

**MEMORANDUM OF UNDERSTANDING**  
*between*  
**The Region 10**  
**CHIEF ELECTED OFFICIALS,**  
**REGIONAL WORKFORCE DEVELOPMENT BOARD,**  
*and*  
**WORKFORCE DEVELOPMENT PARTNERS**

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**I. Background.**

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

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

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

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

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

## **2. Purposes.**

The purposes of this MOU are to:

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

## **3. Parties.**

The following entities are parties to this MOU:

- 3.1. Region 10 Chief Elected Official Board (CEO Board).
- 3.2. Region 10 Workforce Development Board.
- 3.3. Region 10 One-Stop System Partners:

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

## 4. Region 10 Vision and Goals.

**Vision:** Providing a seamless and integrated workforce delivery system for businesses and individuals by:

1. Ensuring accessibility for all individuals, including those with barriers to employment.
2. Sustaining and strengthen regional economic growth through innovative sector partnerships
3. Creating pathways that connect a pipeline of educated and skilled workers to current and emerging industries leading to self-sufficient careers.

**Mission:** Effectively contributing to Iowa's Creative Corridor's quality of life by connecting businesses and individuals to workforce solutions.

### Strategic Priorities and Goals:

**Priority #1.** Community Awareness of Integrated Workforce System: Design an integrated workforce system that focuses on increased awareness of the workforce system with external customers (businesses) and internal customers (four core partner programs).

Goals:

- Develop a Workforce System Orientation for use with Businesses and Customers.
- Increase visibility through joint outreach, marketing and awareness campaigns, especially seeking local media outlets.
- Provide ongoing staff training, continuously integrate services and evaluate regularly.
- Develop a referral process between the four core programs which includes a hand off and follow up process.
- Inform customers of career pathways and occupations that lead to self-sufficiency.

**Priority #2.** Preparation of the Workforce: Design, develop and offer training for individuals, including those with barriers to employment--to prepare for current and emerging industry workforce skill requirements. Support the region's workforce through pathways that provide advanced, skilled and future ready workers.

Goals:

- Design and develop career exploration and training pathways (including basic, soft and hard skills), especially focused on Advanced Manufacturing and Financial Services/Insurance/Customer Service sector board pathways.
- Provide training information on STEM and high-demand occupations in the Creative Corridor.
- Provide tools, resources, and services to reduce barriers to work and education/training.
- Align partner services to training pathways to reduce barriers and ensure customers receive needed support.

- Expand access to training and education opportunities through the use of distance learning tools, videoconferencing, and other technology.
- Co-enroll participants in core partner programs as appropriate to provide participants with access to needed and available services.

**Priority #3.** Effective Business Engagement: Engage more effectively and widely, and collaborate more extensively with employers in workforce planning. Provide access to individuals with workforce resources aligned to business needs and the region's current and emerging sectors to bolster regional workforce competitiveness.

Goals:

- Support all regional sector board work focusing on Advanced Manufacturing, Financial Services/Insurance/Customer Service, and STEM by ensuring alignment to regional workforce needs/demands.
- Create workforce system programming aligned to local business demands/needs.
- Integrate current apprenticeship career opportunities into career and training pathways and expand apprenticeship opportunities with regional employers.
- Develop systems to better prepare and help individuals with barriers to employment to enter into training career opportunities and long-term employment.

## 5. Term.

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

## 6. Development and Implementation.

This MOU will be developed and implemented in two phases:

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

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

## **7. Legal Obligations.**

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

## **8. One-Stop System Description.**

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

Some services are offered in the one-stop while other services are offered at partner locations with referrals being made to link customers to the appropriate services. The attached referral flow chart shows how referrals are being made effectively and participants are actually being connected with partner agencies. All partners agree that it is crucial to the success of our programs, our community, businesses and customers to ensure customers actually connect with other workforce system referrals. The attached referral form will allow partners to share information and assist with follow up between agencies.

The workforce system goal it to prepare participants to enter employment by linking them with appropriate services. There is no wrong door or point of entry into the workforce system. Participants receive an initial screening for needs by each partner agency. Agencies referred to the appropriate program or programs. The goal is to link participants with as many services as needed to prepare them for the community, businesses and careers in Region 10.

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

Attachment B includes a narrative summary of each partner's programs, services provided and targeted customers. This gives an overview of services each partner agency provides.

Attachment C outlines which Career and Training services each partner provides, how it is offered and where it is offered. This chart will be used by all partners to identify duplication and increase coordination of services. It will be updated as services change.

## **9. Responsibilities of the Parties.**

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

## **10. Methods of Customer Referral and Tracking.**

The partners agree to develop a referral process to aid in the integration and alignment of services within the regional one-stop system. The referral process must help create a more seamless customer experience by providing convenience of services to individuals and businesses. This process also provides for a continuum of services and follow-up to ensure Region 10 customer needs have been met. Partners will follow the Region 10 referral process and form outlined in Attachment A.

Referrals in Region 10 will follow this basic customer referral flow:

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

All workforce partners commit to:

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

## **11. Increased and Maximized Access**

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

Individuals with disabilities, including but not limited to individuals with vision loss,

- 11.1. Displaced homemakers
- 11.2. Low-income individuals
- 11.3. Native Americans, including Indians, Alaska Natives and Native Hawaiians as those terms are defined in WIOA section 3
- 11.4. Individuals age 55 and older
- 11.5. Returning citizens (ex-offenders)
- 11.6. Homeless individuals
- 11.7. Youth who are in or have aged out of the foster care system
- 11.8. English language learners, a group that is also often referred to as individuals with Limited English Proficiency (LEP)

- 11.9. Individuals who have low levels of literacy
- 11.10. Individuals facing substantial cultural barriers
- 11.11. Eligible migrant and seasonal farmworkers
- 11.12. Single parents, including single pregnant women
- 11.13. Long-term unemployed individuals
- 11.14. Individuals within two years of exhausting lifetime eligibility under part A of title IV of the Social Security Act

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

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

## **12. Common Performance Measures.**

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

## **13. Service Design.**

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

### **13.1. Alignment of Services.**

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



with the purpose, scope and requirements of each Partner Program.

### **13.2. Career Services.**

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

Each partner is responsible for the provision of services associated with the One-Stop system site. The levels of service begin with a set of basic career services available to the universal population. Further assessments may necessitate the need for more intensive or individualized services. These services, customized and based upon the Region 10 needs, are described in a detailed narrative and are outlined in Table format in the Attachment C documents.

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

### **13.3. Employer Services.**

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

#### **13.3.1. Employer-Focused Outreach.**

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

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

#### **13.3.2. Business-Focused Initiatives.**

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

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

#### **13.4. Equal Opportunity.**

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

#### **13.5. Integrated Management System.**

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

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

#### **13.6. Confidentiality.**

The parties agree to comply with provisions of WIOA, the Wagner-Peyser Act, the Rehabilitation Act of 1973, and the Adult Education and Literacy Act, and any other applicable requirement of state or federal law to assure that customer information shall be shared solely for the purpose of enrollment, referral, or provision of services. When required under applicable

state or federal law, a release of information will be obtained from the customer before sharing confidential protected information. In carrying out their respective responsibilities, each party shall respect and abide by the confidentiality policies, procedures, and guidance of the other parties.

## **14. Amendment.**

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

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

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

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

## **15. Dispute Resolution.**

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

- 15.1. A written document detailing the dispute must be submitted to the State of Iowa Workforce Development Board, with a copy delivered by U.S. mail or email to each of the parties to this MOU.
- 15.2. The State Workforce Development Board will appoint a standing committee to review and work with the parties to attempt to resolve the impasse. Impasses involving state level partners will have the participation of their respective executive director or administrator, or their designees, in all resolution activities.
- 15.3. If the standing committee successfully brokers a resolution to the dispute, the

parties must execute a written agreement containing the terms of the dispute resolution. The standing committee must then make a written report to the State Workforce Development Board at the first meeting to occur after the impasse is resolved and agreement between the parties is executed, detailing the dispute and the resolution. The State Workforce Development Board must publish the standing committee's report on its website.

**15.4.** In the event the dispute cannot be resolved within thirty (30) days, the standing committee will make a recommendation to the State Workforce Development Board regarding a resolution to the impasse. At its next meeting, the State Workforce Development Board will vote on whether to adopt the standing committee's proposed resolution.

**15.4.1.** If the State Workforce Development Board votes to not adopt the standing committee's proposed resolution, the State Workforce Development Board may direct the standing committee to engage in further efforts to resolve the dispute or dissolve the standing committee and create another standing committee to take the initial standing committee's place.

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

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

## **16. Termination.**

**16.1.** The parties understand that implementation of the one-stop system is dependent on everyone's good faith effort to work together to improve services to the community. The parties also agree that this is a project where different ways of working together and providing services are being tried.

**16.2.** In the event that it becomes necessary for one or more party to cease being a party to this MOU, said party shall notify the other parties and the State Workforce Development Board, in writing, ninety (90) days in advance of that intention.

**16.3.** A party's termination in whole or in part of its participation in this MOU will not affect its duties and obligations under any applicable federal or state law, including but not limited to WIOA.

**16.4.** A party's termination in whole or in part of its participation in this MOU will be

effective only as to that entity.

- 16.5. If a party terminates in whole or in part its participation in this MOU, this MOU will remain in full force and effect as to all other parties.
- 16.6. A party's termination in whole or in part its participation in this MOU will trigger a review of the regional workforce development board's certification under WIOA section 107(c) and local workforce development area's designation under WIOA section 106(b) by the State Workforce Development Board which will result in recommendations to the Governor of the State of Iowa.

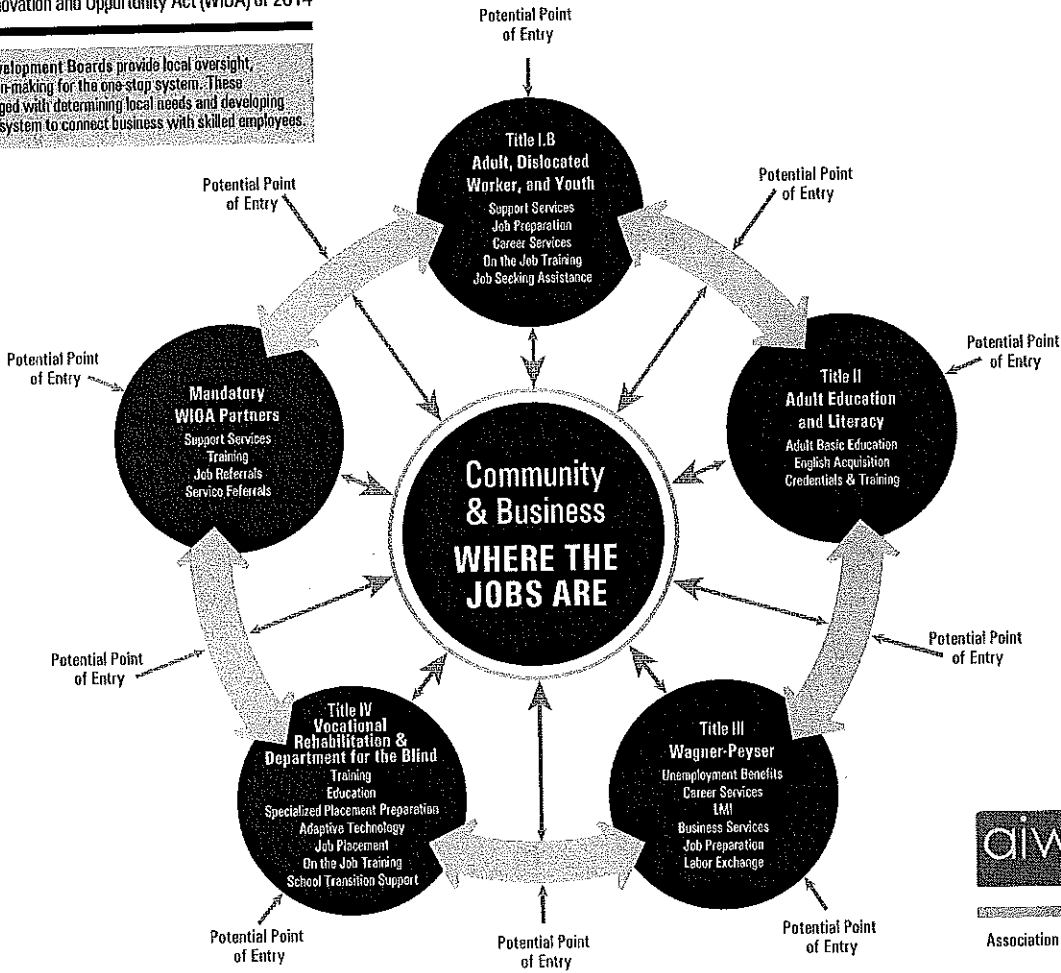
## **17. No Indemnification and Liability.**

By executing this MOU each partner agrees to work together to deliver Region 10 one-stop services for employers, employees, and those seeking employment. However, the parties are not legally "partners" to the extent that term encompasses joint and several liabilities under Iowa law. Each partner under this MOU is responsible for its own employees, representatives, agents, and subcontractors.

# THE ONE-STOP SYSTEM

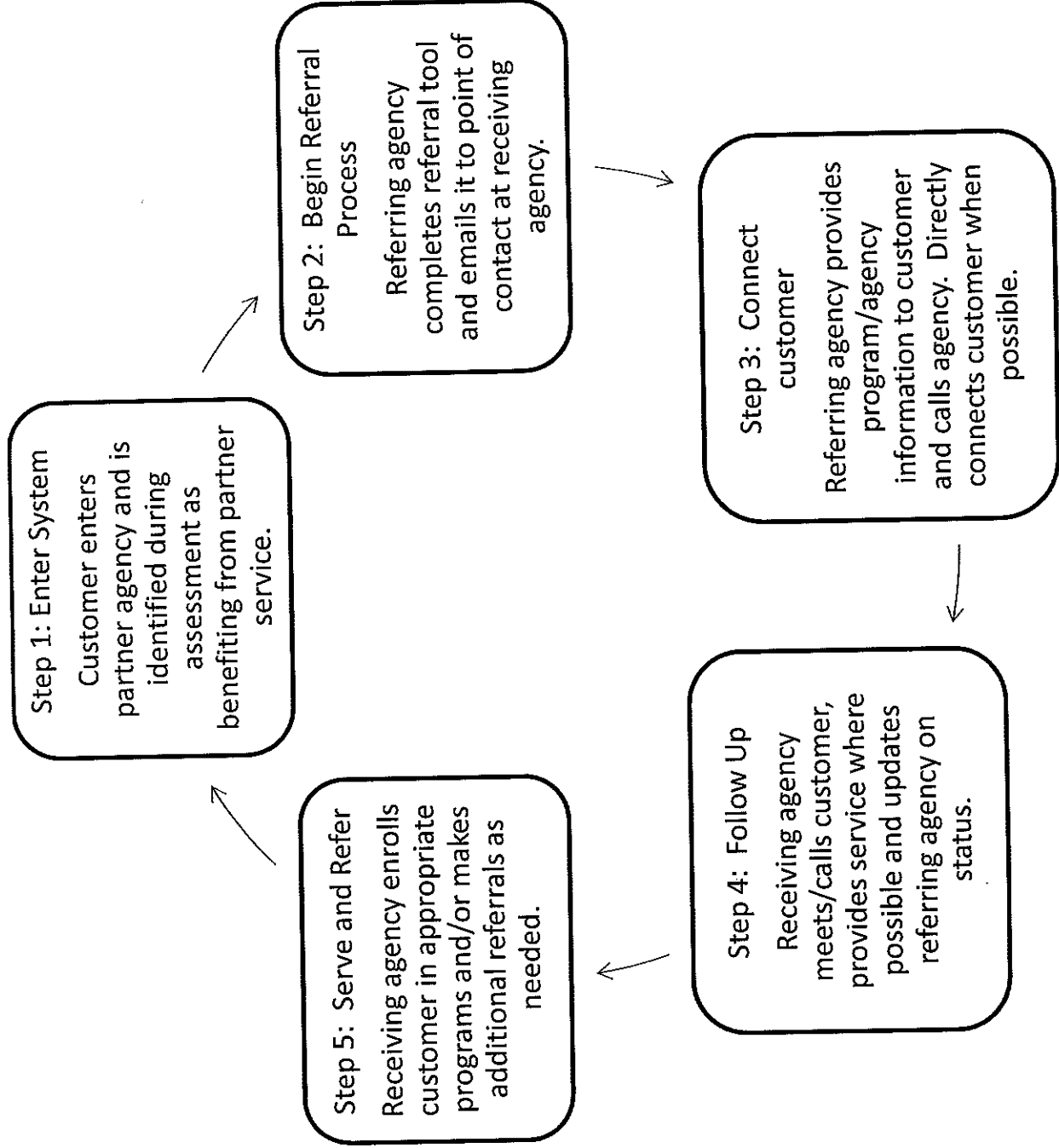
Under the Workforce Innovation and Opportunity Act (WIOA) of 2014

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



Association of Iowa Workforce Partners  
2016

Referral Flow Chart



## WIOA PARTNER NETWORK REFERRAL FORM

**How can we help you? Please check all that apply:**

- |   |  |
|---|--|
| <input type="checkbox"/> Assistance in finding a job                            | <input type="checkbox"/> Need a high school equivalency diploma        |
| <input type="checkbox"/> Benefit from additional training                       | <input type="checkbox"/> Learn English                                 |
| <input type="checkbox"/> Basic Skills/Refresher Session                         | <input type="checkbox"/> Physical or mental impairment, or vision loss |
| <input type="checkbox"/> Work on farm or in agriculture                         | <input type="checkbox"/> 55 and Older                                  |
| <input type="checkbox"/> Services like child care, transportation, housing, etc | <input type="checkbox"/> Other: _____                                  |

**Customer Information:**

Name: \_\_\_\_\_ DOB: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email address: \_\_\_\_\_

Alternate/Message Phone: \_\_\_\_\_ Are you a Vet?  Yes  No

**Referring Agency:**

Agency: \_\_\_\_\_ Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Please complete the information below ONLY if you wish information be shared between agency listed above and those marked below:

I \_\_\_\_\_ (client name) authorize the referring agency listed above and the agency/ies being referred (as checked below) to share information about me regarding this referral. I have been informed of the intended purpose and use of this information. The information being provided will not be further released without my consent except that which pertains to State or Federal regulations that govern the activities of these partner agencies. This form will not release any educational or medical information or other protected information. I have been informed of the meaning of this release and my signature on it amounts to a waiver of any claim I might assert against any individual or agency.

Check all that apply for a referral:		
<input type="checkbox"/> Kirkwood Adult Dislocated Worker and Youth (IowaWORKS)	<input type="checkbox"/> Kirkwood Adult Basic Education	<input type="checkbox"/> Wagner Peyser Workforce Services (IowaWORKS)
<input type="checkbox"/> Iowa Vocational Rehabilitation Services	<input type="checkbox"/> Iowa Department for the Blind	<input type="checkbox"/> Kirkwood Community College Carl Perkins Program
<input type="checkbox"/> Job Corps	<input type="checkbox"/> PROTEUS	<input type="checkbox"/> Veterans Programs
<input type="checkbox"/> Trade Adjustment Act	<input type="checkbox"/> HACAP	<input type="checkbox"/> City of Cedar Rapids HUD program
<input type="checkbox"/> City of Iowa City HUD Program	<input type="checkbox"/> Unemployment Insurance (Iowa Workforce Development)	<input type="checkbox"/> PROMISE JOBS
<input type="checkbox"/> Experience Works Senior Worker Prgm	<input type="checkbox"/> AARP Senior Worker Program	

Client Signature: _____	Date: _____
Parent/Guardian Signature _____ (if under 18 years of age)	Date: _____
Referring Agency Signature: _____	Date: _____



## Statement of Services

### Adult Education and Literacy (AEL)

Adult Education and Literacy (AEL) services are provided in Region 10 by Kirkwood Community College. Region 10 focuses its adult education and literacy (AEL) efforts on the following priority areas as outlined in WIOA: adult education, digital literacy, career pathways, English Language Acquisition (ELA) courses, integrated Education and Training opportunities for ELA as well as non-ELA students, workforce preparation, and financial literacy. These services will be delivered by AEL staff in collaboration with local partners to avoid duplication of services.

AEL services are provided throughout region 10 at Kirkwood Community College locations, the 6<sup>th</sup> Judicial District Campus, as well as at the Cedar Rapids one-stop. For students coming to existing AEL courses, referrals are made or on-site visits are conducted by partner agency staff to provide services to AEL students. Examples of this are visits and presentations by IowaWorks staff at AEL locations, on-site appointments by Title I youth staff, and referrals or appointments for VR assessments.

### Experience Works

Experience Works is a national nonprofit organization, operating the Senior Community Service Employment Program (SCSEP). SCSEP is funded through the U.S. Department of Labor and administered by ExperienceWorks, Inc. The program is free and provides paid community service assignments at local and public nonprofit organizations, training, referral to needed services, and job search assistance to individuals that are 55 years of age or older.

### Hawkeye Area Community Action Program

HACAP is one of Iowa's seventeen community action agencies that provide local solutions to the needs of low-income Iowans. For over 50 years, we have been at the forefront of assisting families move from crisis toward financially stable households through a portfolio of human services: early child development, housing stabilization, support services for homeless veterans, maternal & child health, homeless housing services, homeless veteran outreach, and rural senior services. In addition, we are the area Feeding America Food Bank that distributes no & low cost food to a network of 100 pantries & meal sites in seven counties, and coordinates through community engagement over 80 school backpack programs in seven counties. Annually, we provide services to over 50,000 low-income people living in approximately 20,000 households throughout our six county service area: Benton, Iowa, Johnson, Jones, Linn and Washington Counties.

HACAP is a 501(3)(c) non-profit organizations that utilizes a tripartite Board of Directors. One third of its members are from the people that we serve, a second group represents the interests of local government organization and the last group contains members of the general public. This structure keeps us responsive to the entire community and ensures that our programs align with the agency's mission: helping people develop skills for success and build strong communities. HACAP is a United Way agency and an equal opportunity employer.

### KCC –Title 1 Adult, Dislocated Workers, Youth and Young Adult Services

Kirkwood Community College is the provider of Title 1 WIOA services as selected by the Regional Workforce Development Board. Title 1 services include Adult, Dislocated Worker and Youth services. Kirkwood Community College provides career, training and employment services to low-income adults, dislocated workers and youth and young adults with barriers. Services are collocated at IowaWORKS

offices and integrated where appropriate. Title 1 WIOA program goals include: increased credential attainment, entering employment and increased wages pre-enrollment compared to post-enrollment. Some of the services provided by the Title 1 programs include career exploration and decision making, labor market information, short term occupational training, credential training, work readiness training, work experiences, internships, on the job training, pre-apprenticeship training, job search assistance and many other services and referrals to services.

#### PROMISE JOBS

The Department of Human Services (DHS) administers an employment and training program known as "PROMISE JOBS." Eligibility for the PROMISE JOBS program is dependent upon eligibility for the Family Investment Program (FIP).

The PROMISE JOBS program is designed to increase the availability of employment and training opportunities to FIP recipients through the family investment agreement (FIA). The program also implements Title I of the Personal Responsibility and Work Opportunities Reconciliation Act of 1996 (PRWORA), Block Grants for Temporary Assistance for Needy Families (TANF).

The program assigns responsibility for the provision of services for PROMISE JOBS to the Workforce Development Department. In addition, the DHS Bureau of Refugee Services is assigned the responsibility of providing program services to all refugees who have not attained U.S. citizenship, to the extent allowed with available resources.

PROMISE JOBS and the family investment agreement are designed to provide FIP applicants and recipients with opportunities to move to self-sufficiency through employment and to develop vocational skills needed to become economically self-sufficient, taking into consideration the 60-month lifetime limit of FIP/PROMISE JOBS benefits.

Federal law contains mandatory work requirements expressed as participation rate requirements. Each state must achieve a minimum participation rate for all families that are required to be counted in the calculation of participation rates. PROMISE Jobs case managers monitor and guide client participation, administer appropriate supportive services (like child care and transportation expenses) and make necessary community referrals assisting clients with reaching their goal of self-sufficiency.

#### Perkins Program-Kirkwood Community College

Kirkwood's Career Services assists students, alumni and community members with the career decision making process and/or preparing for employment. This can be done one on one, or through free workshops which include, career directions, MBTI, résumé writing, applications, correspondence writing, interviewing, mock interviewing and job searching. [www.kirkwood.edu/careerservices](http://www.kirkwood.edu/careerservices) Kirkwood also provides complete one-stop assistance to get started with college. Applied Science & Technology programs give you two years of hands-on education to start a technical career. Or You can start your first two years of a four-year degree with Arts & Sciences programs. Many short-term training programs are also available. [www.kirkwood.edu](http://www.kirkwood.edu)

#### Proteus, Inc.-Migrant and Seasonal Farmworker Program

Proteus, Inc., an Iowa non-profit organization, is the grantee for the National Farmworker Jobs Program (NFJP) in Iowa. NFJP is funded through Section 167 of the Workforce Innovation and Opportunity Act (WIOA). NFJP is a nationally-directed, locally-administered program of training, employment services,

and related assistance that helps MSFWs and their dependents overcome these barriers. NFJP is designed to serve economically disadvantaged persons who primarily depend on employment in agricultural labor performed within the United States, including Puerto Rico, and who experience chronic unemployment or underemployment. The program is intended to assist eligible MSFWs and their dependents to prepare for and retain jobs that provide stable, year-round employment, both within and outside agriculture. Related assistance services, such as nutrition, health care, child care, and housing, are provided to help MSFWs retain or stabilize their agricultural employment or maintain enrollment in NFJP.

#### City of Cedar Rapids – Family Self-Sufficiency Program

The purpose of the Family Self-Sufficiency program is to promote the development of local strategies to coordinate the use of housing assistance under the Section 8 Housing Choice Voucher Program with public and private resources, to enable families eligible to receive assistance under this program to achieve economic independence and self-sufficiency.

The objectives of the Family Self-Sufficiency Program are to reduce the dependency of Section 8 tenant participants on welfare and other public assistance programs and enhance economic independence through community coordinated efforts including: high school diploma and higher education programs, job training, employment opportunities, personal social and life skill training, child care programs, personal financial management, counseling and related social service assistance. Although the City of Cedar Rapids does not provide direct services, it links FSS participants to these services provided within the community.

Eligibility requirement – must be a current participant in the Section 8 Housing Choice Voucher Program.

#### Trade Adjustment Assistance (TAA)

Trade Adjustment Assistance (TAA) is provided in region 10 in both the Cedar Rapids and Iowa City IowaWORKS offices as well as outreach to impacted workers in the community. The TAA Program is a federal program that provides re-employment and training services to workers who have lost their jobs as a result of foreign trade. The TAA program seeks to provide these trade-affected workers with opportunities to obtain the skills, resources, and support they need to become reemployed. TAA services in region 10 are provided in collaboration between Title I and Title III staff. When a new petition is approved, state TAA staff work with locals to arrange informational meetings to impacted workers often at the work site or in other community locations. In tandem with trade information, other specific services offered in the IowaWORKS offices are discussed at these trade meetings.

#### The Iowa Department for the Blind (IDB)

The state agency providing vocational rehabilitation and independent living services to lowans who are blind or severely visually impaired. The Department also houses the Iowa Library for the Blind and Physically Handicapped which provides library services and materials in alternative media to lowans who, because of physical limitations, cannot easily read standard print. The Iowa Department for the Blind agrees to the General Provisions and to otherwise abide by the Memorandum of Understanding for Region 1 as set forth below for the IowaWORKS delivery system.

At the transition level all students who have an IEP or would be covered under section 504 of the Rehabilitation Act (essentially all students with a disability) will be considered "Potentially Eligible". IDB will provide basic Pre-Employment Transition Services (PETS) to all of these students in partnership with the schools. As we implement these services and work with the students and school staff, we will be

able to determine students that will need more intensive services from IDB in order to achieve employment outcomes. These identified students will then be approached to apply for services so that the intensive interventions can be provided. IDB counselors are partnering with teachers and other agencies to collaborate together to provide PETS activities.

The Iowa Department for the Blind will partner with WIOA core leaders/agencies and be jointly responsible to provide a seamless delivery of services to job candidates. This will integrate service delivery across all programs and also enhance the programs and services within each partner.

#### IDB Core Services:

To be eligible for services from IDB, an individual must have a qualifying visual impairment that substantially limits his/her ability to work and he/she must need vocational rehabilitation services to be able to prepare for, enter, or retain a job. IDB will deliver client services as described below:

- \* Eligibility determination
- \* Diagnostic and/or evaluation services
- \* Pre-vocational and vocational training
- \* Guidance & counseling
- \* Career exploration, job placement & job retention counseling
- \* Skills training in alternative techniques of blindness
- \* Rehabilitation Technology/Assistive Technology
- \* Training Assistance
- \* Job Readiness Training
- \* Job Seeking Skills training
- \* On-the-job supports/OJT
- \* Customized Employment
- \* Job placement and retention services
- \* Employer development
- \* Library and informational services
- \* Independent living services

An Individual Plan for Employment (IPE), which identifies all services necessary to overcome the barriers to that person getting and keeping a job, is developed with each eligible individual. Only IDB counselors can determine eligibility and agree to provide services. IDB staff can only be supervised by other IDB staff. IDB must comply with confidentiality requirements and the provision of mediation and a fair hearing process as stated in the Rehabilitation Services Act of 1973 as amended.

#### Location and Hours of Service:

Main Office: 524 Fourth Street Des Moines, IA 50309-2364

Hours of Operation: 8 am to 4:30 pm - Monday through Friday, excluding established holidays.

#### Regional Services and Resources:

IDB services are provided statewide by Vocational Rehabilitation Counselors. VR Counselors travel to clients in their assigned territory and work with the client in their community and/or workplace. They also work with businesses and employers in their territory. The IDB VR Counselor territories do not perfectly align with the workforce regions. As a consequence one VR Counselor may serve counties in multiple workforce regions. Similarly, one workforce region may be a part of two or more IDB VR

counselor's territories. Two IDB VR counselors serve Region 1 and counties in neighboring workforce regions.

Funding for services and equipment is provided on an individual basis to meet clients' needs as indicated by their Individualized Plans for Employment.

#### Unemployment Insurance

Unemployment Insurance services are provided in region 10 at both the Cedar Rapids and Iowa City IowaWORKS offices as well as in Washington County once per week at the local library as well as on-line at [www.iowaworkforcedevelopment.gov](http://www.iowaworkforcedevelopment.gov). Basic assistance with filing the initial unemployment insurance claim can be provided by all center staff while more advanced services, including unemployment decisions regarding eligibility, are provided by merit staff by appointment or by calling a toll free number provided to them when they complete their claim.

Rapid response services are provided to impacted workers of large layoffs or plant closures. These services include information about unemployment as well as other training and services available to them in the IowaWORKS offices as well as with other community providers. Whenever possible, these meetings are held on-site and prior to the actual layoff occurring. If the layoff has already occurred or there is not adequate space for on-site meetings, other arrangements are made regarding location and notification.

#### Veteran Services

Veteran Services are provided by all staff working in the Cedar Rapids and Iowa City IowaWORKS offices. When a veteran is discovered through self-attestation, staff completes the Significant Barriers to Employment (SBE) assessment to determine if they meet the initial eligibility to meet with a Disabled Veteran Outreach Program staff (DVOP). If the veteran meets these criteria, staff introduces them to the DVOP for more evaluation and assessment. The DVOP staff provides employment and training opportunities for these disabled or other qualified veterans through intensive service management. If they do not meet any of the criteria, center staff provides any job seeker services requested by the veteran.

In addition to regular center staff and DVOP's, Region 10 also has one staff person who is designated as a Local Veterans Employment Representative (LVER) who focuses on both job seeker services to qualified veterans as well as services to businesses. This LVER covers the Eastern half of Iowa and is the point of contact for veteran initiatives in the assigned territory. The LVER and DVOP's collaborate to address both job seeker needs as well as the needs of business in the area, specifically regarding veterans.

#### Wagner Peyser

Wagner Peyser services are provided in Region 10 by Iowa Workforce Development staff. Services are provided in both Cedar Rapids and Iowa City IowaWORKS offices as well as one day per week in Washington at the local library. Wagner Peyser services focus on a variety of employment related labor exchange services including job search assistance, job referral, and placement assistance for job seekers, re-employment services to claimants receiving unemployment benefits, and recruitment services to employers with job openings. Services are delivered in one of three modes including self-service, facilitated self-help services and staff assisted service delivery approaches.

The services offered to employers, in addition to referral of job seekers to available job openings, include assistance in development of job order requirements, matching job seeker experience with job requirements, skills and other attributes, assisting employers with special recruitment needs, arranging for Job Fairs, assisting employers analyze hard-to-fill job orders, assisting with job restructuring and helping employers deal with layoffs.



# CITY OF IOWA CITY MEMORANDUM

## **Iowa City Housing Authority programs:**

The **Housing Choice Voucher Program (HCV)** is funded by the U.S. Department of Housing and Urban Development (HUD) with the intent of increasing affordable housing choices for low-income families, the elderly, and persons with disabilities. Families with a HCV voucher choose and lease safe, decent, and affordable privately owned rental housing. Total number of available HCV and Veterans' Affairs Supportive Housing (VASH) vouchers = **1,298**. There is a waiting list.

**Public housing** was established to provide affordable, decent and safe rental housing for eligible low-income families, elderly persons, and persons with disabilities. HUD distributes federal subsidies to the Iowa City Housing Authority (ICHA), which owns and manages the housing. The **eighty-one (81)** Public Housing units are low-density, constructed to conform and blend into the existing neighborhood architecture. There is a waiting list.

**The Family Self-Sufficiency (FSS) Program:** Promotes self-sufficiency and asset development by providing supportive services to participants to increase their employability, to increase the number of employed participants, and to encourage increased savings through an escrow savings program. Only HCV participants may enroll in the FSS program.

Iowa City Housing Authority staff will make appropriate referrals to Workforce Opportunity and Innovation Act (WOIA) partners that provide services in Johnson County, Iowa; Iowa County, Iowa; and, Washington County, Iowa, North of HWY 92.

## **Application for Assistance:**

<https://www.icgov.org/city-government/departments-and-divisions/neighborhood-and-development-services/neighborhood>

## **Community Resources:**

<https://www.icgov.org/city-government/departments-and-divisions/neighborhood-and-development-services/neighborhood-26>

## **Community Development programs:**

HUD provides HOME Investment Partnerships Program (HOME) and Community Development Block Grants (CDBG) funds to states and localities.

- 15 – 20% of the yearly allocation is for the Administrative costs of administering the funds and monitoring the activities of funding recipients.

- Typically, \$75,000 of the yearly allocation is set-aside for economic development activities. City Council determines the use of these funds.
- 40% of the yearly allocation goes to the City of Iowa City Housing Rehabilitation programs. The homes must be located within the City Limits; the home must be a single-family, owner-occupied unit; and, the household income cannot exceed 110% of the Area Median Income for the household size.

<https://www.icgov.org/city-government/departments-and-divisions/neighborhood-and-development-services/neighborhood-9>

- 15 – 20% of the yearly allocation is set-aside for the City of Iowa City's Aid to Agencies funding, which provides support for Iowa City nonprofits, organizations, and agencies to help cover the operational costs of their organizations. After reviewing applications, the Iowa City Housing and Community Development Commission (HCDC) will forward a recommendation to the City Council for final review and funding approval.

<https://www.icgov.org/city-government/departments-and-divisions/neighborhood-and-development-services/neighborhood-8>

- 15 – 20% of the yearly allocation is set-aside for the City of Iowa City's CDBG/HOME allocations. Local nonprofit groups and housing providers submit applications to fund a wide range of activities including building, buying, and/or rehabilitating affordable housing for rent or homeownership. After reviewing applications, the Iowa City Housing and Community Development Commission (HCDC) will forward a recommendation to the City Council for final review and funding approval.

<https://www.icgov.org/city-government/departments-and-divisions/neighborhood-and-development-services/neighborhood-8>

City of Iowa City Community Development staff will make appropriate referrals to WOIA partners that provide services within the city limits of the City of Iowa City.

#### **Resources and Documents:**

<https://www.icgov.org/actionplan>



Attachment C

Partner Name	Program Name	Services (enter number)				Service Delivery Method by Location Code
		Career	Training	Employer		
AARP Foundation	Senior Community Service Employment Program	1,2,3,4,8,11,12,13,15,16,17,18,20	2			1FT, T, B, P, O (2 participant staff at IWD in CR and Horizons office in CR) By phone only in Iowa City
Experience Works Inc.	Senior Community Service Employment Program (SCSEP)	1,2,3,4,6,8,11,13,13,15,17,20	2,4,5,7	1,3,4,5		1-FT; T; O- available by appointment-makes arrangements to meet individuals over the phone or face to face (whichever is more convenient for the applicant or participant.
Hawkeye Area Community Action Program, Inc. (HACAP)	Most with direct public contact*	1,2,19		8		O*
Housing Agencies	Iowa City Housing Authority	1, 2, 8, 15, 18	-	-		FT, PT, A, B
CDBG/HOME Investment	City of Iowa City Community Development	1, 2, 8, 15, 18	-	-		FT, PT, A, B
Vocational Rehabilitation	Iowa Dept for	1-8; 10-19; 21	1-3; 5-7; 9	1-7		2 – FT; T; B; O

## Attachment C

	the Blind				
Iowa Workforce Development	Wagner Peyser	1-5,6,10-21	5,7	1-8	16-FT, 3-PT, T, A, B, P
Iowa Workforce Development	TAA	1-5,6,9,10-21	5,7	5,6,8	2-PT, T, A, B, P
Iowa Workforce Development	Veterans	1-5,6,10-21	5,7	1-8	3-FT, T, A, B, P
Iowa Workforce Development	Unemployment Insurance	1-5,6,9,11-16,20			1-FT, 3-PT, T, A, B, P
Adult Education and Literacy Program	Cedar Rapids AEL	1-3, 6-8, 10, 12, 15-17, 19-20	1, 5, 7-8	1-2, 5	10-FT, 16-PT, C/PT, T, A, B
Adult Education and Literacy Program	Iowa City AEL	1-3, 6-8, 10, 12, 15-17, 19-20	1, 5, 7-8	1-2, 5	3-FT, 10-PT, C/PT, T, A, B
Adult Education and Literacy Program	Monticello AEL	1-3, 6-8, 10, 12, 15-16, 20	5, 7-8	1-2, 5	3-PT, T, A, B
Adult Education and Literacy Program	Washington AEL	1-3, 6-8, 10, 12, 15-16, 20	5, 7-8	1-2, 5	4-PT, T, A, B
Adult Education and Literacy Program	Anamosa State Penitentiary	1, 3, 10, 12, 15, 16, 17, 18	1,2, 5, 7, 8	1	6-FT, C/PT, T
Adult Education and Literacy Program	Iowa Medical and Classification Center	1, 3, 10, 12, 15, 16, 17, 18	1,2, 5, 7, 8	1	3-FT, 1-PT, C/PT, T
Adult Education and Literacy Program	6 <sup>th</sup> Judicial District Community Corrections AEL	1-3, 6-8, 10, 12, 15-16	5, 7-8	1-2, 5	1-PT, T, A, B
Adult Education and Literacy Program	Linn County Jail AEL	1-3, 6-8, 10, 12, 15-16	5, 7-8	1-2, 5	1-PT, T, A, B
Adult Education and Literacy Program	Cedar Rapids IowaWorks	1-3, 6-8, 10, 12, 15-16	5, 7-8	1-2, 5	1-PT, T, A, B

Attachment C

Adult Education and Literacy Program	Vinton AEL	1-3, 6-8, 10, 12, 15-16	5, 7-8	1-2, 5	1-PT, T, A, B
Adult Education and Literacy Program	Tipton AEL	1-3, 6-8, 10, 12, 15-16	5, 7-8	1-2, 5	1-PT, T, A, B
Adult Education and Literacy Program	Williamsburg AEL	1-3, 6-8, 10, 12, 15-16	5, 7-8	1-2, 5	1-PT, T, A, B
Adult Education and Literacy Program	Belle Plaine AEL	1-3, 6-8, 10, 12, 15-16	5, 7-8	1-2, 5	1-PT, T, A, B
City of Cedar Rapids – Housing Services	Family Self-Sufficiency Program	1, 2, 8, 13, 15	-	-	2 – FT, T, A, B
Kirkwood Community College	Perkins	2,3,4,10,15,16,17,18,20	1,3,5,6,7,8,9,11	1,2,5,6,7,8	FT,PT,T,A,B,P
Benton County Center	Perkins	2,3,10,16	1,8,9,11	7	FT,PT,T,A,B,P
Cedar County Center	Perkins	2,3,10,16	1,8,9,11	7	FT,PT,T,A,B,P
Linn County Regional Center	Perkins	2,3,10,16	1,8,9,11	7	FT,PT,T,A,B,P
Regional Center at University of Iowa	Perkins	2,3,10,16	1,8,9,11	7	FT,PT,T,A,B,P
Iowa City Campus	Perkins	2,3,10,16,20	1,5,8,9,11	7	FT,PT,T,A,B,P
Iowa City Learning Center	Perkins	2,3,10,16,20	1,8,9,11	7	FT,PT,T,A,B,P
Jones County Regional Center	Perkins	2,3,10,16	1,8,9,11	7	FT,PT,T,A,B,P
Linn County Regional Center	Perkins	2,3,10,16	1,8,9,11	7	FT,PT,T,A,B,P
Washington County Regional Center	Perkins	2,3,10,16,20	1,8,9,11	7	FT,PT,T,A,B,P
PROMISE Jobs	PROMISE Jobs	2-4, 6-8, 10-19, 21	7	4	All-FT
Proteus Inc.	National Farmworker	1-4, 7, 10-13, 15-19, 21	1-5, 7-9		3- FT; T; B; O

Attachment C

	s Job Program				
Kirkwood Community College	Title 1 (A, DW, Y)	1, 2, 3, 4, 5, 6, 7, 8, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 21	1, 2, 4, 5, 6, 7, 8, 9, 10	1, 2, 3, 4, 5, 6, 7, 8	FT, T, A, B

\*HACAP offers a portfolio of anti-poverty and life enrichment program services across many service domains: early child development & education, health, nutrition, housing, income management, crisis utility assistance, crisis child care and rural senior services (In Benton County only). The level of service intensity varies from program to program. HACAP is willing to provide service eligibility at all sites and more intensive outreach – maybe even the initial assessment [career 3] – when the intensity of effort aligns with the HACAP services being provided. Service Delivery will also depend on the level services and the staff plan at each of our HACAP sites spread throughout our six-county service area.