

# MEMORANDUM OF UNDERSTANDING

## IowaWORKS System Operations

This Memorandum of Understanding (MOU) is executed between the Iowa Plains Local Workforce Development Board (Local WDB), and the IowaWORKS system partners (Partners). 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 Iowa Plains Local WDB provides oversight of workforce services in the Local Workforce Development Area.

The Local Workforce Development Area (LWDA) includes the following counties:

- Adair
- Adams
- Audubon
- Buena-Vista
- Calhoun
- Carroll
- Cass
- Cherokee
- Clarke
- Clay
- Crawford
- Decatur
- Dickinson
- Emmet
- Fremont
- Greene
- Guthrie
- Hamilton
- Harrison
- Humboldt
- Ida
- Kossuth
- Lyon
- Mills
- Monona
- Montgomery
- O’Brien

- Osceola
- Page
- Palo Alto
- Plymouth
- Pocahontas
- Pottawattamie
- Ringgold
- Sac
- Shelby
- Sioux
- Taylor
- Union
- Webster
- Woodbury
- Wright

**One-Stop System Overview:**

- The one-stop system integrates workforce development, education, and human service-focused organizations into a seamless customer-focused network.
- The goal of the one-stop system is to enhance access to programs and improve long-term employment outcomes for individual customers.

**Objectives:**

- Ensure a coordinated approach to service delivery among Partners.
- Enhance access to workforce development, education, and human services.
- Improve long-term employment outcomes for customers through integrated service delivery. By working collaboratively under this MOU, the Parties commit to achieving these objectives and ensuring the effective operation of the IowaWORKS centers in Iowa Plains.

## Introduction

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.

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

## Purpose

The purposes of this MOU are to:

- Establish a cooperative working relationship among partners.
- Define respective Party roles and responsibilities.
- Coordinate resources to prevent duplication.
- Develop a one stop system that creates a seamless customer experience.
- Ensure the effective and efficient delivery of workforce services.
- Establish joint processes and procedures that will enable partners to align and integrate programs and activities across the local area one stop system.
- Increase and maximize access to workforce services for individuals with barriers to employment.
- Coordinate to implement state workforce development initiatives.
- Ensure an accessible workforce system for all.

## ***Vision Statement***

Provide an agile and streamlined workforce delivery system that provides employers the workforce they desire and Iowans the skills they need for a successful career.

## **Goal I: Preparing an educated and skilled workforce**

- Outreach to all Iowa Plains area high schools and community agencies/resources to provide information on WIOA programs that can guide and prepare students and individuals with barriers to economic growth and self-sufficiency opportunities. Efforts will be achieved through consolidated efforts of all core partners to reach all counties within Iowa Plains.
- Increase employer and workforce awareness and simplify the utilization of Iowa Workforce Development programs, with the focus geared toward employers providing Work Based Learning (WBL) opportunities to upskill job seekers and fill their vacant positions. Concentration will be to fill those WBL opportunities with youth and individuals with barriers.
- Support the development and enhancement of sector partnerships.
- Develop a system for sharing data and workforce solutions between Centers.
- Increase awareness and utilization of work-based learning, pre-apprenticeship, and registered apprenticeship programs to prepare an educated and skilled workforce, including youth and individuals with barriers to employment. Kind of a repeat, perhaps reword first two bullets or this bullet.
- Support the development of a strategic marketing plan that will enable

Successful completion of performance accountability goals based upon appropriate key Performance indicators.



## **Goal II: Performance Accountability Measures**

- Performance Measure: Unsubsidized Employment Second Quarter After Exit
- Performance Measure: Unsubsidized Employment or Education and Training Activities Second Quarter After Exit
- Performance Measure: Unsubsidized Employment Fourth Quarter After Exit
- Performance Measure: Unsubsidized Employment or Education and Training Activities Fourth Quarter After Exit
- Performance Measure: Median Earning Second Quarter After Exit
- Performance Measure: Credential Attainment
- Performance Measure: Measurable Skills Gains
- Performance Measure: Effectiveness in Serving Employers – Repeat Business Customers & Employer Penetration

## **Strategic Vision to Align Resources**

Increase the utilization of Iowa Plains current, potential, and future employers and workforce to the education, training, and career opportunities available in the local area.

- Align and implement an agile service delivery model that is easy to use

and that incorporates all workforce system partners and is easy to utilize.

- Support the development of career pathways that integrate

work-based learning, pre-apprenticeship, and registered apprenticeship programs for Iowa Plains youth and young adults.

## **5. Strategies – Taking into account the analyses described in sections 1-3 above:**

**a. Description of the strategy to work with the entities that carryout the core programs and required partners to align resources available in the local area to achieve the strategic vision and goals described in section 4 above.**

## Systemic Collaboration

While each of our One-Stop partners administer separately funded programs, we must deliver them as a set of aligned streamlined services to customers. We all serve a relatively common customer base, many of whom are low income or face barriers to employment. One-Stop Centers and partners provide job seekers, including individuals with barriers to employment with skills and credentials necessary to secure and advance in employment with family-sustaining wages. Iowa Plains will facilitate public-private partnerships; support sector strategies and career pathways that advance opportunities for all workers and job seekers; foster innovation; and ensure streamlined operations and service delivery excellence. We will work to ensure that workforce and economic development goals are aligned. The Core partners will work to develop a crosswalk of services available to individuals and specifically, to individuals with barriers to employment.

Iowa has partnered with the Workforce Innovation Technical Assistance Center (WINTAC) to explore service integration and the implementation of the requirements of WIOA. Aligning and developing integrated education and training (IET) programs for low-literacy and low-skilled adults to concurrently address foundational skills with workforce training. The IET programs prepare adults with limited academic or limited English skills to enter and succeed in post-secondary education and training leading to career path employment in demand occupations. The core partners will focus on expanding access and success in sector-based education and training programs that provide opportunities for low-skilled and low-literate youth and adults. The state will support new initiatives that promote sector-based pre-IET, and IET models that expand access and success of low-skilled youth and adults in career pathways. These programs are designed to introduce individuals to career pathway programs of interest. Iowa Plains has also worked with WINTAC to develop a current model of the integration continuum assessment. This model assists us in determining where we are at in the different levels of integration.

Expand ability of all partners in the network to inform clients of workforce system services. This will be the result of extensive cross-training. Assess the ability to increase access. The core partners will work with local boards and the future one-stop operators to assess the ability to increase access to the system. For example, several adult education programs may be made available as itinerant sites to provide basic career services. This action can greatly expand the number and proximity of access points of contact for both employers and clients. Expand the use of technology. Given Iowa's diverse regional needs, it cannot be assumed that all who need to travel to the current comprehensive sites will be able to do so. To address the barriers of distance, childcare, transportation, and schedules that many people face, services will be available digitally. These services will include up-to-date and comprehensive employment and training websites with links to partner websites. In addition, resources will be accessible using videoconferencing and live chat.

## **Integrated Service Delivery**

All populations will receive the necessary services regardless of where they enter the system, whether it be through the AJC or connection with a partner program or agency. This approach supports an integrated workforce staff, so that any customer who walks into any AJC can be served seamlessly by any staff member.

All Core Partner staff are cross trained to improve knowledge of programs and services available to understand other partner programs' services, and share their own expertise related to the needs of specific populations so that all staff can better serve all customers and to ensure a "no wrong door" customer service approach. Core partners will ensure that all referrals are appropriate based upon the needs of the customer.

The Clearinghouse for Work-Based Learning connects students and employers through shared projects that give students professional experience. This virtual platform is available to all Iowa schools, K-12 classrooms, and businesses for project involvement through a system where both classes and businesses can enter themselves as an interested party and browse for a good match for a project. Students work on the projects primarily in the classroom, making this distinctly different from work-study or internship formats.

Co-enrollment is another important strategy to provide services to a customer that a specific program might not be able to fund themselves. This is where the crosswalk of services available will be needed to address customer needs. Co-enrollment provides the ability to use multiple funding sources and share accountability for an individual.

## **Data-Informed Services**

We will focus on continuous improvement. Continuous evaluations support continuous improvement of the American Job Centers by identifying which strategies work better for different populations. The Local Workforce Development Board will hold training providers accountable for the performance Measures. Reports provided from the Core Partners provide high-quality, integrated data to inform the Local Workforce Development Board for policy decision making. It also drives how we need to change, innovate, or align services to meet the needs of job seekers and business customers.

## **Leveraged Resources**

Effectively and strategically leveraging and braiding an array of public and private financial and in-kind resources to ensure sufficient broad support to meet the service and training needs of all participants. This includes sources from businesses, industry associations, labor organizations, community-based organizations, education, and training providers. No one program can address all the needs of the individuals we serve. Aligning and coordinating WIOA Title I service with efforts that currently address justice-involved and returning citizens. Iowa Plains is exploring a range of career pathway models for justice-involved participants that examines best practices and ways to braid and blend funding for maximum impact.

## **Improved Outcomes for Business and Job Seeker Customers**

We will go beyond the performance indicators that are negotiated; we will look at the customer experience and we will look at economic mobility of the individuals we have served. We will continuously evaluate the needs of participants and businesses to ensure we are providing services that meet the needs and removes barriers.

### **Business Objectives: Iowa Plains Local Workforce Area sets the following objectives for the next 2 years to meet the Vision and Mission of this region:**

1. Provide integrated/seamless services that are streamlined to train jobseekers as quickly as possible, so they are ready for jobs with local businesses
2. Promote Work Based learning strategies to validate skills of the area's workforce to optimize their ability to demonstrate their skills to employers and to provide a method of evaluation for businesses to make appropriate hiring decisions
3. Continuously improve menu of local services based on input from jobseekers and businesses so services are flexible and effective.
4. Continuously improve internal processes so they are as lean and paperless as possible to maximize the time we have available to provide value-added services to our customers.
5. Utilize data and performance reports as well as feedback from employers and jobseekers to drive continuous improvement initiatives in our services and programming
6. Incorporate STEM goals into One-Stop programming to align that initiative with One-Stop Center goals



7. Partner with ECI to develop programming that provides relevant information and services that improve and enhance businesses in our local area
8. Improve communications in all areas so we continue to use our internal and external partnerships to their maximum benefit for the customers we serve.

## IowaWORKS System Structure

The Local Workforce Development Area is made up of **6** of comprehensive centers and **0** of affiliate centers.

IowaWORKS System locations are listed in [Attachment A-1](#) and [Attachment A-2](#).

Partners/ Parties to this Agreement are listed in [Attachment B](#).

The **Iowa Plains** Local Workforce Development Board (local WDB) selected the One Stop Operator, **Tammi Erlbacher, LifeSkills Connection**, through a competitive process in accordance with the Uniform Guidance, WIOA and its implementing regulations, and local procurement standards, laws, and regulations. All documentation for the competitive One Stop Operator procurement and selected process may be viewed on **Iowa Plains** website at [Iowa Plains Local Workforce Development Area | State Workforce Development Board](#).

By signing this Agreement, Parties attest that the centers identified as Comprehensive and Satellite meet the definition as outlined in the Core Partner Agency jointly issued policy [“Characteristics of the One Stop Delivery System.”](#)

### Service Design

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 local area are required partners under WIOA. One stop centers provide services to individual customers based on individual needs, including the seamless delivery of multiple services to individual customers. There is no required sequence of service.

### *Roles and Responsibilities*

#### **|** Local Workforce Development Board<sup>1</sup>

The primary role of the Local Board is to serve as a strategic convener to promote and broker effective relationships throughout the Local Workforce Development Area. The Local Board must develop strategies to continuously improve and strengthen the workforce system through innovation in, and alignment and improvement of, employment, training, and education programs to promote economic growth. While not an exhaustive list of duties, the Local WDB will, at a minimum:

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<sup>1</sup> [IWD Policy #1.4.3.1 Local Board Required Functions](#)

- In partnership with the Executive Committee and Partners develop and submit a Local Plan that includes a description of the activities that shall be undertaken within the local system
- Conduct workforce research and regional labor market analysis.
- Convene, broker, and leverage workforce system stakeholders.
- Lead efforts in the local area to:
  - engage with a diverse range of employers and other entities.
  - develop and implement career pathways opportunities.
- In partnership with the Executive Committee, conduct ongoing oversight of workforce development activities to assure appropriate management and use of funds and to maximize performance outcomes.

### One Stop Operator

The primary role of the One Stop Operator is to coordinate service delivery among partners of the IowaWORKS system.

- Develop an in-depth understanding of the One-Stop Partner programs, services, and performance requirements.
- Coordinate internal communication with core and required partners through regular meetings, face-to-face, and other forms of oral and written communication.
- Evaluate customer satisfaction survey data and propose service strategy changes to the Iowa Plains Committee based on findings. Maintain an 85% customer satisfaction rate.
- Develop and facilitate training for team members in collaboration with the core partners on partner programs and promote educational opportunities.
- Assist the Iowa Plains Committee in ensuring all partners are fulfilling responsibilities as outlined in the Memorandum of Understanding (MOU).
- Oversee and manage the referral process and recommend and assist in the development of strategies to increase partner referrals and co-enrollments.
- Implement strategies to create a workforce culture where information is shared across partners, and system technological barriers are overcome.
- Manage the One-Stop certification continuous improvement process for the Iowa WORKS American Job Center.
- Use technological solutions to implement tracking systems, improve external communication and improve systemwide outcomes and data collection.
- Populate and submit various forms of reports to the Iowa Plains Committee.
- Will be the employer of record for Work Experience Program (WEP) and paid internships for all eligible participants.
- The selected entity will be responsible for the compensation of all federal, state required tax forms and will be required to provide workers' compensation for the work site program participants.
- As the employer of record, the entity shall be an Equal Opportunity Employer and must adhere to all federal, state, and local hiring laws.
- WEP Participants will be paid an hourly rate as outlined in the Iowa Plains policies.
- WEP Payroll should occur weekly or bi-weekly. Completed timecards will be shared with the Title I service provider to upload in the case management system.

- Entity will have direct communication with Title I service provider and IWD financial management.

### IowaWORKS Partners<sup>2</sup>

The management of the one-stop system is the shared responsibility of the Executive Committee, WIOA core program Partners, required one-stop Partners, one-stop operators, service providers, and any non-mandatory Partners added to the local system by the Executive Committee. In other words, the system is a total collaborative for the planning, operations, and management of local workforce services.

All Partners should be aware of their responsibility under the law. All Partners **must**:

1. Provide access to their programs through the IowaWORKS system.
2. Use their program's funds to:
  - a. Provide career services.
  - b. Maintain the one-stop system and jointly fund it.
3. Sign the Memorandum of Understanding (MOU) with the Executive Committee.
4. Participate in the operation of the system.
5. Provide representation on the Executive Committee, as required, and participate on committees of the Executive Committee, as needed.

### ***Required Partner Services***

The Parties to this Agreement will collaborate to ensure all required and needed services are available to Iowans and Iowa businesses and will work to ensure each IowaWORKS location offers integrated services and have staff who work to ensure quality service delivery.

### Methods for providing access to each of the required services:

- Option 1 – Having a program staff member physically present at the American Job Center.
- Option 2 – Having a staff member from a different partner program physically present at the American Job Center and appropriately trained to provide information to customers about the programs, services, and activities available through all partner programs.
- Option 3 – Making available a direct linkage through technology to a program staff member who can provide meaningful information or services.

Services delivered within the system are outlined in the Partners Services section in [Attachment C](#).

### Basic Career Services

Basic Career Services are universally accessible and must be made available to all individuals seeking employment and training services in at least one comprehensive IowaWORKS center per local workforce development area. Each Partner's method of providing Basic Career Services in the IowaWORKS system is identified in [Attachment C-1](#).

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<sup>2</sup> 20 CFR 678.420



### Individualized Career Services

Individualized career services must be provided after IowaWORKS Center staff determine that such services are required to retain or obtain employment, consistent with any applicable statutory priorities. Each Partner's method of providing Individualized Career Services in the IowaWORKS system is identified in [Attachment C-1](#).

### Training Services

Training services can be critical to the employment success of many adults and dislocated workers. IowaWORKS Center staff may determine training services are appropriate regardless of whether the individual has received basic or individualized career services first, and there is no sequence of services requirement. Each Partner's method of providing Training Services, if applicable, is identified in [Attachment C-2](#).

### Follow up Services

Local areas must provide follow up services for Adult and Dislocated Worker participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment.

### Youth Services

Services for youth, ages 16-24, can be critical to credential attainment and obtaining meaningful work experience. Each Partner's method of providing Youth Services, if applicable, is identified in [Attachment C-3](#).

### Business Services

Business services must be made available to local employers. Local areas must establish and develop relationships and networks to support these efforts. Business Services, offered by the IowaWORKS system, should be collaborative across Partners. Each Partner's method of providing Business Services, if applicable is identified in [Attachment C-4](#).

## Referrals

The purpose of the referral system is to provide integrated and seamless delivery of services to workers, job seekers, and employers.

All referrals and outcomes of referrals must be documented and tracked. Documentation and tracking may occur via a paper process or utilizing the IowaWORKS case management system, if applicable. If a paper process is utilized, all papers must be in accessible formats.

In order to facilitate and promote such a system, each Party agrees to the Referral Process outlined in [Attachment D](#).

## Accessibility

Accessibility to the services provided by the IowaWORKS Centers and all Partner agencies is essential to meeting the requirements and goals of the IowaWORKS network. Job seekers and businesses must be able to access all information relevant to them via visits to physical locations as well as in virtual spaces, regardless of gender, age, race, religion, national origin, disability, veteran's status, or on the basis of any other classification protected under state or Federal law.

1. **Physical Accessibility** – IowaWORKS centers will maintain a culture of inclusiveness and the physical characteristics of the facility, both indoor and outdoor, will meet the latest standards of accessible design. Services will be available in a convenient, high traffic, and accessible location, taking into account reasonable distance from public transportation and adequate parking (including parking clearly marked for individuals with disabilities). Indoor space will be designed in an “equal and meaningful” manner providing access for individuals with disabilities.
2. **Virtual Accessibility** – The Local WDB will work with the State Workforce Development Board (SWDB) to ensure that job seekers and businesses have access to the same information online as they do in a physical facility. Information must be clearly marked and compliant with Section 508 of the U.S. Department of Health and Human Services code. Partners will comply with the Plain Writing Act of 2010; the law that requires that Federal agencies use "clear Government communication that the public can understand and use" and all information kept virtually will be updated regularly to ensure dissemination of correct information.
3. **Communication Accessibility** – Communications access, for purposes of this MOU, means that individuals with sensory disabilities can communicate (and be communicated with) on an equal footing with those who do not have such disabilities. All Partners agree that they will provide accommodations for individuals who have communication challenges, including but not limited to individuals who are deaf and hard of hearing, individuals with vision impairments, and individuals with speech-language impairments and barriers.
4. **Programmatic Accessibility** – 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. Partners must assure that they have policies and procedures in place to address these issues, and that such policies and procedures have been disseminated to their employees and otherwise posted as required by law. Partners further assure that they are currently in compliance with all applicable state and Federal laws and regulations regarding these issues. All Partners will cooperate with compliance monitoring that is conducted at the Local level to ensure that all IowaWORKS Center programs, services, technology, and materials are physically and programmatically accessible and available to all. Additionally, staff members will be trained to provide services to all, regardless of range of abilities, mobility, age, language, learning style, or comprehension or education level. An interpreter will be provided in real time or, if not available, within a reasonable timeframe to any customer with a language barrier. Assistive devices, such as screen-reading software programs (e.g., JAWS and DRAGON) and assistive listening devices must be available to ensure physical and programmatic accessibility within the IowaWORKS Center network.

The Parties to this MOU agree to participate on and with the Disability Access Committee(s) within their Local Workforce Development Area and agree to ongoing and regular communication and training with and / or by partners regarding accessibility. The Parties agree to the Accessibility Plan outlined in [Attachment E](#).

## Outreach

The Parties recognize the value in joint outreach of the IowaWORKS system and agree to collaboratively conduct outreach activities to customers, employers and job seekers, of the system. The Parties agree to the Outreach Plan in [Attachment F](#).

The Local WDB and its Partners will develop and implement a strategic outreach plan that will include, at a minimum:

- Specific steps to be taken by each partner.
- Development of a unified business services team
- Alignment with sector strategies and career pathways.
- Connections to Registered Apprenticeship.
- Focus on outreach to human resource professionals.
- Focus on local area's job seekers, including targeted efforts for populations most at risk or most in need.
- Regular use of social media.
- An outreach toolkit available for all partners
- Clear objectives and expected outcomes
- Leveraging of any statewide outreach materials relevant to the local area

## Data Sharing

Partners agree that the use of high-quality, data is essential to inform decisions made by policymakers, employers, and job seekers. Partners further agree that the collection, use, and disclosure of customer' personally identifiable information (PII) is subject to various requirements set forth in Federal and State privacy laws. Partners acknowledge that the execution of this MOU, by itself, does not function to satisfy all these requirements.

All data, including customer PII, collected, used, and disclosed by Partners will be subject to the following:

5. Customer PII will be properly secured in accordance with the Iowa Plain's policy and procedure regarding the safeguarding of PII.
6. The collection, use, and disclosure of customer education records, and the PII contained therein, as defined under FERPA, shall comply with FERPA and applicable State privacy laws.
7. All confidential data contained in the UI wage records must be protected in accordance with the requirements set forth in 20 CFR 603.
8. All personal information contained in VR records must be protected in accordance with the requirements set forth in 34 CFR 361.38.

9. Customer data may be shared with other programs, for those programs' purposes, within the IowaWORKS Center network only after written consent of the individual has been obtained, where required.
10. Customer data will be kept confidential, consistent with Federal and State privacy laws and regulations.
11. All data exchange activity will be conducted in machine readable format, such as HTML or PDF, for example, and in compliance with Section 508 of the Rehabilitation Act of 1973, as amended. 29 CFR 794(d).

All Partner staff will be trained in the protection, use, and disclosure requirements governing 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. The Parties to this MOU agree to the Data Sharing Training Plan outlined in [Attachment G](#).

## Monitoring

The Local WDB, or its designated staff, officials from state and local administrative entities, the US Departments of Education, Health and Human Services, and Labor have the authority to conduct fiscal and programmatic monitoring to ensure that:

- Federal awards are used for authorized purposes in compliance with law, regulations, and State policies.
- Those laws, regulations, and policies are enforced properly.
- Performance data is recorded, tracked, and reviewed for quality to ensure accuracy and completeness.
- Outcomes are assessed and analyzed periodically to ensure that performance goals are met.
- Appropriate procedures and internal controls are maintained, and record retention policies are followed.
- All MOU terms and conditions are fulfilled.

All Parties to this MOU should expect regular fiscal and programmatic monitoring to be conducted by each of the above entities, as appropriate.

## Dispute Resolution

For purposes of this MOU and for IowaWORKS system related issues, each Party expressly agrees to participate in good faith negotiations to reach a consensus. However, should a dispute arise among any Parties to this MOU regarding the contents of this MOU and including the process to develop, amend or renew or in matters pertinent to IowaWORKS operations or activities not addressed in this MOU, all Parties agree to utilize the process included in the attachment cited below. The administrators of applicable state agencies will designate an individual to negotiate and resolve any impasses involving state level partners.



Any local Dispute Resolution Process should include thorough attempts to resolve the issues locally. After reasonable attempts have been made to resolve the dispute locally and in adherence to the Dispute Resolution Process, then and only then can the dispute be elevated to a state level for action.

This MOU is legally binding. Therefore, if all reasonable attempts to resolve any impasse are unsuccessful, it may be remedied in court.

Dispute Resolution Process in [Attachment H](#).

## Terms and Conditions

The Parties to this MOU agree to the following Terms and Conditions:

### Confidentiality

All Parties expressly agree to abide by all applicable Federal, State, and local laws and regulations regarding confidential information, including PII from education records, such as but not limited to 20 CFR 603, 45 CFR 205.50, 20 USC 1232g, and 34 CFR 99, and 34 CFR 361.38, as well as any applicable State and local laws and regulations. In addition, in carrying out their respective responsibilities, each Party shall respect and abide by the confidentiality policies and legal requirements of all the other Parties.

Each Party will ensure that the collection and use of any information, systems, or records that contain PII and other personal or confidential information will be limited to purposes that support the programs and activities described in this MOU and will comply with applicable law.

Each Party will ensure that access to software systems and files under its control that contain PII or other personal or confidential information will be limited to authorized staff members who are assigned responsibilities in support of the services and activities described herein and will comply with applicable law. Each Party expressly agrees to take measures to ensure that no PII or other personal or confidential information is accessible by unauthorized individuals.

To the extent that confidential, private, or otherwise protected information needs to be shared amongst the Parties for the Parties' performance of their obligation under this MOU, and to the extent that such sharing is permitted by applicable law, the appropriate data sharing agreements will be created and required confidentiality and ethical certifications will be signed by authorized individuals. With respect to confidential unemployment insurance information, any such data sharing must comply with all the requirements in 20 CFR 603, including but not limited to requirements for an agreement consistent with 20 CFR 603.10, payments of costs, and permissible disclosures.

With respect to the use and disclosure of FERPA-protected customer education records and the PII contained therein, any such data sharing agreement must comply with all of the requirements set forth in 20 U.S.C. § 1232g and 34 CFR Part 99.

With respect to the use and disclosure of personal information contained in VR records, any such data sharing agreement must comply with all of the requirements set forth in 34 CFR 361.38.

By signing this MOU, the Parties attest that their respective agency's Confidentiality Policies have been reviewed and are not in conflict with the confidentiality section of this MOU.

## Non-Discrimination and Equal Opportunity

All Parties to this MOU certify that they prohibit, and will continue to prohibit, discrimination, and they certify that no person, otherwise qualified, is denied employment, services, or other benefits on the basis of: (i) political or religious opinion or affiliation, marital status, sexual orientation, gender, gender identification and/or expression, race, color, creed, or national origin; (ii) sex or age, except when age or sex constitutes a bona fide occupational qualification; or (iii) the physical or mental disability of a qualified individual with a disability.

The Parties specifically agree that they will comply with Section 188 of the WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38; Final Rule December 2, 2016), the Americans with Disabilities Act (42 U.S.C. 12101 et seq.), the Non-traditional Employment for Women Act of 1991, titles VI and VII of the Civil Rights of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1967, as amended, title IX of the Education Amendments of 1972, as amended, and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR Part 37 and 38. The Parties agree to fully comply with the Iowa Civil Rights Act of 1965 as amended, Iowa Executive Order 15 (1973), as amended by Iowa Executive Order 1934 (1988).

## Indemnification

All Parties to this MOU recognize the partnership consists of various levels of government, not-for-profit entities, and for-profit entities. Each Party to this agreement shall be responsible for injury to persons or damage to property resulting from negligence on the part of itself, its employees, its agents, or its officers. No Partner assumes any responsibility for any other Party, State or non-State, for the consequences of any act or omission of any third Party. The Parties acknowledge the **Iowa Plains** Local WDB and the Iowa Plains one-stop operator have no responsibility and/or liability for any actions of the IowaWORKS center employees, agents, and/or assignees. Likewise, the Parties have no responsibility and/or liability for any actions of the **Iowa Plains** Local WDB or the **{insert name of LWDA}** one-stop operator.

## Severability

If any part of this MOU is found to be null and void or is otherwise stricken, the rest of this MOU shall remain in force.

## Drug and Alcohol-Free Workplace

All Parties to this MOU certify they will comply with the Drug-Free Workplace Act of 1988, 41 U.S.C. 702 et seq., and 2 CFR part 182 which require that all organizations receiving grants from any Federal agency maintain a drug-free workplace. The recipient must notify the awarding office if an employee of the

recipient is convicted of violating a criminal drug statute. Failure to comply with these requirements may be cause for suspension or debarment under 2 CFR part 180, as adopted by the U.S. Department of Education at 2 CFR 3485, and the U.S. Department of Labor regulations at 29 CFR part 94.

### Certification Regarding Lobbying

All Parties shall comply with the Byrd Anti-Lobbying Amendment (31 U.S.C. §1352), 29 C.F.R. Part 93, and 34 CFR part 82, as well as the requirements in the Uniform Guidance at 2 CFR 200.450. The Parties shall not lobby Federal entities using Federal funds and will disclose lobbying activities as required by law and regulations.

### Debarment and Suspension

All Parties shall comply with the debarment and suspension requirements (E.O.12549 and 12689) and 2 CFR part 180 and as adopted by the U.S. Department of Labor at 29 CFR part 2998 and by the U.S. Department of Education at 2 CFR 3485.

### Priority of Service

All Parties certify that they will adhere to all statutes, regulations, policies, and plans regarding priority of service, including, but not limited to, priority of service for veterans and their eligible spouses, and priority of service for the WIOA title I Adult program, as required by 38 U.S.C. §4215 and its implementing regulations and guidance, and WIOA sec. 134(c)(3)(E) and its implementing regulations and guidance. Partners will target recruitment of special populations that receive a focus for services under WIOA, such as individuals with disabilities, low-income individuals, basic skills deficient youth, and English language learners.

### Buy American Provision

Each Party that receives funds made available under title I or II of WIOA or under the Wagner-Peyser Act (29 U.S.C. §49, et. seq.) certifies that it will comply with Sections 8301 through 8303 of title 41 of the United States Code (commonly known as the “Buy American Act.”) and as referenced in WIOA Section 502 and 20 CFR 683.200(f).

### Salary, Compensation, and Bonus Limitations

Each Party certifies that, when operating grants funded by the U.S. Department of Labor, it complies with TEGL 05-06, Implementing the Salary and Bonus Limitations in Public Law 109-234, restricting the use of Federal grant funds for compensation and bonuses of an individual, whether charged to either direct or indirect, at a rate in excess of the Federal Office of Personnel Management Executive Level II.



## Non- Assignment

Except as otherwise indicated herein, no Party may, during the term of this MOU or any renewals or extensions of this MOU, assign or subcontract all or any part of the MOU without prior written consent of all other Parties.

## Governing Law

This MOU will be construed, interpreted, and enforced according to the laws of the State of Iowa. All Parties shall comply with all applicable Federal and State laws and regulations, and Local laws to the extent that they are not in conflict with State or Federal requirements. This agreement requires compliance with all applicable law, including presidential executive orders.

Compliance with all applicable law requires all participants who are recipients of federal funds, to follow all such orders which relate to work that is funded, in whole or in part, by federal funds received by Iowa Workforce Development. This includes the production of written and other materials for participation in or the conduct of trainings, development and maintenance of content for websites and other external or internal communications or training platforms.

## Amendment/ Modification

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, and local laws, regulations, rules, plans and policies. Any amendment must adhere to the process outlined and referenced below. Amendments or modifications may only be proposed by partner program signatories.

All Parties to this MOU agree to the MOU Amendment/ Modification Process provided in [Attachment I](#).

## Termination

The Parties understand that implementation of the one stop system is dependent upon good faith effort to work together to improve services to the community. It is understood and agreed that there are situations which may cause a Party to cease being a Party to this MOU. Termination of this agreement may only be proposed by partner program signatories.

This MOU will remain in effect until the end date specified in the [Effective Period](#) section below, unless:

- All Parties mutually agree to terminate this MOU prior to the end date.
- Federal oversight agencies charged with the administration of WIOA are unable to appropriate funds or if funds are not otherwise made available for continued performance for any fiscal period of this MOU succeeding the first fiscal period. Any Party unable to perform pursuant due to lack of funding shall notify the other Parties as soon as the Party has knowledge that funds may be unavailable for the continuation of activities under this MOU.

- WIOA is repealed or superseded by subsequent Federal law.
- Local Workforce Development Area designation is changed under WIOA or by action of the Iowa State Workforce Development Board.

All Parties to this MOU agree to the Termination Process provided in [Attachment J](#).

### Effective Period

This MOU is entered into on **{enter date}**. This MOU will become effective as of the date of signing by the final signatory below unless any of the reasons in the Termination section above apply. Regardless of the effective period of this agreement, the Parties agree to review the contents of this agreement at least one time annually. This agreement shall be in effect until: June 30, 2027.

- ☐ June 30, 2025
- ☐ June 30, 2026
- ☒ June 30, 2027

## One-Stop Operating Budget

The purpose of the one-stop operating budget is to establish a financial plan, including terms and conditions, to fund the services and operating costs of the **Iowa Plains** IowaWORKS Centers. The Parties to this MOU agree that joint funding is a necessary foundation for an integrated service delivery system. The goal of the operating budget is to develop a funding mechanism that:

- Establishes and maintains the Local workforce delivery system at a level that meets the needs of the job seekers and businesses in the Local area,
- Reduces duplication and maximizes program impact through the sharing of services, resources, and technologies among Partners (thereby improving each program's effectiveness),
- Reduces overhead costs for any one partner by streamlining and sharing financial, procurement, and facility costs, and
- Ensures that costs are appropriately shared IowaWORKS Center Partners by determining contributions based on the proportionate use of the one-stop centers and relative benefits received, and requiring that all funds are spent solely for allowable purposes in a manner consistent with the applicable authorizing statutes and all other applicable legal requirements, including the Uniform Guidance.

The Partners consider this one-stop operating budget the master budget that is necessary to maintain the **Iowa Plains** high-standard IowaWORKS network. It includes the following cost categories, as required by WIOA and its implementing regulations:

- Infrastructure costs (also separately outlined in the Infrastructure Funding Agreement (IFA)),
- Career services, and
- Shared services.

All costs must be included in the MOU, allocated according to Partners' proportionate use and relative benefits received, and reconciled on a semiannual basis against actual costs incurred and adjusted accordingly. The one-stop operating budget is expected to be transparent and negotiated among Partners on an equitable basis to ensure costs are shared appropriately. All Partners must negotiate in good faith and seek to establish outcomes that are reasonable and fair.

### One-Stop Operating Budget

The Iowa Plains IowaWORKS Center's one-stop operating budget is identified in Attachment L, IFA Analysis Excel Document. The IFA Analysis Excel Document will be provided by the IWD Fiscal Management team.

### Cost Allocation Methodology

All Partners in the Iowa Plains IowaWORKS Centers are physically co-located in the IowaWORKS Center as outlined in Attachment C, with the exception of those outlined in Attachment C-5.

These partners/programs in Attachment C-5 are linked virtually through online service access to a program staff member via IowaWORKS Centers and through cross-trained front desk staff and other, physically co-located, partner staff who can provide information and referrals. Even if a Program is not physically co-located within the IowaWORKS Center, their customers use the IowaWORKS system to access services such as:

- Using IowaWORKS Center computers to file UI claims, conduct work searches, and communicate with off-site program staff,
- Using staff assistance for general information about services,
- Using other resource IowaWORKS Center such as copiers, scanners, fax machines, or assistive technology for individuals with disabilities,
- Obtaining labor market information,
- Attending reemployment workshops,
- File grievances, appeals, etc.

These services are utilized in direct benefit of the programs in Attachment C-5 and in support thereof and will, therefore be proportionally paid for.

The Iowa Plains selected two different allocation bases – as outlined in the Allocation Bases per Cost Item section below – to determine overall Partner contributions. This was done in an effort:

- To remedy the imbalance of non-physically represented Partners, and
- To comply with the requirement of Partners' contributions having to be in proportion to the Partners' use of the one-stop center(s) and relative benefit received.

### Allocation Bases per Cost Item

The Iowa Plains IowaWORKS Centers' allocation base(s) are identified in Attachment L.

### Partner Contribution Amounts

The Partner Contributions are determined after all IFA costs and the allocation bases are identified. Attachment L shows how much each Partner will contribute each year (broken down by allocation base and by cost category) to the cost of operating the IowaWORKS system in the **Iowa Plains** IowaWORKS Centers.

### Cost Reconciliation and Allocation Base Update

All Parties agree that a semiannual reconciliation of budgeted and actual costs and update of the allocation bases will be completed in accordance with the following process.

Partners will provide the Iowa Plains Executive Committee with the following information no later than 10 business days after the end of each quarter, as applicable:

- Quarterly cost information and documentation of the actual costs,

- Updated staffing information (per the 1st day of the 1st month of each quarter), and
- Actual customer participation numbers (per the last day of the last month of each quarter).

Upon receipt of the above information, the **Iowa Plains** Executive Committee will:

- Compare budgeted costs to actual costs,
- Update the allocation bases, and
- Apply the updated allocation bases, as described in the Cost Allocation Methodology section above, to determine the actual costs allocable to each partner.
- The Iowa Plains Executive Committee will prepare an updated budget document showing cost adjustments and will prepare an invoice for each Partner with the actual costs allocable to each Partner for the quarter.
- The Iowa Plains Executive Committee will submit the invoices to the Partners and send a copy of the updated budget to all Parties no later than 10 business days after the end of each quarter. The Partners understand that the timeliness of the Iowa Plains Executive Committee preparation and submission of invoices and adjusted budgets is contingent upon the timeliness of each Partner in providing the necessary cost information. For Partners that advance funds to the local area, the Iowa Plains Executive Committee will only send a copy of the updated budget.
- Upon receipt of the invoice and adjusted budget, each Partner will review both documents and will submit payment to the Iowa Plains Executive Committee no later than 10 business days following receipt. Payment of the invoice signifies agreement with the costs in the adjusted budget. For Partners that advance funds to the local area, the Iowa Plains Executive Committee may draw down funds for quarterly payments upon approval via email of the reconciled budget.
- Partners will communicate any disputes with costs in the invoice or the adjusted budget to the Iowa Plains Executive Committee in writing. The Iowa Plains Executive Committee will review the disputed cost items and respond accordingly to the Partner and Executive Committee within 5 business days of receipt of notice of the disputed costs. When necessary, the Iowa Plains Executive Committee will revise the invoice and the adjusted budget upon resolution of the dispute.

## Infrastructure Funding Agreement

American Job Center infrastructure costs are defined as non-personnel costs that are necessary for the general operation of the American Job Center, including, but not limited to:

- Rental of the facilities;
- Utilities and maintenance;
- Equipment, including assessment-related products and assistive technology for individuals with disabilities; and,
- Technology to facilitate access to the American Job Center, including technology used for the center's planning and outreach activities.

All Parties to this MOU and IFA recognize that infrastructure costs are applicable to all required Partners, whether they are physically located in the IowaWORKS Center or not. Each partner's contributions to these costs, however, may vary, as these contributions are based on the proportionate use and relative benefit received, consistent with the Partner programs' authorizing laws and regulations and the Uniform Guidance.

### Partners

Partners funding the costs of infrastructure according to this IFA are the same as identified in Partners/Parties to this Agreement [Attachment B](#).

### Infrastructure Budget

The Iowa Plains IowaWORKS Centers' infrastructure budget is identified in Attachment L.

### Cost Allocation Methodology

All Parties agree that the cost allocation methodology for this IFA will be the same as described in the Cost Allocation Methodology section on page 16 of the MOU.

### Cost Reconciliation and Allocation Base Update

All Parties agree that the cost reconciliation and allocation base update for this IFA will be the same as described in the Cost Reconciliation and Allocation Base Update section of the MOU.

## Steps to Reach Consensus

### ***Notification of Partners***

The Iowa Plains Executive Committee Chair (or designee) must notify all Parties in writing that it is necessary to renew and execute the MOU and provide all applicable policies and preceding MOU documents, as applicable.

### ***Kickoff Meeting***

The Iowa Plains Executive Committee Chair (or designee) is responsible for convening all required and optional IowaWORKS Center Partners to formally kick-off negotiations, and to ensure that, at a minimum, all IowaWORKS Center Partners from all counties within the Iowa Plains are appropriately represented. The kickoff meeting should take place no later than within 2 weeks of notification as it must be hosted in a timely manner to allow for all steps to be conducted in good faith and in an open and transparent environment.

At the kickoff meeting, the Iowa Plains Executive Committee Chair (or designee) must provide a detailed review of all relevant documents, facts, and information and ensure all Parties have sufficient time to ask questions or voice concerns and are fully aware of expectations and the overall process.

### ***Negotiations***

Over the course of the 25 weeks following the formal kickoff meeting, Partners must submit all relevant documents to the Iowa Plains Executive Committee Chair (or designee) to begin the drafting of the MOU. During this time frame, additional formal or informal meetings (informational and negotiation sessions) may take place, so long as they are conducted in an open and transparent manner, with pertinent information provided to all Parties.

### ***Draft MOU***

Within 30 weeks of the kickoff meeting, the Iowa Plains Executive Committee Chair (or designee) must email a complete draft of the MOU to all Parties.

### ***Review and Comment***

Within 1 week of receipt of the draft MOU, all Parties must review and return feedback to the Iowa Plains Executive Committee Chair (or designee). It is advised that each Party also use this time to allow their respective Legal Departments to review the MOU for legal sufficiency. It is the responsibility of the Iowa Plains Executive Committee Chair (or designee) to ensure all IowaWORKS Center Partners to the MOU are aware of the comments and revisions that are needed.

### ***Finalized Draft***

The Iowa Plains Executive Committee Chair (or designee) must circulate the finalized MOU and secure Partner signatures within 1 weeks of receipt of feedback. The WIOA MOU will be considered fully executed once all signatories have reviewed and signed, and a signed copy has been returned to all Parties. If determined that a Partner is unwilling to sign the MOU, then the Iowa Plains Executive Committee Chair (or designee) must ensure that the dispute resolution process is followed.

## Dispute and Impasse Resolution

All Parties will actively participate in Local IFA negotiations in a good faith effort to reach agreement. Any disputes shall first be attempted to be resolved informally. Should informal resolution efforts fail, the process outlined in Dispute Resolution Process in [Attachment H](#) must be followed.

If Partners in a Local area have employed the dispute resolution process and have failed to reach consensus on an issue pertaining to the IFA, then an impasse is declared and the State Funding Mechanism (SFM) is triggered.

### ***Step 1: Notice of failure to reach consensus given to Governor.***

If the Parties cannot reach consensus on methods of sufficiently funding a one-stop center's infrastructure costs and the amounts to be contributed by each Local Partner program, the **Iowa Plains** Executive Committee is required to notify the Governor. Notification must be given to the Governor by February 14, 2025 (three months prior to the projected MOU start date), according to the Policy Number 1.4.10, Memorandum of Understanding.

### ***Step 2: Negotiation materials provided to Governor.***

The Iowa Plains Executive Committee Chair (or designee) must provide the appropriate and relevant materials and documents used in the negotiations to the Governor, preferably at the time of the notification of failure to reach consensus, but no later than 5 business days thereafter. At a minimum, the Iowa Plains Executive Committee Chair (or designee) must provide to the Governor:

- Local WIOA plan,
- Cost allocation methodology or methodologies proposed by the partners to be used in determining the proportionate share,
- Proposed amounts or budget to fund infrastructure costs,
- Amount of partner funds included,
- Type of funds (cash, non-cash, and third-party in-kind contributions) available
  - including all documentation on how partners valued non-cash and third party in-kind contributions consistent with [2 CFR 200.306](#),
- Proposed or agreed on IowaWORKS Center budgets (for individual centers or a network of centers),
- Any partially agreed upon, proposed, or draft IFAs.

The Executive Committee may also provide the Governor with additional materials that they or the Governor find to be appropriate.

### ***Step 3: Governor Determinations and Calculations***

The Governor will:

- Determine one-stop center infrastructure budget(s),
- Establish cost allocation methodology(s),
- Determine Partners' proportionate shares,



- Calculate statewide caps,
- Assess the aggregate total of infrastructure contributions as it relates to the statewide cap, and
- Adjust allocations.

Once all determinations and calculations are completed, the Governor will notify the **Iowa Plains** Executive Committee Chair (or designee) of the final decision and provide a revised IFA for execution by the Parties.

#### ***Step 4: IFA Execution***

The IFA becomes effective as of the date of signing by the final signatory.

Programs may appeal the Governor's determinations of their infrastructure cost contributions in accordance with the process established under 20 CFR 678.750, 34 CFR 361.750, and 34 CFR 463.750.

### **Amendment/Modification Process**

This MOU/IFA may be amended at any time upon mutual agreement of the Parties. Any amendment to this MOU/IFA must be consistent with Federal, state, and local laws, regulations, rules, plans and policies. Any amendment must adhere to the process outlined and referenced below. Amendments or modifications may only be proposed by partner program signatories.

All Parties to this MOU/IFA agree to the MOU Amendment/ Modification Process provided in [Attachment I](#).

### **Effective Period**

This IFA is entered into on **{enter date}**. This IFA will become effective as of the date of signing by the final signatory below unless any of the reasons in the Termination section above apply. Regardless of the effective period of this agreement, the Parties agree to review the contents of this agreement at least one time annually. This agreement shall be in effect until: June 30, 2027

- ☐ June 30, 2025
- ☐ June 30, 2026
- ☒ June 30, 2027

## MOU and IFA Attachments

## Attachment A-1: IowaWORKS Office Locations

<b>Comprehensive Center Name</b>	<b>IowaWORKS of Greater Siouxland</b>
<b>Center Manager Name and Title</b>	Andrea Mann- Regional Manager
<b>Mailing Address</b>	2508 4 <sup>th</sup> Street Sioux City, Iowa 51101
<b>Operating Hours</b>	Monday, Tuesday, Thursday, Friday 8-4:30 and Wednesday 9-4:30
<b>Phone</b>	712-233-9030
<b>Email</b>	Siouxcityiowaworks@iwd.iowa.gov
<b>Website</b>	<a href="https://workforce.iowa.gov/locations/iowaworks-sioux-city">https://workforce.iowa.gov/locations/iowaworks-sioux-city</a>

<b>Comprehensive Center Name</b>	<b>IowaWORKS Denison</b>
<b>Center Manager Name and Title</b>	Andrea Mann- Regional Manager
<b>Mailing Address</b>	504 IA-39N Denison, IA 51442
<b>Operating Hours</b>	Monday, Tuesday, Thursday, Friday 8-4:30 and Wednesday 9-4:30
<b>Phone</b>	712-792-2685
<b>Email</b>	Denisoniowaworks@iwd.iowa.gov
<b>Website</b>	<a href="https://workforce.iowa.gov/locations/iowaworks-denison">https://workforce.iowa.gov/locations/iowaworks-denison</a>

<b>Comprehensive Center Name</b>	<b>IowaWORKS Council Bluffs</b>
<b>Center Manager Name and Title</b>	Randall McQueeney – Regional Manager
<b>Mailing Address</b>	Omni Centré Business Mall, 300 W Broadway, Suite 13, Council Bluffs, IA 51503
<b>Operating Hours</b>	Monday, Tuesday, Thursday, Friday 8-4:30 and Wednesday 9-4:30
<b>Phone</b>	712-352-3480
<b>Email</b>	councilbluffs-iowaworks@iwd.iowa.gov
<b>Website</b>	<a href="https://workforce.iowa.gov/locations/iowaworks-council-bluffs">https://workforce.iowa.gov/locations/iowaworks-council-bluffs</a>

<b>Comprehensive Center Name</b>	<b>IowaWORKS Creston</b>
<b>Center Manager Name and Title</b>	Randall McQueeney – Regional Manager
<b>Mailing Address</b>	215 N Elm Street, Creston, IA 50801
<b>Operating Hours</b>	Monday, Tuesday, Thursday, Friday 8-4:30 and Wednesday 9-4:30
<b>Phone</b>	641-782-2119
<b>Email</b>	crestoniowaworks@iwd.iowa.gov
<b>Website</b>	<a href="https://workforce.iowa.gov/locations/iowaworks-creston">https://workforce.iowa.gov/locations/iowaworks-creston</a>

<b>Comprehensive Center Name</b>	<b>IowaWORKS Fort Dodge</b>
<b>Center Manager Name and Title</b>	Faith Miller – Regional Manager



<b>Mailing Address</b>	3 Triton Circle, Fort Dodge, IA 50501
<b>Operating Hours</b>	Monday, Tuesday, Thursday, Friday 8-4:30 and Wednesday 9-4:30
<b>Phone</b>	515-576-3131
<b>Email</b>	fortdodgeiowaworks@iwd.iowa.gov
<b>Website</b>	<a href="https://workforce.iowa.gov/locations/iowaworks-fort-dodge">https://workforce.iowa.gov/locations/iowaworks-fort-dodge</a>

<b>Comprehensive Center Name</b>	<b>IowaWORKS Spencer</b>
<b>Center Manager Name and Title</b>	Faith Miller – Regional Manager
<b>Mailing Address</b>	217 W 5 <sup>th</sup> Street, Spencer, IA 51301
<b>Operating Hours</b>	Monday, Tuesday, Thursday, Friday 8-4:30 and Wednesday 9-4:30
<b>Phone</b>	712-262-1971
<b>Email</b>	spenceriowaworks@iwd.iowa.gov
<b>Website</b>	<a href="https://workforce.iowa.gov/locations/iowaworks-spencer">https://workforce.iowa.gov/locations/iowaworks-spencer</a>

## Attachment A-2: Partners' Other Locations

Partner	Location	Services
<b>Iowa Vocational Rehabilitation Services</b>	1501 W. Townline Street Creston, IA 50801	Basic – D, E, L Individualized – D, E, F, H, I
<b>Iowa Vocational Rehabilitation Services</b>	704 Walnut Street, Suite 3 Atlantic, IA 5002	Basic – D, E, L Individualized – D, E, F, H, I
<b>Iowa Vocational Rehabilitation Services</b>	219 N. 16th Street Clarinda, IA 51632	Basic – D, E, L Individualized – D, E, F, H, I
<b>Iowa Vocational Rehabilitation Services</b>	325 West Milwaukee Avenue, Suite 2, Storm Lake, IA 50588	Basic – D, E, L Individualized – D, E, F, H, I
<b>Iowa Vocational Rehabilitation Services</b>	117 East Call Street, Ste. #6, Algona, IA 50511-2451	Basic – D, E, L Individualized – D, E, F, H, I
<b>Iowa Vocational Rehabilitation Services</b>	517 Park Street, Suite A Sheldon, IA 51201	Basic – D, E, L Individualized – D, E, F, H, I
<b>Des Moines Area Community College – Carroll Campus</b>	906 N Grant Rd Carroll, IA 51401-2514	Basic: A, B, C, I, K Individualized: A, E, F, J Training: G, H Business: J, K, L
<b>SWCC</b>	1501 W. Townline Street Creston, IA 50801	Basic: A, B, C, G, I, K Individualized: A, D, E, F, G, J Follow Up: A
<b>Iowa Central Community College</b>	1 Triton Circle Fort Dodge, IA 50501	Basic: A, B, C, E, F, G, H, I, K, L Individualized: A, D, E, F, G, J Follow Up Services: A
<b>Iowa Central Community College-Webster City</b>	1725 Beach St Webster City, IA 50595	Basic: A, B, C, E, F, G, H, I, K, L Individualized: A, D, E, F, G, J Follow Up Services: A
<b>Iowa Central Community College-Storm Lake</b>	323 W 20 <sup>th</sup> Storm Lake, IA 50588	Basic: A, B, C, E, F, G, H, I, K, L Individualized: A, D, E, F, G, J



		Follow Up Services: A
<b>Iowa Central Community College-North Central Regional Center</b>	216 S Park Ave Eagle Grove, IA 50533	Basic: A, B, C, E, F, G, H, I, K, L Individualized: A, D, E, F, G, J Follow Up Services: A
<b>Iowa Central Community College-Greene County Regional Center</b>	1901 N Grimmel Rd Jefferson, IA 50129	Basic: A, B, C, E, F, G, H, I, K, L Individualized: A, D, E, F, G, J Follow Up Services: A
<b>Iowa Western Community College-Cass County Center</b>	705 Walnut St. Atlantic, IA 50022	Basic: A, B, C, I, K Individualized: A, E, F, J Training: G, H Business: J, K, L
<b>Iowa Western Community College-Clarinda Center</b>	923 E Washington St. Clarinda, IA 51632	Basic: A, B, C, I, K Individualized: A, E, F, J Training: G, H Business: J, K, L
<b>Iowa Western Community College-Shelby County Center</b>	1901 Hawkeye Ave. Harlan, IA 51537	Basic: A, B, C, I, K Individualized: A, E, F, J Training: G, H Business: J, K, L
<b>Iowa Western Community College-Page/Fremont Center</b>	1001 W Sheridan Ave. Shenandoah, IA 51601	Basic: A, B, C, I, K Individualized: A, E, F, J Training: G, H Business: J, K, L
<b>Iowa Western Community College-Buss Center</b>	115 S Harrison St. Missouri Valley, IA, 51555	Basic: A, B, C, I, K Individualized: A, E, F, J Training: G, H



		Business: J, K, L
<b>Iowa Western Community College- Council Bluffs</b>	2700 College Road Council Bluffs, IA 51503	Basic: A, B, C, I, K  Individualized: A, E, F, J  Training: G, H  Business: J, K, L
<b>Northwest Iowa Community College</b>	603 W. Park St. Sheldon, IA 51201	Basic: A, B, C, E, F, G, H, I, J, K, L  Individualized: A, L, F, G, J
<b>Northwest Iowa Community College-Career Academy</b>	1382 4 <sup>th</sup> Ave. NE. Sioux Center, IA 51250	Basic: A, B, C, E, F, G, H, I, J, K, L  Individualized: A, L, F, G, J
<b>Western Iowa Tech Community College/Sioux City</b>	4647 Stone Avenue Sioux City, IA 51106	Basic: A, B, C, G, I, K  Individualized: A, D, E, F, G, J  Follow-Up: A
<b>Western Iowa Tech Community College/Denison Campus</b>	38491 Hwy. 175 North, Denison, IA 51442	Basic: A, B, C, G, I, K  Individualized: A, D, E, F, G, J  Follow-Up: A
<b>Western Iowa Tech Community College/Le Mars Center</b>	25 5 <sup>th</sup> Avenue NW Le Mars, IA 51031	Basic: A, B, C, G, I, K  Individualized: A, D, E, F, G, J  Follow-Up: A
<b>Western Iowa Tech Community College/Cherokee Campus &amp; Conference Center</b>	200 Victory Drive Cherokee, IA 51012	Basic: A, B, C, G, I, K  Individualized: A, D, E, F, G, J  Follow-Up: A
<b>Western Iowa Tech Community College/IWD Sioux City</b>	2508 4 <sup>th</sup> Street Sioux City, IA 51101	Basic: A, B, C, G, I, K  Individualized: A, D, E, F, G, J  Follow-Up: A

## Attachment B: Partners/ Parties to this Agreement

Program	Partner Organization	Authorizing Statute	Signatory	Signatory's Contact Information
<b>Executive Committee, Chair</b>	Executive Committee	WIOA Title I	Holly M. Espenhover	holly.espenhover@unitypoint.org
<b>One Stop Operator</b>	LWDB	LifeSkills Connection, Inc.	Tammi Erlbacher	tammi.erlbacher@lifeskillsconnection.com
<b>Title I - Adult</b>	Iowa Workforce Development	WIOA Title I	Michelle McNertney	michelle.mcnertney@iwd.iowa.gov
<b>Title I - Dislocated Worker</b>	Iowa Workforce Development	WIOA Title I	Michelle McNertney	michelle.mcnertney@iwd.iowa.gov
<b>Title I - Youth</b>	Iowa Workforce Development	WIOA Title I	Michelle McNertney	michelle.mcnertney@iwd.iowa.gov
<b>Title II - Adult Education &amp; Family Literacy</b>	State Director -Iowa Central Community College -Southwestern Community College -Iowa Western Community College -Des Moines Area Community College -Western Iowa Tech Community College	WIOA Title II	Kyle Clabby-Kane	kyle.clabby@iwd.iowa.gov





Program	Partner Organization	Authorizing Statute	Signatory	Signatory's Contact Information
	-Northwest Iowa Community College			
<b>Title III - Wagner Peyser Act</b>	Iowa Workforce Development	WIOA Title III	Linda Rouse	Linda.Rouse@iwd.iowa.gov
<b>Title IV - Rehabilitation Act of 1973</b>	Iowa Department for the Blind	Title IV	Keri Osterhaus	Keri.Osterhaus@blind.state.ia.us
<b>Title IV - Rehabilitation Act of 1973</b>	Iowa Vocational Rehabilitation Services	IVRS Title IV	Beth Townsend	Beth.Townsend@iwd.iowa.gov Renee.Cooper@iwd.iowa.gov
<b>Career and Technical Education</b>	Iowa Department of Education		Heather Meissen	Heather.Meissen@iowa.gov
<b>Senior Community Services Employment Program (SCSEP)</b>	AARP Foundation National Able		Carole Malotte Kristi Erritt	cmalotte@aarp.org kerritt@nationalable.org
<b>Job Corps</b>	Job Corps		Charlys Folk	Folk.Charlys@jobcorps.org
<b>Native American programs</b>	American Indian Council		Angelia Peer	apeer@indiancouncil.net
<b>National Farmworker Jobs Program</b>	Proteus, Inc.		Matt Winkel	MattW@proteusinc.net
<b>State Unemployment Compensation Program</b>	Iowa Workforce Development		Scott Perkins	scott.perkins@iwd.iowa.gov
<b>Jobs for Veterans State Grant (JVSG)</b>	Iowa Workforce Development	Jobs for Veterans State Grant (JVSG)	Linda Rouse	Linda.Rouse@iwd.iowa.gov
<b>Temporary Assistance to Needy</b>	Iowa Workforce Development		Michelle McNertney	michelle.mcnertney@iwd.iowa.gov



Program	Partner Organization	Authorizing Statute	Signatory	Signatory's Contact Information
<b>Families (TANF)</b>				
<b>RESEA</b>	Iowa Workforce Development	RESEA	Linda Rouse	Linda.Rouse@iwd.iowa.gov
<b>Trade Adjustment Assistance (TAA) program</b>	Iowa Workforce Development		Michelle McNertney	michelle.mcnertney@iwd.iowa.gov



Fort Dodge

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## 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
- Use of IowaWORKS centers for recruiting and interviewing job applicants

## Local Workforce Development Area: Iowa Plains

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Attachments A-C (Se



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Attachments A-C (Se

COUNCIL BLUFFS						
Career Services						
Partner	Program	In Center Full Time	In Center Part Time	Partner Program Provides Full Time	Partner Program Provides Part Time	Direct Linkage
IWD-Iowa Plains	Title I - Adult	Basic: A, B, C, D, E, F, G, H, I, K, L  Individualized: A, B, C, D, F, G, H,  Follow Up : A				
IWD-Iowa Plains	Title I - Dislocated Worker	Basic: A, B, C, D, E, F, G, H, I, K, L  Individualized: A, B, C, D, F, G, H,  Follow Up : A				
IWD-Iowa Plains	Title I - Youth	Basic: A, B, C, D, E, F, G, H, I, K, L  Individualized: A, B, C, D, F, G, H,  Follow Up : A				
Iowa Department of Education	Title II - Adult Education & Literacy					Basic: A, B, C, I, K Individualized: A, E, F, J Training: G, H Business: J, K, L
Iowa Workforce Development (IWD)	Title III - Wagner Peyser	Basic: A, B, C, D, E, F, G, H, I, J, K, L Individual: A, B, C, D, F, G				
Iowa Department for the Blind	Title IV - Rehabilitation Act of 1973					Basic: D, E, L Individualized: D, E, F, H, I
Iowa Vocational Rehabilitation Services	Title IV - Rehabilitation Act of 1973	Basic – D, E, L Individualized – D, E, F, H, I				
IWD	Trade Adjustment Assistance (TAA)	Basic: A, B, C, D, E, F, G, H, I, J, K, L Individualized: A, B, C, D, F, G, H, I				
	Senior Community Services Employment Program (SCSEP)					B=A-D I=A,B,F,G,H
	Job Corps		Basic: A,B,C,G,I,K Individualized: A,D,E,F,G,J Follow up: A			
	YouthBuild	N/A				
	Native American Programs					Basic: A, B C, D,E, F, G,H, I, K, L Individual: A, B, D, F, G, H, Follow Up: A
	National Farmworker Jobs Program (NFJG)					Basic: A-G, I, KL Individualized: AB, D, F-H Follow Up: A

		Basic: B C, D,E, F, G, I, K, L Individual: A, B, D, E, F, G, H, I, J Follow Up: A				
IWD	Temporary Assistance for Needy Families (TANF) - PROMISE Jobs					
IWD	Unemployment Compensation	Basic: D, E, F, J				
		Basic: B, D, E, F, G, H, I, J, L Individual: A, B, C, D				
IWD	Jobs for Veterans State Grant (JVSF)					
		Basic: B, D, E, F, G, H, I, J, Individual: A, B, C, D				
IWD	Reentry Employment Opportunities (REO)					
	Housing & Urban Development (HUD) Employment & Training Programs					Basic: A – F, H – K Individualized: A, B, D, F, G, H Follow UP: A
	Community Services Block Grant (CSBG)	N/A				
		Basic: B, D, E, F, G, H, I, J, Individual: A, B, C, D				
IWD	Ticket to Work					
		Basic: A, B, C, D, E, F, I Individual: B, F				
IWD	RESEA					
Training Services						
Partner	Program	In Center Full Time	In Center Part Time	Partner Program Provides Full Time	Partner Program Provides Part Time	Direct Linkage
IWD-Iowa Plains	Title I - Adult	A, B, C, D, F, I				
IWD-Iowa Plains	Title I - Dislocated Worker	A, B, C, D, F, I				
IWD-Iowa Plains	Title I - Youth	A, B, C, D, F, I				
Iowa Department of Education	Title II - Adult Education & Literacy					D, F, G
Iowa Workforce Development (IWD)	Title III - Wagner Peyser	N/A				
Iowa Department for the Blind	Title IV - Rehabilitation Act of 1973					A, B, C, D, E
Iowa Vocational Rehabilitation Services	Title IV - Rehabilitation Act of 1973	A, B, C, D, E				
IWD	Trade Adjustment Assistance (TAA)	A, B, C, D, E, F, G, H, I				
	Senior Community Services Employment Program (SCSEP)					D
	Job Corps		D, F, G			
	YouthBuild	N/A				
	Native American Programs					A, B, C, D, E, F, G, H, I
	National Farmworker Jobs Program (NFJG)					A,B,E,F
IWD	Temporary Assistance for Needy Families (TANF) - PROMISE Jobs	A, B, D, F, G, H, I, J, M, N				
IWD	Unemployment Compensation	N/A				
IWD	Jobs for Veterans State Grant (JVSF)	N/A				
IWD	Reentry Employment Opportunities (REO)	N/A				
	Housing & Urban Development (HUD) Employment & Training Programs	N/A				
	Community Services Block Grant (CSBG)	N/A				
IWD	Ticket to Work	B, D, E, H				
IWD	RESEA	N/A				
Youth Services						
Partner	Program	In Center Full Time	In Center Part Time	Partner Program Provides Full Time	Partner Program Provides Part Time	Direct Linkage
IWD - Iowa Plains	Title I - Adult	N/A				
IWD - Iowa Plains	Title I - Dislocated Worker	N/A				
		A, C, D, E, F, G, I, J, K, L, M, N				
IWD-Iowa Plains	Title I - Youth					
Iowa Department of Education	Title II - Adult Education & Literacy					A,G,I,N
Iowa Workforce Development (IWD)	Title III - Wagner Peyser	C, D, G, I, M				
Iowa Department for the Blind	Title IV - Rehabilitation Act of 1973					C, D, E, F, J, K, L, M, N
Iowa Vocational Rehabilitation Services	Title IV- Rehabilitation Act of 1973	C, D, E, F, J, K, L, M, N				

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CRESTON						
Career Services						
Partner	Program	In Center Full Time	In Center Part Time	Partner Program Provides Full Time	Partner Program Provides Part Time	Direct Linkage
IWD-iowa Plains	Title I - Adult	Basic: A, B, C, D, E, F, G,H, I, K, L  Individualized: A, B, C, D, F, G, H,  Follow Up : A				
IWD-iowa Plains	Title I - Dislocated Worker	Basic: A, B, C, D, E, F, G,H, I, K, L  Individualized: A, B, C, D, F, G, H,  Follow Up : A				
IWD-iowa Plains	Title I - Youth	Basic: A, B, C, D, E, F, G,H, I, K, L  Individualized: A, B,				
IWD-iowa Plains	Title II - Adult Education & Literacy (SWCC)					Basic: A, B, C, G, I, K Individualized: A, D, E, F, G, J Follow Up: A
Iowa Workforce Development (IWD)	Title III - Wagner Peyser	Basic: A, B, C, D, E, F, G, H, I, J K, L Individual: A, B, C, D, F, G				
Iowa Department for the Blind	Title IV - Rehabilitation Act of 1973					Basic: D, E, L Individualized: D, E, F, H, I
Iowa Vocational Rehabilitation Services	Title IV - Rehabilitation Act of 1973		Basic – D, E, L  Individualized – D, E, F, H, I			
IWD	Trade Adjustment Assistance (TAA)	Basic: A, B, C, D, E, F, G, H, I, J, K, L Individualized: A, B, C, D, F, G, H, I				
	Senior Community Services Employment Program (SCSEP)					B=A-D I=A,B,F,G,H
	Job Corps YouthBuild	N/A				Basic-A,B,C,G,I,K Individualized-A,D,E,F,G,J Follow up-A
	Native American Programs					Basic: A, B C, D,E, F, G,H, I, K, L Individual: A, B, D, F, G, H, Follow Up: A

	National Farmworker Jobs Program (NFJG)					Basic: A-G, I, KL Individualized: AB, D, F-H Follow Up: A
IWD	Temporary Assistance for Needy Families (TANF) - PROMISE Jobs	Basic: B C, D,E, F, G, I, K, L Individual: A, B, D, E, F, G, H, I, J Follow Up: A				
IWD	Unemployment Compensation	Basic: D, E, F, J				
IWD	Jobs for Veterans State Grant (JVSG)		Basic: B, D, E, F, G, H, I, J, L Individual: A, B, C, D			
IWD	Reentry Employment Opportunities (REO)	Basic: B, D, E, F, G, H, I, J, Individual: A, B, C, D				
	Housing & Urban Development (HUD) Employment & Training Program	N/A				
	Community Services Block Grant (CSBG)	N/A				
IWD	Ticket to Work	Individualized: A, B, D, F, G, H				
IWD	RESEA	Basic: A, B, C, D, E, F, I Individual: B, F				
Training Services						
Partner	Program	In Center Full Time	In Center Part Time	Partner Program Provides Full Time	Partner Program Provides Part Time	Direct Linkage
IWD-iowa Plains	Title I - Adult	A, B, C, D, F, I				
IWD-iowa Plains	Title I - Dislocated Worker	A, B, C, D, F, I				
IWD-iowa Plains	Title I - Youth	A, B, C, D, F, I				
IWD-iowa Plains	Title II - Adult Education & Literacy (SWCC)					A, D, F, G, H
Iowa Workforce Development (IWD)	Title III - Wagner Peyser	N/A				
Iowa Department for the Blind	Title IV - Rehabilitation Act of 1973					A, B, C, D, E
Iowa Vocational Rehabilitation Services	Title IV - Rehabilitation Act of 1973		A, B, C, D, E			
IWD	Trade Adjustment Assistance (TAA)	A-I				
	Senior Community Services Employment Program (SCSEP)					D
	Job Corps					D, F, G
	YouthBuild	N/A				
	Native American Programs					A-I
	National Farmworker Jobs Program (NFJG)					A,B,E,F
IWD	Temporary Assistance for Needy Families (TANF) - PROMISE Jobs	A, B, D, F, G, H, I, J, M, N				
IWD	Unemployment Compensation	N/A				
IWD	Jobs for Veterans State Grant (JVSG)	N/A				
IWD	Reentry Employment Opportunities (REO)	N/A				
	Housing & Urban Development (HUD) Employment & Training Program	N/A				
	Community Services Block Grant (CSBG)	N/A				
IWD	Ticket to Work	B, D, E, H				
IWD	RESEA	N/A				
Youth Services						
Partner	Program	In Center Full Time	In Center Part Time	Partner Program Provides Full Time	Partner Program Provides Part Time	Direct Linkage

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DENISON						
Career Services						
Partner	Program	In Center Full Time	In Center Part Time	Partner Program Provides Full Time	Partner Program Provides Part Time	Direct Linkage
IWD - Iowa Plains	Title I - Adult	Basic: A, B, C, D, E, F, G, H, I, K, L  Individualized: A, B, C, D, F, G, H,  Follow Up : A				
IWD - Iowa Plains	Title I - Dislocated Worker	Basic: A, B, C, D, E, F, G, H, I, K, L  Individualized: A, B, C, D, F, G, H,  Follow Up : A				
IWD - Iowa Plains	Title I - Youth	Basic: A, B, C, D, E, F, G, H, I, K, L  Individualized: A, B, C, D, F, G, H,  Follow Up : A				
Iowa Department of Education	Title II - Adult Education & Literacy					Basic-A,B,C,G,I,K  Individualized-A,D,E,F,G,J  Follow up-A
Iowa Workforce Development (IWD)	Title III - Wagner Peyser	Basic: A, B, C, D, E, F, G, H, I, J, K, L Individual: A, B, C, D, F, G				
Iowa Department for the Blind	Title IV - Rehabilitation Act of 1973					Basic: D, E, L  Individualized: D, E, F, H, I
Iowa Vocational Rehabilitation Services	Title IV - Rehabilitation Act of 1973					Basic – D, E, L  Individualized – D, E, F, H, I
IWD	Trade Adjustment Assistance (TAA)	Basic: A, B, C, D, E, F, G, H, I, J, K, L Individualized: A, B, C, D, F, G, H, I				
	Senior Community Services Employment Program - National Able Network					B=A-D I=A,B,F,G,H
	Job Corps					Basic-A,B,C,G,I,K  Individualized-A,D,E,F,G,J  Follow up-A
	YouthBuild	n/a				

	Native American Programs					Basic: A, B C, D,E, F, G,H, I, K, L Individual: A, B, D, F, G, H, Follow Up: A
	National Farmworker Jobs Program (NFJG)					Basic: A-G, I, KL Individualized: AB, D, F-H Follow Up: A
IWD	Temporary Assistance for Needy Families (TANF) - PROMISE Jobs	Basic: B C, D,E, F, G, I, K, L Individual: A, B, D, E, F, G, H, I, J Follow Up: A				
IWD	Unemployment Compensation	Basic: D, E, F, J				
IWD	Jobs for Veterans State Grant (JVSG)		Basic: B, D, E, F, G, H, I, J, L Individual: A, B, C, D			
IWD	Reentry Employment Opportunities (REO)	Basic: B, D, E, F, G, H, I, J, Individual: A, B, C, D				
	Housing & Urban Development (HUD) Employment & Training Programs	n/a				
	Community Services Block Grant (CSBG)	n/a				
IWD	Ticket to Work	Basic: A – F, H – K Individualized: A, B, D, F, G, H Follow UP: A				
IWD	RESEA	Basic: A, B, C, D, E, F, I Individual: B, F				
Training Services						
Partner	Program	In Center Full Time	In Center Part Time	Partner Program Provides Full Time	Partner Program Provides Part Time	Direct Linkage
IWD - Iowa Plains	Title I - Adult	A, B, C, D, F, I				
IWD - Iowa Plains	Title I - Dislocated Worker	A, B, C, D, F, I				
IWD - Iowa Plains	Title I - Youth	A, B, C, D, F, I				
Iowa Department of Education	Title II - Adult Education & Literacy					WITCC: F,G
Iowa Workforce Development (IWD)	Title III - Wagner Peyser	n/a				
Iowa Department for the Blind	Title IV - Rehabilitation Act of 1973					A, B, C, D, E
Iowa Vocational Rehabilitation Services	Title IV - Rehabilitation Act of 1973					A, B, C, D, E
IWD	Trade Adjustment Assistance (TAA)	A-I				
	Senior Community Services Employment Program (NAN)					D
	Job Corps					F,G
	YouthBuild	n/a				
	Native American Programs					A, B, C, D, E,F,G,H,I
	National Farmworker Jobs Program (NFJG)					AB,EF
IWD	Temporary Assistance for Needy Families (TANF) - PROMISE Jobs	A, B, D, F, G, H, I, J, M, N				
IWD	Unemployment Compensation	N/A				
IWD	Jobs for Veterans State Grant (JVSG)	N/A				
IWD	Reentry Employment Opportunities (REO)	N/A				
	Housing & Urban Development (HUD) Employment & Training Prog	N/A				
	Community Services Block Grant (CSBG)	N/A				
IWD	Ticket to Work	B, D, E, H				

IWD	RESEA	N/A				
Youth Services						
Partner	Program	In Center Full Time	In Center Part Time	Partner Program Provides Full Time	Partner Program Provides Part Time	Direct Linkage
IWD - Iowa Plains	Title I - Adult	n/a				
IWD - Iowa Plains	Title I - Dislocated Worker	n/a				
IWD - Iowa Plains	Title I - Youth	A, C, D, E, F, G, I, J, K, L, M, N				
Iowa Department of Education	Title II - Adult Education & Literacy					A,G,I,N
Iowa Workforce Development (IWD)	Title III - Wagner Peyser	C, D, G, I, M				
Iowa Department for the Blind	Title IV - Rehabilitation Act of 1973					C, D, E, F, J, K, L, M, N
Iowa Vocational Rehabilitation Services	Title IV- Rehabilitation Act of 1973					C, D, E, F, J, K, L, M, N
IWD	Trade Adjustment Assistance (TAA)	N/A				
	Senior Community Services Employment Program (SCSEP)	N/A				
	Job Corps					G,I,N
	YouthBuild	n/a				
	Native American Programs					A, B, C, D, E, F, G, H, I, J, K, L, M, N
	National Farmworker Jobs Program (NFJG)					C-G, I-K,MN
IWD	Temporary Assistance for Needy Families (TANF)- PROMISE Jobs	C, D, E, G, K, M, N				
IWD	Unemployment Compensation	I, M				
IWD	Jobs for Veterans State Grant (JVSG)		G, I, J, M		C	
IWD	Reentry Employment Opportunities (REO)	C, G, I, M				
	Housing & Urban Development (HUD) Employment & Training Program	n/a				
	Community Services Block Grant (CSBG)	n/a				
IWD	Ticket to Work	C, G, I, M				
IWD	RESEA	n/a				
Business Services						
Partner	Program	In Center Full Time	In Center Part Time	Partner Program Provides Full Time	Partner Program Provides Part Time	Direct Linkage
IWD - Iowa Plains	Title I - Adult	E, F, H, I,				
IWD - Iowa Plains	Title I - Dislocated Worker	E, F, H, I,				
IWD - Iowa Plains	Title I - Youth	E, F, H, I,				
	Title II - Adult Education & Literacy					D,E,G,H,J,M
Iowa Workforce Development (IWD)	Title III - Wagner Peyser	A, B, C, D, E, F, G, H, M, N				
Iowa Department for the Blind	Title IV - Rehabilitation Act of 1973					C, G, L, M
Iowa Vocational Rehabilitation Services	Title IV - Rehabilitation Act of 1973					C, G, L, M
IWD	Trade Adjustment Assistance (TAA)	N/A				
	Senior Community Services Employment Program (SCSEP)	N/A				
	Job Corps					E, J
	YouthBuild	N/A				
	Native American Programs					A, B, C, D, E, F, G, H, I, J K, N
	National Farmworker Jobs Program (NFJG)	N/A				
IWD	Temporary Assistance for Needy Families (TANF) - PROMISE Jobs	N/A				
IWD	Unemployment Compensation	A, E, F, G, H, M, N				
IWD	Jobs for Veterans State Grant (JVSG)		C, D, G			
IWD	Reentry Employment Opportunities (REO)	A – H, L - N				
	Housing & Urban Development (HUD) Employment & Training Program	N/A				
	Community Services Block Grant (CSBG)	N/A				
IWD	Ticket to Work	A – H, L - N				
IWD	RESEA	n/a				
Services not in Comprehensive or Affiliate Locations						
Partner	Program	Service	Explanation			



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FORT DODGE						
Career Services						
Partner	Program	In Center Full Time	In Center Part Time	Partner Program Provides Full Time	Partner Program Provides Part Time	Direct Linkage
IWD-Iowa Plains	Title I - Adult	Basic: A, B, C, D, E, F, G,H, I, K, L Individualized: A, B, C, D, F, G, H, Follow Up: A				
IWD-Iowa Plains	Title I - Dislocated Worker	Basic: A, B, C, D, E, F, G,H, I, K, L Individualized: A, B, C, D, F, G, H, Follow Up: A				
IWD-Iowa Plains	Title I - Youth	Basic: A, B, C, D, E, F, G,H, I, K, L Individualized: A, B, C, D, F, G, H, Follow Up: A				
Iowa Department of Education	Title II - Adult Education & Literacy					Basic: A, B, C, E, F, G, H, I, K, L Individualized: A, D, E, F, G, J Follow Up Services: A
Iowa Workforce Development (IWD)	Title III - Wagner Peyser	Basic: A, B, C, D, E, F, G, H, I, J, K, L Individual: A, B, C, D, F, G				
Iowa Department for the Blind	Title IV - Rehabilitation Act of 1973					Basic: D, E, L Individualized: D, E, F, H, I
Iowa Vocational Rehabilitation Services	Title IV - Rehabilitation Act of 1973					Basic – D, E, L Individualized – D, E, F, H, I
IWD	Trade Adjustment Assistance (TAA)	Basic: A, B, C, D, E, F, G, H, I, J, K, L Individualized: A, B, C, D, F, G, H, I				
	Senior Community Services Employment Program (SCSEP)					Basic: A, B, C, D Individualized: A, B, F, G, H
	Job Corps					Basic: A, C, D, E, F, I, L Individualized: Followup:
	YouthBuild					
	Native American Programs					Basic: A, B, C, D, E, F, G, H, I, J, K, L Individualized: Followup:
	National Farmworker Jobs Program (NFJG)					
IWD	Temporary Assistance for Needy Families (TANF) - PROMISE Jobs	Basic: B, C, D, E, F, G, I, K, L  Individual: A, B, D, E, F, G, H, I, J Follow Up: A				
IWD	Unemployment Compensation					Basic: D, E, F, J
IWD	Jobs for Veterans State Grant (JVSG)	Basic: B, D, E, F, G, H, I, J, L Individual: A, B, C, D				

IWD	Reentry Employment Opportunities (REO)	Basic: B, D, E, F, G, H, I, J, Individual: A, B, C, D				
	Housing & Urban Development (HUD) Employment & Training Programs					
	Community Services Block Grant (CSBG)					
IWD	Ticket to Work					
IWD	RESEA	Basic: A, B, C, D, E, F, I Individual: B, F				
Training Services						
Partner	Program	In Center Full Time	In Center Part Time	Partner Program Provides Full Time	Partner Program Provides Part Time	Direct Linkage
IWD-Iowa Plains	Title I - Adult	A, B, C, D, F, I				
IWD-Iowa Plains	Title I - Dislocated Worker	A, B, C, D, F, I				
IWD-Iowa Plains	Title I - Youth	A, B, C, D, F, I				
Iowa Department of Education	Title II - Adult Education & Literacy					A, D, F, G, H
Iowa Workforce Development (IWD)	Title III - Wagner Peyser	N/A				
Iowa Department for the Blind	Title IV - Rehabilitation Act of 1973					A, B, C, D, E
Iowa Vocational Rehabilitation Services	Title IV - Rehabilitation Act of 1973					A, B, C, D, E
IWD	Trade Adjustment Assistance (TAA)	A, B, C, D, E, F, G, H, I				A, B, C, D, E
	Senior Community Services Employment Program (SCSEP)					D
	Job Corps					A
	YouthBuild	N/A				
	Native American Programs					A, B, C, D, E, F, G, H, I
	National Farmworker Jobs Program (NFJG)					A, B, C, D, E, F, H, J
IWD	Temporary Assistance for Needy Families (TANF) - PROMISE Jobs	A, B, D, F, G, H, I, J, M,				
IWD	Unemployment Compensation					
IWD	Jobs for Veterans State Grant (JVSG)					
IWD	Reentry Employment Opportunities (REO)					
	Housing & Urban Development (HUD) Employment & Training Programs					
	Community Services Block Grant (CSBG)					
IWD	Ticket to Work					
IWD	RESEA					
Youth Services						
Partner	Program	In Center Full Time	In Center Part Time	Partner Program Provides Full Time	Partner Program Provides Part Time	Direct Linkage
IWD - Iowa Plains	Title I - Adult					
IWD - Iowa Plains	Title I - Dislocated Worker					
IWD-Iowa Plains	Title I - Youth	A, C, D, E, F, G, I, J, K, L, M, N				
Iowa Department of Education	Title II - Adult Education & Literacy					A, B, D, E, G, I, J, K, M, N
Iowa Workforce Development (IWD)	Title III - Wagner Peyser					
Iowa Department for the Blind	Title IV - Rehabilitation Act of 1973					C, D, E, F, J, K, L, M, N
Iowa Vocational Rehabilitation Services	Title IV - Rehabilitation Act of 1973					C, D, E, F, J, K, L, M, N
IWD	Trade Adjustment Assistance (TAA)					
	Senior Community Services Employment Program (SCSEP)					
	Job Corps					A, B, C, D, E, F, G, I, J, K, M, N
	YouthBuild					
	Native American Programs					A, B, C, D, E, F, G, H, I, J, K, L, M, N
	National Farmworker Jobs Program (NFJG)					
IWD	Temporary Assistance for Needy Families (TANF)- PROMISE Jobs	C, D, E, G, K, M, N				
IWD	Unemployment Compensation					
IWD	Jobs for Veterans State Grant (JVSG)					C, D, F, G, H, I, K, M, N
IWD	Reentry Employment Opportunities (REO)					
	Housing & Urban Development (HUD) Employment & Training Programs					
	Community Services Block Grant (CSBG)					
IWD	Ticket to Work					
IWD	RESEA					
Business Services						
Partner	Program	In Center Full Time	In Center Part Time	Partner Program Provides Full Time	Partner Program Provides Part Time	Direct Linkage

IWD-Iowa Plains	Title I - Adult	E, F, H, I				
IWD-Iowa Plains	Title I - Dislocated Worker	E, F, H, I				
IWD-Iowa Plains	Title I - Youth	E, F, H, I				
	Title II - Adult Education & Literacy					B, D, E, G, J
Iowa Workforce Development (IWD)	Title III - Wagner Peyser	A, B, C, D, E, F, G, H, M, N				
Iowa Department for the Blind	Title IV - Rehabilitation Act of 1973					C, G, L, M
Iowa Vocational Rehabilitation Services	Title IV - Rehabilitation Act of 1973					C, G, L, M
IWD	Trade Adjustment Assistance (TAA)					
	Senior Community Services Employment Program (SCSEP)					
	Job Corps					G, J, N
	YouthBuild					
	Native American Programs					A, B, C, D, E, F, G, H, I, J, K, L, M, N
	National Farmworker Jobs Program (NFJG)					
IWD	Temporary Assistance for Needy Families (TANF) - PROMISE Jobs					
IWD	Unemployment Compensation					
IWD	Jobs for Veterans State Grant (JVSG)	A, B, C, D, F, G, N				
IWD	Reentry Employment Opportunities (REO)	B, C, D, F, G, N				
	Housing & Urban Development (HUD) Employment & Training Program					
	Community Services Block Grant (CSBG)					
IWD	Ticket to Work					
IWD	RESEA					

### Services not in Comprehensive or Affiliate Locations

[illegible]

SIOUX CITY						
Career Services						
Partner	Program	In Center Full Time	In Center Part Time	Partner Program Provides Full Time	Partner Program Provides Part Time	Direct Linkage
IWD-Iowa Plains	Title I - Adult	Basic: A, B, C, D, E, F, G,H, I, K, L  Individualized: A, B, C, D, F, G, H,  Follow Up : A				
IWD-Iowa Plains	Title I - Dislocated Worker	Basic: A, B, C, D, E, F, G,H, I, K, L  Individualized: A, B, C, D, F, G, H,  Follow Up : A				
IWD-Iowa Plains	Title I - Youth	Basic: A, B, C, D, E, F, G,H, I, K, L  Individualized: A, B, C, D, F, G, H,  Follow Up : A				
IWD - Iowa Plains	Title II - Adult Education & Literacy (WITCC)		WITCC: Basic: A,B,C,G,I,K Individualized:A,D,E,F, G,J Follow up: A			WITCC: Basic: A,B,C,G,I,K Individualized:A,D,E,F,G,J Follow up: A
Iowa Workforce Development (IWD)	Title III - Wagner Peyser	Basic: A, B, C, D, E, F, G, H, I, J K, L Individual: A, B, C, D, F, G				
Iowa Department for the Blind	Title IV - Rehabilitation Act of 1973					Basic: D, E, L  Individualized: D, E, F, H, I
Iowa Vocational Rehabilitation Services	Title IV - Rehabilitation Act of 1973	Basic – D, E, L  Individualized – D, E, F, H, I				
IWD	Trade Adjustment Assistance (TAA)	Basic: A, B, C, D, E, F, G, H, I, J, K, L Individualized: A, B, C, D, F, G, H, I				
AARP Foundation	Senior Community Services Employment Program (SCSEP)		B=A-D I=A,B,F,G,H			
	Job Corps					WITCC Denison: Basic: A,B,C,G,I,K  Individualized: A,D,E,F,G,J  Follow up: A
	YouthBuild					
American Indian Council	Native American Programs	Basic: A, B C, D,E, F, G,H, I, K, L  Individual: A, B, D, F, G, H, Follow Up: A				

						Basic: A-G, I, KL Individualized: AB, D, F-H Follow Up: A
<b>Proteus</b>	National Farmworker Jobs Program (NFJG)					
		Basic: B C, D,E, F, G, I, K, L  Individual: A, B, D, E, F, G, H, I, J Follow Up: A				
<b>IWD</b>	Temporary Assistance for Needy Families (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, E, F, G, H, I, J, L Individual: A, B, C, D				
<b>IWD</b>	Reentry Employment Opportunities (REO)					
	Housing & Urban Development (HUD) Employment & Training Programs	Basic: A – F, H – K Individualized: A, B, D, F, G, H Follow UP: A				
	Community Services Block Grant (CSBG)					
<b>IWD</b>	Ticket to Work	Basic: B, D, E, F, G, H, I, J, Individual: A, B, C, D				
<b>IWD</b>	RESEA	Basic: A, B, C, D, E, F, I Individual: B, F				
<b>Training Services</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>IWD-Iowa Plains</b>	Title I - Adult	A, B, C, D, F, I				
<b>IWD-Iowa Plains</b>	Title I - Dislocated Worker	A, B, C, D, F, I				
<b>IWD-Iowa Plains</b>	Title I - Youth	A, B, C, D, F, I				
<b>IWD - Iowa Plains</b>	Title II - Adult Education & Literacy (WITCC)		WITCC: D, F,G			WITCC: D, F,G
<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, B, C, D, E, F, G, H, I				
<b>AARP Foundation</b>	Senior Community Services Employment Program (SCSEP)		D			D
	Job Corps				WITCC Denison D, F, G	WITCC Denison D, F, G
	YouthBuild					
	Native American Programs	A, B, C, D, E, F, G, H, I				
	National Farmworker Jobs Program (NFJG)					AB,EF
		A, B, D, F, G, H, I, J, M, N				
<b>IWD</b>	Temporary Assistance for Needy Families (TANF) - PROMISE Jobs					
<b>IWD</b>	Unemployment Compensation					
<b>IWD</b>	Jobs for Veterans State Grant (JVSG)					
<b>IWD</b>	Reentry Employment Opportunities (REO)					
	Housing & Urban Development (HUD) Employment & Training Prog					
	Community Services Block Grant (CSBG)					
<b>IWD</b>	Ticket to Work	B, D, E, H				
<b>IWD</b>	RESEA					
<b>Youth Services</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>IWD - Iowa Plains</b>	Title I - Adult					
<b>IWD - Iowa Plains</b>	Title I - Dislocated Worker					

[illegible]

[illegible]



SPENCER						
Career Services						
Partner	Program	In Center Full Time	In Center Part Time	Partner Program Provides Full Time	Partner Program Provides Part Time	Direct Linkage
IWD-Iowa Plains	Title I - Adult	Basic: A, B, C, D, E, F, G, H, I, K, L Individualized: A, B, C, D, F, G, H, Follow Up : A				
IWD-Iowa Plains	Title I - Dislocated Worker	Basic: A, B, C, D, E, F, G, H, I, K, L Individualized: A, B, C, D, F, G, H, Follow Up : A				
IWD-Iowa Plains	Title I - Youth	Basic: A, B, C, D, E, F, G, H, I, K, L Individualized: A, B, C, D, F, G, H, Follow Up : A				
Iowa Department of Education	Title II - Adult Education & Literacy					Basic: A, B, C, E, F, G, H, I, K, L Individualized: A, D, E, F, G, J Follow Up Services: A
	Northwest Iowa Community College			A, B, C, E, I, K, L		Basic: A, B, C, E, F, G, H, I, J, K, L Individualized: A, L, F, G, J Follow up: A Iowa Lakes Community College: Basic: A, B, C, D, E, F, G, H, I, J, K, L Individualized: A, B, D, E, L, F, G, J Follow up: A
	Iowa Central Community College					Basic: A, B, C, E, F, G, H, I, J, K, L Individualized: A, L, F, G, J Follow up: A Iowa Lakes Community College: Basic: A, B, C, D, E, F, G, H, I, J, K, L Individualized: A, B, D, E, L, F, G, J Follow up: A
	Iowa Lakes Community College					Basic: A, B, C, E, F, G, H, I, J, K, L Individualized: A, L, F, G, J Follow up: A Iowa Lakes Community College: Basic: A, B, C, D, E, F, G, H, I, J, K, L Individualized: A, B, D, E, L, F, G, J Follow up: A
Iowa Workforce Development (IWD)	Title III - Wagner Peyser	Basic: A, B, C, D, E, F, G, H, I, J, K, L Individual: A, B, C, D, F, G				
Iowa Department for the Blind	Title IV - Rehabilitation Act of 1973					Basic: D, E, L  Individualized: D, E, F, H, I
Iowa Vocational Rehabilitation Services	Title IV - Rehabilitation Act of 1973					Basic – D, E, L  Individualized – D, E, F, H, I

IWD	Trade Adjustment Assistance (TAA)	Basic: A, B, C, D, E, F, G, H, I, J, K, L Individualized: A, B, C, D, F, G, H, I				
AARP Foundation	Senior Community Services Employment Program (SCSEP)					Basic: A, B, C, D Individualized: A, B, F, G, H
	Job Corps					
	YouthBuild					
	Native American Programs					Basic: A, B, C, C, D, E, F, G, H, I, J, K, L
	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
IWD	Temporary Assistance for Needy Families (TANF) - PROMISE Jobs	Basic: B C, D,E, F, G, I, K, L  Individual: A, B, D, E, F, G, H, I, J Follow Up: A				
IWD	Unemployment Compensation	Basic: D, E, F, J				
IWD	Jobs for Veterans State Grant (JVSG)	Basic: B, D, E, F, G, H, I, J, L Individual: A, B, C, D				
IWD	Reentry Employment Opportunities (REO)	Basic: B, D, E, F, G, H, I, J, Individual: A, B, C, D				
	Housing & Urban Development (HUD) Employment & Training Programs					
	Community Services Block Grant (CSBG)					
IWD	Ticket to Work					
IWD	RESEA	Basic: A, B, C, D, E, F, I Individual: B, F				
Training Services						
Partner	Program	In Center Full Time	In Center Part Time	Partner Program Provides Full Time	Partner Program Provides Part Time	Direct Linkage
IWD-Iowa Plains	Title I - Adult	A, B, C, D, F, I				
IWD-Iowa Plains	Title I - Dislocated Worker	A, B, C, D, F, I				
IWD-Iowa Plains	Title I - Youth	A, B, C, D, F, I				
Iowa Department of Education	Title II - Adult Education & Literacy					
	Northwest Iowa Community College			A, D, E, F, J		A, D, E, F, G, H
	Iowa Central Community College					A, C, D, E, F, G, H, I
	Iowa Lakes Community College					
Iowa Workforce Development (IWD)	Title III - Wagner Peyser	N/A				
Iowa Department for the Blind	Title IV - Rehabilitation Act of 1973					A, B, C, D, E
Iowa Vocational Rehabilitation Services	Title IV - Rehabilitation Act of 1973					A, B, C, D, E
IWD	Trade Adjustment Assistance (TAA)	A, B, C, D, E, F, G, H, I				
AARP Foundation	Senior Community Services Employment Program (SCSEP)					D
	Job Corps					
	YouthBuild					
	Native American Programs					A, B, C, D, E, F, G, H, I
	National Farmworker Jobs Program (NFJG)					A, B, C, D, E, F, J, H
IWD	Temporary Assistance for Needy Families (TANF) - PROMISE Jobs	A, B, D, F, G, H, I, J, M, N				
IWD	Unemployment Compensation	N/A				
IWD	Jobs for Veterans State Grant (JVSG)	N/A				
IWD	Reentry Employment Opportunities (REO)	N/A				
	Housing & Urban Development (HUD) Employment & Training Prog					
	Community Services Block Grant (CSBG)					
IWD	Ticket to Work					
IWD	RESEA	N/A				
Youth Services						
Partner	Program	In Center Full Time	In Center Part Time	Partner Program Provides Full Time	Partner Program Provides Part Time	Direct Linkage
IWD - Iowa Plains	Title I - Adult					
IWD - Iowa Plains	Title I - Dislocated Worker					
IWD-Iowa Plains	Title I - Youth	A, C, D, E, F, G, I, J, K, L, M, N				
Iowa Department of Education	Title II - Adult Education & Literacy					
	Northwest Iowa Community College			B, E, I, K, N,		A, B, D, E, G, I, J, K, M, N
	Iowa Central Community College					
	Iowa Lakes Community College					A, B, D, E, F, G, H, I, J, K, L, M, N
Iowa Workforce Development (IWD)	Title III - Wagner Peyser					
Iowa Department for the Blind	Title IV - Rehabilitation Act of 1973					C, D, E, F, J, K, L, M, N
Iowa Vocational Rehabilitation Services	Title IV- Rehabilitation Act of 1973					C, D, E, F, J, K, L, M, N
IWD	Trade Adjustment Assistance (TAA)					

	Senior Community Services Employment Program (SCSEP)	N/A				
	Job Corps					
	YouthBuild	Not Available				
	Native American Programs					A, B, C, D, E, F, G, H, I, J, K, L, M, N
	National Farmworker Jobs Program (NFJG)	Services not in Comprehensive				C, D, F, G, H, I, K, M, N
IWD	Temporary Assistance for Needy Families (TANF)- PROMISE Jobs	C, D, E, G, K, M, N				
IWD	Unemployment Compensation					
IWD	Jobs for Veterans State Grant (JVSG)					
IWD	Reentry Employment Opportunities (REO)					
	Housing & Urban Development (HUD) Employment & Training Program					
	Community Services Block Grant (CSBG)					
IWD	Ticket to Work					
IWD	RESEA					
Business Services						
Partner	Program	In Center Full Time	In Center Part Time	Partner Program Provides Full Time	Partner Program Provides Part Time	Direct Linkage
IWD-Iowa Plains	Title I - Adult	E, F, H, I				
IWD-Iowa Plains	Title I - Dislocated Worker	E, F, H, I				
IWD-Iowa Plains	Title I - Youth	E, F, H, I				
Iowa Department of Education	Title II - Adult Education & Literacy					
	Northwest Iowa Community College			H		B, D, E, G, J
	Iowa Central Community College					
	Iowa Lakes Community College					B, D, E, G, H, I, J, K, L, M
Iowa Workforce Development (IWD)	Title III - Wagner Peyser	A, B, C, D, E, F, G, H, M, N				
Iowa Department for the Blind	Title IV - Rehabilitation Act of 1973					C, G, L, M
Iowa Vocational Rehabilitation Services	Title IV - Rehabilitation Act of 1973					C, G, L, M
IWD	Trade Adjustment Assistance (TAA)					
	Senior Community Services Employment Program (SCSEP)					
	Job Corps					
	YouthBuild					
	Native American Programs					B, C, D, E, F, G, H, I, J, K, L, M, N
	National Farmworker Jobs Program (NFJG)					
IWD	Temporary Assistance for Needy Families (TANF) - PROMISE Jobs					
IWD	Unemployment Compensation					
IWD	Jobs for Veterans State Grant (JVSG)	A, B, C, D, F, G, N				
IWD	Reentry Employment Opportunities (REO)	B, C, D, F, G, M, N				
	Housing & Urban Development (HUD) Employment & Training Program					
	Community Services Block Grant (CSBG)					
IWD	Ticket to Work					
IWD	RESEA					
Services not in Comprehensive or Affiliate Locations						
Partner	Program	Service	Explanation			
	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	Local Workforce Development Area: Northwest Iowa Memorandum of Understanding 36 English Language Acquisition			
Proteus	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 lowincome 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 the Iowa Plains IWD Region area and has a permanent office in Fort Dodge. Services are available to IowaWORKS center customers through direct linkage.			



## Attachment D: Referral Process

### LWDA:

### IowaWORKS System Partners' Referral Process

#### Step I:

- The Iowa Plains Workforce Referral System serves to streamline communication and documentation between parties involved in referring individuals to specialized services among partners. By standardizing information collection, it ensures accurate record-keeping, coordinates care, and fosters accountability. Additionally, it enables data analysis for identifying trends and local area information for improvement in the referral process.
- The Referral System in the Iowa Plains local area supports the American Job Centers ability to refer individuals to partners and track outcomes. The Workforce Innovation and Opportunity Act (WIOA) requires all partner staff to be trained and knowledgeable about all programs/services offered in each of the centers. The Referral System is for all WIOA core and required partners and any additional partners as defined by the Northeast Iowa local area.

#### Step II:

- The purpose of the referral system is to provide integrated and seamless delivery of services to workers, job seekers, and employers.
- All referrals and outcomes of referrals must be documented and tracked. Documentation and tracking may occur via a paper process or utilizing the IowaWORKS case management system, if applicable. If a paper process is utilized, all papers must be in accessible formats.
- The Referral System supports staff knowledge about partner programs by providing program overview information directly in the referral form. Partner name and program description along with services provided and eligibility criteria is what is outlined in each program overview.
- The Referral System supports “warm hand-off” referrals because it ensures individuals receive information about the referral they receive, the referrals will be accepted by a partner, and the referrals can be tracked highlights the key features and benefits of implementing a “warm hand-off” referral process in our system.

#### Step III:

#### Method for Documenting Referrals:

- Submitting a Referral
  - A referral will be made once a customer has expressed desire and agrees to work with a Core or Required partner agency.
  - Prior to making a referral, staff members must thoroughly assess and determine the most appropriate partner program for the customer. This involves a comprehensive examination of each program’s detailed overview, the services they offer, and the specific eligibility requirements. This approach allows referring partners to make informed referrals, guaranteeing that each customer is seamlessly connected with the



program that best aligns with their unique needs. This information is available directly in the referral form to ensure the proper program is receiving the referral.

- Once staff members have determined which partner program customers need to be referred to they will continue to move forward with the referral process.
- 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 Microsoft Form. Referrals can be made through the Referral Link here: [Iowa Plains LWDA Partner Referral Form](#)
- The referring agency will utilize the Microsoft Forms page to submit the referral. Upon submission, an email will be automatically generated and sent to the receiving agency only if selected in the referral form.
- Staff will include the following required information on the referral form:
  - Local Workforce Service Area
    - Council Bluffs
    - Creston
    - Denison
    - Fort Dodge
    - Sioux City
    - Spencer
  - Customer Name
  - Customer Date of Birth
  - Customer Gender
    - Female
    - Male
    - Prefer not to say
    - Other:
  - Last Four (4) Digits of Customer's Social Security Number (SSN)
  - Customer E-Mail Address
  - Customer Phone Number
  - Customer Address (Street, City, State, Zip)
  - Customer's County of Residence
  - Should this customer be contacted directly?
    - Yes, contact this customer directly.
    - No, contact this customer's parent or legal guardian.
    - No, contact this customer's health aide or health staff.
    - No, contact this customer's Vocational Rehabilitation counselor.
    - Other:
  - Provide the full name and phone number for the parent, guardian, health staff, counselor, or other contact indicated above.
  - What is the customer's preferred method of communication?
    - E-mail
    - Phone
    - Text Message
    - Other:
  - Best time to contact:
    - Morning



- Afternoon
- Evening
- Anytime
- Other:
- What program(s) is the customer being referred to:
  - WIOA Adult/Dislocated Worker
  - WIOA Youth
  - HSED, ESL, ABE
  - IowaWORKS
  - IVRS
  - Iowa Department for the Blind - complete referral form on <https://iowadeptblind.wufoo.com/forms/idb-submit-a-referral/>
  - Ticket to Work/Benefits Planning
  - SCSEP (AARP Foundation, National Able)
  - Proteus
  - Migrant Seasonal Farmworker Program (MSFW)
  - Trade Adjustment Assistance (TAA)
  - GAP/PACE
  - Job Corps
  - SNAP E&T
  - American Indian Council
- Reason for referral (what services are you referring this customer for?)
- Select all that apply:
  - This customer is a veteran or eligible spouse.
  - This customer has low vision or is legally blind.
  - This customer will require reasonable accommodations.
  - This customer will require an interpreter or translator.
- If the customer has a disability, please specify what types of accommodations will be needed?
- Does this customer need an interpreter? If so, please indicate what language below.
- Please include any additional information that would be important or useful for program staff to know when contacting and/or enrolling this individual.
- Are you referring this customer to any other programs? (please note that a separate referral form will need to be completed for each program, however indicating this information below will increase partner awareness of possible co-enrollments). If so, please list the name of the program below.
- Name of Staff Completing this Form (Your Name)
- Your e-mail address (for follow-up purposes)
- Release Authorization
- Once a proper referral has been completed the referred agency staff member who receives the referral will contact the customer for additional assistance and to set up an appointment.
- Receiving a Referral
  - Upon receiving a new referral, the following steps will be taken to contact the customer.

- The customer must be contacted within a maximum of 10 days of receiving the referral (via email, phone call, or text message).
  - Contact attempts may include the following communication scenarios phone call with voicemail, followed up by an email within one business day.
  - It is a best practice to contact within 48 hours of receiving a referral.
- Document each attempt and the method of communication on the Iowa Plains LWDA Partner Referral Form Responses spreadsheet.
- 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. This includes referrals made to all core and required partners. Case notes should also be entered regarding all follow-up activities on those participants. Wagner-Peyser staff ensure a Wagner-Peyser application has been completed and that a referral service has been requested.
- All contact attempts will be documented in the designated tracking sheet for accurate record-keeping and follow up purposes.

**Method for Tracking Status of Referrals:**

- Each agency is responsible for tracking the outcomes of the referral Iowa Plains LWDA Partner Referral Form Responses spreadsheet and their respective case management systems (only if the customer is in the system).

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

- Digital documentation of each referral is maintained in the Form database. All partners are expected to track the outcomes directly in the editable referral system form. The One-Stop Operator will maintain and oversee the referral process system. 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. The Referral Form used by Iowa Plains is accessible to all staff members. Training sessions along with providing documentation and guidelines on how to navigate and use the online Microsoft form will be provided.

**Other information necessary regarding referrals:**

☒ Check here if a Referral Form is attached.



## Iowa Plains LWDA Partner Referral Form

Council Bluffs - Cass, Fremont, Harrison, Mills, Page, Pottawattamie and Shelby Counties  
Creston - Adair, Adams, Clarke, Decatur, Montgomery, Ringgold, Taylor and Union Counties  
Denison - Audubon, Carroll, Crawford, Greene, Guthrie and Sac Counties  
Fort Dodge - Calhoun, Hamilton, Humboldt, Pocahontas, Webster and Wright Counties  
Sioux City - Cherokee, Ida, Monona, Plymouth and Woodbury Counties  
Spencer - Buena Vista, Clay, Dickinson, Emmet, Kossuth, Lyon, O'Brien, Osceola, Palo Alto and Sioux Counties

This form is to be used for cross-agency referrals. For questions or technical assistance, please contact  
[FortDodgeIowaWORKS@iwd.iowa.gov](mailto:FortDodgeIowaWORKS@iwd.iowa.gov)

\* Required

### 1. Local Workforce Service Area: \*

- ☐ Council Bluffs
- ☐ Creston
- ☐ Denison
- ☐ Fort Dodge
- ☐ Sioux City
- ☐ Spencer

### 2. Customer First Name: \*

Enter your answer



3. Customer Middle Name/Initial: \*

Enter your answer

4. Customer Last Name: \*

Enter your answer

5. Customer Date of Birth (DOB): \*

Please input date (M/d/yyyy)



6. Customer Gender: \*

☐ Female

☐ Male

☐ Prefer not to say

☐ Other

7. Last Four (4) Digits of Customer's Social Security Number (SSN):

Enter your answer

8. Customer e-mail address

Enter your answer

9. Customer Phone Number: \*

Enter your answer

10. Customer Address (Street, City, State, Zip)

Enter your answer

11. Customer's County of Residence: \*

Enter your answer

12. Should this customer be contacted directly?

- ☐ Yes, contact this customer directly.
- ☐ No, contact this customer's parent or legal guardian.
- ☐ No, contact this customer's health aide or health staff.
- ☐ No, contact this customer's Vocational Rehabilitation counselor.
- ☐ Other

13. Provide the full name and phone number for the parent, guardian, health staff, counselor, or other contact indicated above:

Enter your answer

14. What is the customer's preferred method of communication?

- ☐ E-mail
- ☐ Phone
- ☐ Text Message
- ☐ Other

15. Best time to contact:

- ☐ Morning
- ☐ Afternoon
- ☐ Evening
- ☐ Anytime
- ☐ Other

16. What program is the customer being referred to: \*

- ☐ WIOA Adult/Dislocated Worker
- ☐ WIOA Youth
- ☐ HSED, ESL, ABE
- ☐ IowaWORKS



- ☐ IVRS
- ☐ Iowa Department for the Blind - complete referral form on <https://iowadepblind.wufoo.com/forms/idb-submit-a-referral/>
- ☐ Ticket to Work/Benefits Planning
- ☐ SCSEP (AARP, National Able)
- ☐ Proteus
- ☐ Migrant Seasonal Farmworker Program (MSFW)
- ☐ Trade Adjustment Assistance (TAA)
- ☐ GAP/PACE
- ☐ Job Corps
- ☐ SNAP E&T
- ☐ American Indian Council

17. Reason for referral (what services are you referring this customer for?) \*

Enter your answer

18. Select all that apply:

- ☐ This customer is a veteran or eligible spouse.
- ☐ This customer has low vision or is legally blind.
- ☐ This customer will require reasonable accommodations.



☐ This customer will require an interpreter or translator.

19. If the customer has a disability, please specify what types of accommodations will be needed:

Enter your answer

20. Does this customer need an interpreter? If so, please indicate what language below:

Enter your answer

21. Please include any additional information that would be important or useful for program staff to know when contacting and/or enrolling this individual:  
Please include information about the referral's goals/long-term plans, if identified:

Enter your answer

22. Are you referring this customer to any other programs? (please note that a separate referral form will need to be completed for each program, however indicating this information below will increase partner awareness of possible co-enrollments). If so, please list the name of the program below.

☐ Other

23. Name of Staff Completing this Form (Your Name): \*

Enter your answer

24. Your e-mail address (for follow-up purposes): \*

Enter your answer

25. Release Authorization \*

- ☐ This customer has given authorization for basic account information to be released among partner agencies.

#### Microsoft 365

This content is created by the owner of the form. The data you submit will be sent to the form owner. Microsoft is not responsible for the privacy or security practices of its customers, including those of this form owner. Never give out your password.

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## Attachment E: Accessibility Plan

### LWDA:

### IowaWORKS System Partners' Accessibility Plan

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

The Disability Access Committee in Iowa Plains will conduct accessibility surveys. This will be done in two forms. The first will be formalized audits done in each American Job Center to ensure all ADA requirements are met. Any deficiencies from these audits will be reported to the Core Partner group, with a deadline for corrective action. Additionally, surveys will be conducted with IowaWORKS customers to gather feedback from users of the system regarding the physical accessibility.

The local EO Officer will be involved in local area physical accessibility surveys. Additionally, the local EO office will perform annual monitoring within Iowa Plains.

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

Virtual accessibility will be ensured through the availability and use of auxiliary aids and services and surveys of customers who access the system virtually. Surveys will be conducted by the Disability Access Committee with deficiencies reported to the Core Partner group. Deadlines for corrective actions to deficiencies will be established.

The local EO Officer will be involved in local area virtual accessibility surveys. Additionally, the local EO office will perform annual monitoring within Iowa Plains.

#### How will partners ensure communications accessibility?

Iowa Plains centers will furnish appropriate auxiliary aids and services where necessary to afford individuals with disabilities the same opportunities to have access to and use programs and services in the same fashion as persons without disabilities. Accommodations can exist to policies, practices, and procedures to ensure persons with disabilities are communicated with as effectively as others and are provided appropriate auxiliary aids or services, including assistive technology devices, when needed and requested. A list of auxiliary aids will be kept for each American Job Center. Staff will be provided annual training, at minimum, on the use of auxiliary aids.

The local EO office will perform annual monitoring within Iowa Plains.

#### How will partners ensure programmatic accessibility?

Iowa Plains centers will furnish appropriate auxiliary aids and services where necessary to afford individuals with disabilities the same opportunities to have access to and use programs and services in the same fashion as persons without disabilities. Accommodations can exist to policies, practices, and procedures to ensure persons with disabilities are communicated with as effectively as others and are provided appropriate auxiliary aids or services, including assistive technology devices, when needed and requested.

The local EO office will perform annual monitoring within Iowa Plains.



**Attachment F: Outreach Plan****LWDA:****IowaWORKS System Partners'  
Outreach Plan**

Iowa Plains currently has an established Outreach Plan for the local area as a whole. Each American Job Center will create their own Outreach Plan based on the demographics of customers in their geographic area. Data used to create these plans will be taken from current Labor Market Information and current Census data, primarily. Outreach efforts will be tracked to ensure they align with the planned activities.



**Attachment G: Data Sharing Training Plan****LWDA:****IowaWORKS System Partners'  
Data Sharing Training Plan**

All staff will receive training on the protection, use, and disclosure requirements for Personal Identifying Information (PII) and other confidential data relevant to applicable programs. This includes FERPA-protected education records, confidential information in UI records, and personal information in Vocational Rehabilitation records. Each partner organization must have standard operating procedures in place to safeguard PII.

The Core Partners and the One-Stop Operator will develop a training plan covering confidentiality, PII protection, FERPA, UI record security, and VR record security. The One-Stop Operator will conduct biyearly Core Partner trainings, ensuring annual training on data sharing. All training sessions will be recorded and made available for partner organizations to distribute to their staff.

Partners must ensure that all staff receive PII training upon hire and at least annually thereafter, including any training required for access to the IowaWORKS database system. Each team member must sign an acknowledgment form confirming completion of mandatory training. These signed forms will be stored in personnel records and may be reviewed periodically.

State agencies, including the Iowa Department of Education, Iowa Vocational Rehabilitation Services, and Iowa Workforce Development, maintain data-sharing agreements to facilitate secure information exchange.

## Attachment H: Dispute Resolution Process

**LWDA:**
**IowaWORKS System Partners'  
Dispute Resolution Process**
**Step I:****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:****IowaWORKS System Partners'  
Amendment Process****Notification of Partners**

When a partner seeks to amend the Memorandum of Understanding (MOU), they must provide written notice to all signatories of the existing MOU, detailing the proposed changes. The written notification must include the following information:

- The name of the requesting party and the program they represent.
- The reason for the request, clearly outlining the proposed modifications and any supporting information.
- The rationale and justification for the proposed changes, including a detailed explanation of why the modification is necessary and any relevant data or evidence to support the request.
- The desired effective date for the proposed modification.

**Discussion/Negotiation**

Depending on the nature of the proposed modification, it may be communicated through email among all involved parties. If the proposed modification is substantial and meets with opposition, the Iowa Plains Executive Committee Chair (or designee) may call a meeting of the parties to address and resolve the issue. Once all parties reach an agreement, the modification will be processed accordingly.

If the modification involves the substitution of a party, and such substitution does not affect any terms of the agreement, the original and new parties may enter into an MOU, which includes the Iowa Plains Executive Committee. This new MOU will confirm that the new party assumes all rights and obligations of the original party. Once executed, the Iowa Plains Executive Committee Chair (or designee) will present the modified agreement as a proposed MOU change, and the remaining steps will follow.

In the event that a partner is unwilling to agree to the proposed MOU modification, the Iowa Plains Executive Committee Chair (or designee) must ensure that the dispute resolution process, as outlined above, is followed.

### **Signatures**

The Iowa Plains Executive Committee Chair (or designee) must promptly circulate the modified MOU and obtain the signatures of all partners. The modified MOU will be deemed fully executed once all signatories have reviewed and signed the document.

The modification may be signed in counterparts, meaning each signatory may sign a separate copy of the document. The Iowa Plains Executive Committee Chair (or designee) is responsible for collecting all signatures and providing a complete version of the modification, including all signed pages, to each party involved.

The MOU will be considered fully executed when all parties have received a copy of the complete MOU, including all signature pages.

## Attachment J: Termination Process

**LWDA:**

### IowaWORKS System Partners' Termination Process

#### Termination and Review of MOU

This Memorandum of Understanding (MOU) shall remain in effect until the end date specified in the Effective Period, unless terminated earlier under the following conditions:

- **Mutual Agreement:** All Parties mutually agree to terminate this MOU prior to the specified end date.
- **Lack of Funding:** If federal oversight agencies responsible for administering WIOA are unable to appropriate funds, or if funds are not otherwise made available for continued performance in any fiscal period of the MOU following the first fiscal period, the Party unable to perform due to the lack of funding must promptly notify the other Parties once it becomes aware of the funding shortfall.
- **WIOA Repeal or Change:** WIOA is repealed or superseded by subsequent federal law.
- **Changes to Local Workforce Development Area:** There is a change in the designation of the Local Workforce Development Area under WIOA or by action of the Iowa State Workforce Development Board.
- **Breach of Agreement:** A Party breaches any provision of this MOU and fails to cure such breach within thirty (30) days of receiving written notice from the Chair (or designee) of the Iowa Plains Executive Committee specifying the breach in reasonable detail. In such case, the non-breaching Party(ies) may terminate the MOU by providing written notice to the breaching Party, at which point the termination will take effect immediately.

#### Termination Request Process

If an MOU Partner wishes to terminate the agreement, the Partner must submit a written request to the Chair (or designee) of the Iowa Plains Executive Committee. The request will be reviewed by the Iowa Plains Executive Committee. If the Committee and the MOU Partner are unable to reach a resolution to avoid termination, the Committee will officially dissolve the agreement with the requesting Partner.

**Post-Termination Actions**

Upon termination of the MOU, the Parties must convene within thirty (30) days to discuss the formation of a successor MOU. At that time, any allocated costs must be addressed. Any Party may request to terminate its involvement in the MOU by following the modification process outlined in the Modification Process section.

**Review and Renewal**

All Parties agree that this MOU will be reviewed and renewed no later than every three years or whenever a new One-Stop Operator is selected, whichever occurs first.



## Attachment K: Negotiations/ Meeting Summary

**LWDA:****Date of Meetings: November 2024 – April 2025****Attendees: Various**

Date of Meeting	Attendees	Notes
November 6, 2024	Title I Program: Audly/Dislocated Worker/Youth Title II Program: Iowa Department of Education Title III Program: Iowa Workforce Development Title IV Program: Iowa Department for the Blind/Iowa Vocational Rehabilitation Services Trade Adjustment Assistance: Iowa Workforce Development Job Corps Temporary Assistance for Needy Families (TANF): PROMISE Jobs Ticket To Work: Iowa Workforce Development RESEA: Iowa Workforce Development	Initial Meeting and Overview
December 18, 2024	Title I Program: Audly/Dislocated Worker/Youth Title II Program: Iowa Department of Education Title III Program: Iowa Workforce Development Title IV Program: Iowa Department for the Blind/Iowa Vocational Rehabilitation Services Trade Adjustment Assistance: Iowa Workforce Development Job Corps Temporary Assistance for Needy Families (TANF): PROMISE Jobs	Attachment A-1: IowaWORKS Office Locations Attachment A-2: Partners' Other Locations Attachment B: Partners/Parties to this Agreement Attachment C: Partner Services List

	<b>Ticket To Work: Iowa Workforce Development</b> <b>RESEA: Iowa Workforce Development</b>	
January 15, 2025	<b>Title I Program: Audly/Dislocated Worker/Youth</b> <b>Title II Program: Iowa Department of Education</b> <b>Title III Program: Iowa Workforce Development</b> <b>Title IV Program: Iowa Department for the Blind/Iowa Vocational Rehabilitation Services</b> <b>Trade Adjustment Assistance: Iowa Workforce Development</b> <b>Job Corps</b> <b>Temporary Assistance for Needy Families (TANF): PROMISE Jobs</b> <b>Ticket To Work: Iowa Workforce Development</b> <b>RESEA: Iowa Workforce Development</b>	<b>Attachment C-1: Career Services</b>
January 29, 2025	<b>Title I Program: Audly/Dislocated Worker/Youth</b> <b>Title II Program: Iowa Department of Education</b> <b>Title III Program: Iowa Workforce Development</b> <b>Title IV Program: Iowa Department for the Blind/Iowa Vocational Rehabilitation Services</b> <b>Trade Adjustment Assistance: Iowa Workforce Development</b> <b>Job Corps</b> <b>Temporary Assistance for Needy Families (TANF): PROMISE Jobs</b> <b>Ticket To Work: Iowa Workforce Development</b>	<b>Attachment C-2: Training Services</b> <b>Attachment C-3: Youth Services</b> <b>Attachment C-4: Business Services</b> <b>Attachment C-5: Service Not in Comprehensive or Affiliate Locations</b>

	<b>RESEA: Iowa Workforce Development</b>	
<b>February 12, 2025</b>	<b>Title I Program:</b> <b>Audly/Dislocated Worker/Youth</b> <b>Title II Program: Iowa Department of Education</b> <b>Title III Program: Iowa Workforce Development</b> <b>Title IV Program: Iowa Department for the Blind/Iowa Vocational Rehabilitation Services</b> <b>Trade Adjustment Assistance: Iowa Workforce Development Job Corps</b> <b>Temporary Assistance for Needy Families (TANF): PROMISE Jobs</b> <b>Ticket To Work: Iowa Workforce Development</b> <b>RESEA: Iowa Workforce Development</b>	<b>Attachment D: Referral Process</b>
<b>February 26, 2025</b>	<b>Title I Program:</b> <b>Audly/Dislocated Worker/Youth</b> <b>Title II Program: Iowa Department of Education</b> <b>Title III Program: Iowa Workforce Development</b> <b>Title IV Program: Iowa Department for the Blind/Iowa Vocational Rehabilitation Services</b> <b>Trade Adjustment Assistance: Iowa Workforce Development Job Corps</b> <b>Temporary Assistance for Needy Families (TANF): PROMISE Jobs</b> <b>Ticket To Work: Iowa Workforce Development</b> <b>RESEA: Iowa Workforce Development</b>	<b>Attachment E: Accessibility Plan</b>  <b>Attachment F: Outreach Plan</b>

<b>March 12, 2025</b>	<b>Title I Program:</b> <b>Audly/Dislocated Worker/Youth</b> <b>Title II Program: Iowa Department of Education</b> <b>Title III Program: Iowa Workforce Development</b> <b>Title IV Program: Iowa Department for the Blind/Iowa Vocational Rehabilitation Services</b> <b>Trade Adjustment Assistance: Iowa Workforce Development Job Corps</b> <b>Temporary Assistance for Needy Families (TANF): PROMISE Jobs</b> <b>Ticket To Work: Iowa Workforce Development</b> <b>RESEA: Iowa Workforce Development</b>	<b>Attachment G: Data Sharing Training Plan</b>  <b>Attachment H: Dispute Resolution</b>
<b>March 26, 2025</b>	<b>Title I Program:</b> <b>Audly/Dislocated Worker/Youth</b> <b>Title II Program: Iowa Department of Education</b> <b>Title III Program: Iowa Workforce Development</b> <b>Title IV Program: Iowa Department for the Blind/Iowa Vocational Rehabilitation Services</b> <b>Trade Adjustment Assistance: Iowa Workforce Development Job Corps</b> <b>Temporary Assistance for Needy Families (TANF): PROMISE Jobs</b> <b>Ticket To Work: Iowa Workforce Development</b> <b>RESEA: Iowa Workforce Development</b>	<b>Attachment E: Accessibility Plan</b>  <b>Attachment F: Outreach Plan</b>  <b>Attachment G: Data Sharing Training Plan</b>  <b>Attachment H: Dispute Resolution</b>
<b>April 9, 2025</b>	<b>Title I Program:</b> <b>Audly/Dislocated Worker/Youth</b>	<b>Attachment I: Amendment/Modification Process</b>



	<b>Title II Program: Iowa Department of Education</b> <b>Title III Program: Iowa Workforce Development</b> <b>Title IV Program: Iowa Department for the Blind/Iowa Vocational Rehabilitation Services</b> <b>Trade Adjustment Assistance: Iowa Workforce Development Job Corps</b> <b>Temporary Assistance for Needy Families (TANF): PROMISE Jobs</b> <b>Ticket To Work: Iowa Workforce Development</b> <b>RESEA: Iowa Workforce Development</b>	<b>Attachment: J: Termination Process</b>
<b>April 23, 2025</b>	<b>Title I Program: Audly/Dislocated Worker/Youth</b> <b>Title II Program: Iowa Department of Education</b> <b>Title III Program: Iowa Workforce Development</b> <b>Title IV Program: Iowa Department for the Blind/Iowa Vocational Rehabilitation Services</b> <b>Trade Adjustment Assistance: Iowa Workforce Development Job Corps</b> <b>Temporary Assistance for Needy Families (TANF): PROMISE Jobs</b> <b>Ticket To Work: Iowa Workforce Development</b> <b>RESEA: Iowa Workforce Development</b>	<b>Infrastructure Funding Agreements Overview Presentation</b>  <b>Infrastructure Funding Agreements Analysis Excel Document</b>
<b>April 30, 2025</b>	<b>Title I Program: Audly/Dislocated Worker/Youth</b> <b>Title II Program: Iowa Department of Education</b> <b>Title III Program: Iowa Workforce Development</b>	<b>Infrastructure Funding Agreements Analysis Excel Document</b>

	<b>Title IV Program: Iowa Department for the Blind/Iowa Vocational Rehabilitation Services</b> <b>Trade Adjustment Assistance: Iowa Workforce Development Job Corps</b> <b>Temporary Assistance for Needy Families (TANF): PROMISE Jobs</b> <b>Ticket To Work: Iowa Workforce Development</b> <b>RESEA: Iowa Workforce Development</b>	
<b>May 7, 2025</b>	<b>Title I Program: Adult/Dislocated Worker/Youth</b> <b>Title II Program: Iowa Department of Education</b> <b>Title III Program: Iowa Workforce Development</b> <b>Title IV Program: Iowa Department for the Blind/Iowa Vocational Rehabilitation Services</b> <b>Trade Adjustment Assistance: Iowa Workforce Development Job Corps</b> <b>Temporary Assistance for Needy Families (TANF): PROMISE Jobs</b> <b>Ticket To Work: Iowa Workforce Development</b> <b>RESEA: Iowa Workforce Development</b>	<b>Infrastructure Funding Agreements Analysis Excel Document</b>  <b>Signature Page</b>



## Attachment L: IFA Analysis Excel Document

The IFA Analysis Excel Document has been provided by the IWD Fiscal Management team.

79 - Creston					
Partner	Object	Allocation Unit	Portion of Cost	Partner Units	Total Units
Iowa Workforce Development	Rent, utilities, shared IT costs, and occupancy costs	Square Footage	100.0%	3,409.00	
Iowa Vocational Rehabilitation Services	Rent, utilities, shared IT costs, and occupancy costs	Square Footage	0.0%	-	3,409.00
Iowa Workforce Development	Internet, phone, postage, copiers, and office supplies	FTE	100.0%	10.00	
Iowa Vocational Rehabilitation Services	Internet, phone, postage, copiers, and office supplies	FTE	0.0%	-	10.00
72 - Council Bluffs					
Partner	Object	Allocation Unit	Portion of Cost	Partner Units	Total Units
Iowa Workforce Development	Rent, Other Contractual Services, Custodial	Square Footage	77.3%	12,341.00	
Odle Management - Job Corps	Rent, Other Contractual Services, Custodial	Square Footage	1.5%	239.00	
Vocational Rehabilitation Specialists, Inc.	Rent, Other Contractual Services, Custodial	Square Footage	1.6%	261.00	
Iowa Vocational Rehabilitation Services	Rent, Other Contractual Services, Custodial	Square Footage	19.6%	3,131.00	15,972.00
Iowa Workforce Development	Other Supplies and Materials	FTE	72.7%	24.00	
Odle Management - Job Corps	Other Supplies and Materials	FTE	3.0%	1.00	
Vocational Rehabilitation Specialists, Inc.	Other Supplies and Materials	FTE	3.0%	1.00	
Iowa Vocational Rehabilitation Services	Other Supplies and Materials	FTE	21.2%	7.00	33.00
Iowa Workforce Development	Electricity, Network SW	Square Footage	96.1%	12,341.00	
Odle Management - Job Corps	Electricity, Network SW	Square Footage	1.9%	239.00	
Vocational Rehabilitation Specialists, Inc.	Electricity, Network SW	Square Footage	2.0%	261.00	12,841.00
Iowa Workforce Development	ICN, com. rentals, postage, copiers, shredding, and office supplies, express mail	FTE	95.5%	21.00	
Odle Management - Job Corps	ICN, com. rentals, postage, copiers, shredding, and office supplies, express mail	FTE	4.5%	1.00	22.00
69 - Sioux City					
Partner	Object	Allocation Unit	Portion of Cost	Partner Units	Total Units
Iowa Workforce Development	Rent, utilities, Alarm System, Contractual Services, Pest, Custodial, Trash	Square Footage	79.9%	12,683.00	
AARP	Rent, utilities, Alarm System, Contractual Services, Pest, Custodial, Trash	Square Footage	1.5%	242.00	
American Indian Council	Rent, utilities, Alarm System, Contractual Services, Pest, Custodial, Trash	Square Footage	1.4%	217.00	
Iowa Vocational Rehabilitation Services	Rent, utilities, Alarm System, Contractual Services, Pest, Custodial, Trash	Square Footage	15.8%	2,510.00	
Odle Management - Job Corps	Rent, utilities, Alarm System, Contractual Services, Pest, Custodial, Trash	Square Footage	1.4%	224.00	
					15,876.00
Iowa Workforce Development	Network SW	Square Footage	94.9%	12,683.00	
AARP	Network SW	Square Footage	1.8%	242.00	
American Indian Council	Network SW	Square Footage	1.6%	217.00	
Odle Management - Job Corps	Network SW	Square Footage	1.7%	224.00	
					13,366.00
Iowa Workforce Development	ICN and Communication Rentals	FTE	86.2%	25.00	
AARP	ICN and Communication Rentals	FTE	6.9%	2.00	
American Indian Council	ICN and Communication Rentals	FTE	3.4%	1.00	
Odle Management - Job Corps	ICN and Communication Rentals	FTE	3.4%	1.00	
					29.00
Iowa Workforce Development	Paper shredding	FTE	86.2%	25.00	
American Indian Council	Paper shredding	FTE	3.4%	1.00	
Odle Management - Job Corps	Paper shredding	FTE	3.4%	1.00	
AARP	Paper shredding	FTE	6.9%	2.00	29.00
Iowa Workforce Development	Printing and postage	FTE	96.2%	25.00	
Odle Management - Job Corps	Printing and postage	FTE	3.8%	1.00	
Department of Health Services	Printing and postage	FTE	0.0%	-	26.00
46 - Denison					
Partner	Object	Allocation Unit	Portion of Cost	Partner Units	Total Units
Iowa Workforce Development	Rent, utilities, shared IT costs, and occupancy costs	Square Footage	100%	1.00	1.00
Iowa Workforce Development	Internet, phone, postage, copiers, and office supplies	FTE	100%	1.00	1.00
34 - Fort Dodge					
Partner	Object	Allocation Unit	Portion of Cost	Partner Units	Total Units
Iowa Workforce Development	Rent, utilities, shared IT costs, and occupancy costs	Square Footage	100%	1.00	1.00
Iowa Workforce Development	Internet, phone, postage, copiers, and office supplies	FTE	100%	1.00	1.00
28 - Spencer					
Partner	Object	Allocation Unit	Portion of Cost	Partner Units	Total Units
Iowa Workforce Development	Rent, utilities, shared IT costs, and occupancy costs	Square Footage	100%	1.00	1.00
Iowa Workforce Development	Internet, phone, postage, copiers, and office supplies	FTE	100%	1.00	1.00

## Signature Page

By signing my name below, I, **{type name of signatory}**, 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.

*Angelia Peer*

27/05/2025

Signature

Date

Angelia Peer

Executive Director

Print Name

Title

American Indian Council

Partner Agency/ Program(s) Represented



## Signature Page

By signing my name below, I, **{type name of signatory}**, 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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- c) On date checked in Effective Period of this MOU, whichever occurs earlier.

Linda Rouse

Linda Rouse (May 23, 2025 15:23 CDT)

Signature

23/05/2025

Date

Linda Rouse

Print Name

AJC Division Administrator

Title

Iowa Workforce Development

Partner Agency/ Program(s) Represented



## Signature Page

By signing my name below, I, **{type name of signatory}**, 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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- c) On date checked in Effective Period of this MOU, whichever occurs earlier.

Signature

23/07/2025

Date

Nicole Stroebel

Print Name

CFO

Title

Eckerd Youth Alternatives

Partner Agency/ Program(s) Represented



## Signature Page

By signing my name below, I, **{type name of signatory}**, 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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- a) In three years
- b) Upon amendment, modification, or termination, or
- c) On date checked in Effective Period of this MOU, whichever occurs earlier.

Holly M. Espenhover  
Holly M. Espenhover (May 30, 2025 08:05 CDT)

Signature

30/05/2025

Date

Holly M. Espenhover

Print Name

Committee Chair

Title

Plains Area

Partner Agency/ Program(s) Represented



## Signature Page

By signing my name below, I, **{type name of signatory}**, 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.

Beth Townsend

Beth Townsend (May 21, 2025 15:29 CDT)

Signature

21/05/2025

Date

Beth Townsend

Print Name

Director

Title

Iowa Workforce Development

Partner Agency/ Program(s) Represented



## Signature Page

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23/05/2025

Signature

Date

Tammi Erlbacher

OSO

Print Name

Title

LifeSkills Connection

Partner Agency/ Program(s) Represented



## Signature Page

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A handwritten signature in black ink, appearing to read "M. Weis".

Signature

27/05/2025

Date

Matt Weis

Print Name

President and CEO

Title

National Able Network/SCSEP

Partner Agency/ Program(s) Represented



## Signature Page

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Daniel Zinnel  
Daniel Zinnel (May 27, 2025 10:55 CDT)  
\_\_\_\_\_  
Signature

27/05/2025  
\_\_\_\_\_  
Date

Daniel Zinnel  
\_\_\_\_\_  
Print Name

CEO  
\_\_\_\_\_  
Title

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

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Michelle McNertney

Michelle McNertney (May 22, 2025 08:17 CDT)

Signature

22/05/2025

Date

Michelle McNertney

Print Name

WFS Division Administrator

Title

Trade, TANF (Promise Jobs)

Partner Agency/ Program(s) Represented





## Signature Page

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Kyle Clabby-Kane  
Kyle Clabby-Kane (Jun 3, 2025 10:04 CDT)

Signature

03/06/2025

Date

Kyle Clabby-Kane

Print Name

Bureau Chief

Title

IWD/Title II

Partner Agency/ Program(s) Represented



## Signature Page

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Scott Perkins  
Scott Perkins (May 21, 2025 13:51 CDT)

Signature

21/05/2025

Date

Scott Perkins  
Print Name

UI Division Administrator  
Title

Iowa Workforce Development/ UI  
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 Executive Committee 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.

**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.

**Iowa Plains Executive Committee** – The Executive Committee 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 Iowa Plains, in partnership with the Executive Committee 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, Iowa Plains shall review the local plan, and Iowa Plains, in partnership with the Executive Committee, 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 Iowa *WORKS* 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.

