitively selected in accordance with WIOA section 121(d) to operate an IowaWORKS site and to perform service delivery activities in accordance with all applicable Federal, state, and local laws, regulations, rules, policies, plans, and the terms of this MOU.

**Required Partner** – an entity that carries out one or more of the programs or activities identified under WIOA Section 121 (b)(1) and is required under that Section to participate in the IowaWORKS delivery system and to make career services under its program or activity available through the IowaWORKS system.

**Training Services** – services to adults and dislocated workers as described in WIOA section 143 (c)(3). These may include:

- A. Occupational skills training- including training for nontraditional employment
- B. On the job training
- C. Incumbent worker training
- D. Programs that combine workplace training with related instruction- which may include cooperative education programs
- E. Private sector training programs
- F. Skills upgrading and retraining
- G. Apprenticeships
- H. Entrepreneurial training
- I. Transitional jobs
- J. Job readiness training
- K. Adult education and literacy activities in combination with a training program
- L. Customized training

**WIOA** – The Workforce Innovation and Opportunity Act amends the Workforce Investment Act of 1998 to strengthen the United States’ workforce development system through innovation in, and alignment and improvement of, employment, training, and education programs, and to promote individual and national economic growth, and for other purposes.

**WIOA Local Plan** – Per WIOA section 108, the local plan is a comprehensive four-year plan developed by each LWDB, in partnership with the CLEO and submitted to the Governor. The plan shall support the strategy described in the State plan. At the end of the first two-year

period of the four-year local plan, each LWDB shall review the local plan, and the LWDB, in partnership with the CLEO, shall prepare and submit modifications to the local plan to reflect changes in labor market and economic conditions or in other factors affecting the implementation of the local plan. Plans identify the respective local area's current and projected workforce investment needs, the IowaWORKS delivery system, performance standards, and strategies to address the workforce investment needs in consideration of performance standards per WIOA Section 116.

**WIOA State Plan** – the term “state plan,” used without further description, means a unified State plan under section 102 or a combined State plan under section 103.

## Signature Page

By signing my name below, I, Alex Harris, certify that I have read the information contained in this Memorandum of Understanding (MOU). All of my questions have been answered satisfactorily. My signature certifies my understanding of the terms outlined herein and agreement with this MOU. Further, I also certify that I have the legal authority to bind my agency to the term of this MOU.

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either:

- a) In three years
- b) Upon amendment, modification, or termination, or
- c) On date checked in Effective Period of this MOU, whichever occurs earlier.

  
\_\_\_\_\_  
Signature

6/21/2021 Date

Alex Harris  
\_\_\_\_\_  
Print Name

State Director for Adult Education  
Title

Title II, WIOA, Iowa Department of Education  
Partner Agency/ Program(s) Represented

## Signature Page

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By signing my name below, I, **Jennifer Breister** certify that I have read the information contained in this Memorandum of Understanding (MOU). All of my questions have been answered satisfactorily. My signature certifies my understanding of the terms outlined herein and agreement with this MOU. Further, I also certify that I have the legal authority to bind my agency to the term of this MOU.

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either:

- a) In three years
- b) Upon amendment, modification, or termination, or
- c) On date checked in Effective Period of this MOU, whichever occurs earlier.

DocuSigned by:  
*Jennifer Breister*  
67602067509049E...

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Signature

6/12/2023

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Date

Jennifer Breister

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Print Name

Board Chair

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Title

NEIWDB/Local Workforce Development Board, Chair  
**Partner Agency/ Program(s) Represented**

## Signature Page

By signing my name below, I, **Chris Campbell** certify that I have read the information contained in this Memorandum of Understanding (MOU). All of my questions have been answered satisfactorily. My signature certifies my understanding of the terms outlined herein and agreement with this MOU. Further, I also certify that I have the legal authority to bind my agency to the term of this MOU.

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either:

- a) In three years
- b) Upon amendment, modification, or termination, or
- c) On date checked in Effective Period of this MOU, whichever occurs earlier.

Chris Campbell  
Signature

6-9-2021  
Date

Christine Campbell  
Print Name

Executive Director  
Title

American Indian Council  
Partner Agency/ Program(s) Represented

## Signature Page

By signing my name below, I, **Christina Steen** certify that I have read the information contained in this Memorandum of Understanding (MOU). All of my questions have been answered satisfactorily. My signature certifies my understanding of the terms outlined herein and agreement with this MOU. Further, I also certify that I have the legal authority to bind my agency to the term of this MOU.

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either:

- a) In three years
- b) Upon amendment, modification, or termination, or
- c) On date checked in Effective Period of this MOU, whichever occurs earlier.



\_\_\_\_\_  
Signature

06/8/21  
Date

Christina Steen  
Print Name

UI Division Administrator  
Title

Iowa Workforce Development/Unemployment Compensation Program  
Partner Agency/ Program(s) Represented

## Signature Page

By signing my name below, I, **Daniel Hoffman-Zinnel** certify that I have read the information contained in this Memorandum of Understanding (MOU). All of my questions have been answered satisfactorily. My signature certifies my understanding of the terms outlined herein and agreement with this MOU. Further, I also certify that I have the legal authority to bind my agency to the term of this MOU.

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either:

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- c) On date checked in Effective Period of this MOU, whichever occurs earlier.

  
Signature

6/14/2021  
Date

Daniel Hoffman-Zinnel  
Print Name

CEO  
Title

Proteus, Inc.  
Partner Agency/ Program(s) Represented



## Signature Page

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By signing my name below, I, **David Mitchell** certify that I have read the information contained in this Memorandum of Understanding (MOU). All of my questions have been answered satisfactorily. My signature certifies my understanding of the terms outlined herein and agreement with this MOU. Further, I also certify that I have the legal authority to bind my agency to the term of this MOU.

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Signature

6/15/2021

Date

David L. Mitchell

Print Name

Administrator

Title

IVRS

Partner Agency/ Program(s) Represented

## Signature Page

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By signing my name below, I, **Dennis Harden** certify that I have read the information contained in this Memorandum of Understanding (MOU). All of my questions have been answered satisfactorily. My signature certifies my understanding of the terms outlined herein and agreement with this MOU. Further, I also certify that I have the legal authority to bind my agency to the term of this MOU.

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Signature

June 15, 2021

Date

Dennis D. Harden

Print Name

Bureau Chief, Career and Technical Ed

Title

Iowa Department of Education

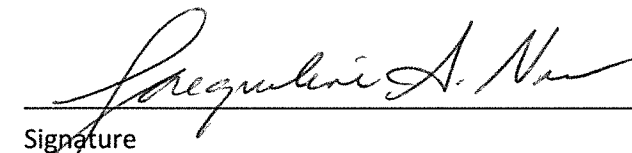
Partner Agency/ Program(s) Represented

## Signature Page

By signing my name below, I, Jackie Norris certify that I have read the information contained in this Memorandum of Understanding (MOU). All of my questions have been answered satisfactorily. My signature certifies my understanding of the terms outlined herein and agreement with this MOU. Further, I also certify that I have the legal authority to bind my agency to the term of this MOU.

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\_\_\_\_\_  
Signature

6/10/21  
\_\_\_\_\_  
Date

Jacqueline Norris  
\_\_\_\_\_  
Print Name

President  
\_\_\_\_\_  
Title

SPPG  
\_\_\_\_\_  
Partner Agency/ Program(s) Represented


## Signature Page

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By signing my name below, I, **Heidi Nederhoff**, certify that I have read the information contained in this Memorandum of Understanding (MOU). All of my questions have been answered satisfactorily. My signature certifies my understanding of the terms outlined herein and agreement with this MOU. Further, I also certify that I have the legal authority to bind my agency to the term of this MOU.

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DocuSigned by:  
  
2E198AD9292C456...

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Signature

6/13/2023

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Date

Heidi Nederhoff

---

Print Name

CLEO NEIWDB

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Title

CLEO/Chief Lead Elected Official  
**Partner Agency/ Program(s) Represented**

## Signature Page

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By signing my name below, I, **Keri Osterhaus** certify that I have read the information contained in this Memorandum of Understanding (MOU). All of my questions have been answered satisfactorily. My signature certifies my understanding of the terms outlined herein and agreement with this MOU. Further, I also certify that I have the legal authority to bind my agency to the term of this MOU.

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Keri Osterhaus

Signature

6/11/2021

Date

Keri Osterhaus

Print Name

VR Program Administrator

Title

Iowa Department for the Blind

Partner Agency/ Program(s) Represented

## Signature Page

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By signing my name below, I, **Michael Witt** certify that I have read the information contained in this Memorandum of Understanding (MOU). All of my questions have been answered satisfactorily. My signature certifies my understanding of the terms outlined herein and agreement with this MOU. Further, I also certify that I have the legal authority to bind my agency to the term of this MOU.

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\_\_\_\_ Michael Witt \_\_\_\_\_  
Print Name

\_\_\_\_ Division Administrator \_\_\_\_\_  
Title


Iowa Workforce Development  
**Partner Agency Represented**

Title III- Wagner Peyser Act  
**Program Represented**

\_\_\_\_  \_\_\_\_\_  
Signature


\_\_\_\_ 6-14-2021 \_\_\_\_\_  
Date

Jobs for Veterans State Grant (JVSG)  
**Program Represented**

\_\_\_\_  \_\_\_\_\_  
Signature

\_\_\_\_ 6-14-2021 \_\_\_\_\_  
Date

ReEntry Employment Opportunities (REO) Program  
**Program Represented**

\_\_\_\_  \_\_\_\_\_  
Signature

\_\_\_\_ 6-14-2021 \_\_\_\_\_  
Date

Temporary Assistance to Needy Families (TANF)

**Program Represented**

John C. Witt  
\_\_\_\_\_

Signature

6-14-2021  
\_\_\_\_\_

Date

RESEA

**Program Represented**

John C. Witt  
\_\_\_\_\_

Signature

6-14-2021  
\_\_\_\_\_

Date

## Signature Page

By signing my name below, I, **Michelle McNertney** certify that I have read the information contained in this Memorandum of Understanding (MOU). All of my questions have been answered satisfactorily. My signature certifies my understanding of the terms outlined herein and agreement with this MOU. Further, I also certify that I have the legal authority to bind my agency to the term of this MOU.

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Michelle McNertney  
Signature

6/24/2021  
Date

Michelle McNertney  
Print Name

Division Administrator  
Title

IWD / Trade Adjustment Assistance Act (TAA) program  
Partner Agency/ Program(s) Represented



# Signature Page

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By signing my name below, I, **Patricia Shannon** certify that I have read the information contained in this Memorandum of Understanding (MOU). All of my questions have been answered satisfactorily. My signature certifies my understanding of the terms outlined herein and agreement with this MOU. Further, I also certify that I have the legal authority to bind my agency to the term of this MOU.

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DocuSigned by:

*Patricia D. Shannon* Patricia D. Shannon

6/29/2021

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Patricia D. Shannon

CFO and SVP

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Title

AARP

\_\_\_\_\_  
Partner Agency/ Program(s) Represented

## Signature Page

By signing my name below, I, **Steve Tisue** certify that I have read the information contained in this Memorandum of Understanding (MOU). All of my questions have been answered satisfactorily. My signature certifies my understanding of the terms outlined herein and agreement with this MOU. Further, I also certify that I have the legal authority to bind my agency to the term of this MOU.

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Steve Tisue  
Print Name

Vice President of Mission Services  
Title

Goodwill of Northeast Iowa/Title I-Adult  
**Partner Agency/ Program(s) Represented**

Steve Tisue  
Signature

6/10/21  
Date

Goodwill of Northeast Iowa/Title I-Dislocated Worker  
**Partner Agency/ Program(s) Represented**

Steve Tisue  
Signature

6/10/21  
Date

Goodwill of Northeast Iowa/Title I-Youth  
**Partner Agency/ Program(s) Represented**

Steve Tisue  
Signature

6/10/21  
Date