

**MEMORANDUM OF UNDERSTANDING**  
*between*  
**The Region 7**  
**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 7 Chief Elected Official Board (CEO Board).

3.2. Region 7 Workforce Development Board.

3.3. Region 7 One-Stop System Partners:

Required Partner	Local Area	Entity	Name	Telephone Number	Email Address
Title 1- Adult/DW/Youth	X	IowaWORKS - HCC	Christi Mason	319.291.2705 x 281	<a href="mailto:Christina.mason@iwd.iowa.gov">Christina.mason@iwd.iowa.gov</a>
Adult Education/ Literacy	X	HCC Metro AEL	Sandy Jensen	319.234.5745 x 2006	<a href="mailto:Sandra.Jensen@hawkeyecollege.edu">Sandra.Jensen@hawkeyecollege.edu</a>
Wagner-Peyser	X	Iowa Workforce Development	Ronee Slagle Andy Trower	319.235.2123 x 317 319.235.2123 x 230	<a href="mailto:Ronee.Slagle@iwd.iowa.gov">Ronee.Slagle@iwd.iowa.gov</a> <a href="mailto:Andrew.Trower@iwd.iowa.gov">Andrew.Trower@iwd.iowa.gov</a>
Vocational Rehabilitation	X	Iowa Vocational Rehabilitation Services	Michael Howell	319.234.0319	<a href="mailto:Michael.Howell@iowa.gov">Michael.Howell@iowa.gov</a>
Department for the Blind	X	IA Department for the Blind	Joe Weigel	515.971.7049	<a href="mailto:joe.weigel@blind.state.ia.us">joe.weigel@blind.state.ia.us</a>
Career/ Technical Education	X	Hawkeye Community College	Dr. Linda Allen	319.296.2320	<a href="mailto:Linda.Allen@hawkeyecollege.edu">Linda.Allen@hawkeyecollege.edu</a>

SCSEP (Older Worker)	X	AARP Foundation SCSEP	Chelley Pratt	319.234.0206	<a href="mailto:cpratt@aarp.org">cpratt@aarp.org</a>
Job Corps	X	Denison Job Corps Ottumwa Job Corps	Carrie Snell	319.235.2123 x 323	<a href="mailto:snell.carrie@jobcorps.org">snell.carrie@jobcorps.org</a>
Native American		Not in Region 7			
Migrant/Seasonal Farm Worker	X	Proteus	Matt Winkel	515.573.8225	<a href="mailto:MattW@proteusinc.net">MattW@proteusinc.net</a>
Veterans		Iowa Workforce Development	Jim Galanits	319.235.2123 x 314	<a href="mailto:James.Galanits@iwd.iowa.gov">James.Galanits@iwd.iowa.gov</a>
YouthBuild		Not in Region 7			
Trade Act	X	Iowa Workforce Development	Ronee Slagle Andy Trower	319.235.2123 x 317 319.235.2123 x 230	<a href="mailto:Ronee.Slagle@iwd.iowa.gov">Ronee.Slagle@iwd.iowa.gov</a> <a href="mailto:Andrew.Trower@iwd.iowa.gov">Andrew.Trower@iwd.iowa.gov</a>
Community Action (E/T)	X	Operation Threshold	Barbara Grant	319.291.2065	<a href="mailto:bgrant@operationthreshold.org">bgrant@operationthreshold.org</a>
Housing Authority (E/T)	X	Iowa Northland Regional Housing Authority	John Harvey	319.483.5079	<a href="mailto:jharvey@iowanorthlandregional.org">jharvey@iowanorthlandregional.org</a>
Housing Authority (E/T)	X	Waterloo Housing Authority	Julie Snider	319.233.0201	<a href="mailto:Julie.Snider@Waterloo-IA.org">Julie.Snider@Waterloo-IA.org</a>
Unemployment	X	Iowa Workforce Development	Ronee Slagle Andy Trower	319.235.2123 x 317 319.235.2123 x 230	<a href="mailto:Ronee.Slagle@iwd.iowa.gov">Ronee.Slagle@iwd.iowa.gov</a> <a href="mailto:Andrew.Trower@iwd.iowa.gov">Andrew.Trower@iwd.iowa.gov</a>

1. Title I Adult, Dislocated Worker and Youth
2. WIOA Title II Adult Education and Literacy
3. WIOA Title III Wagner-Peyser
4. WIOA Title IV Vocational Rehabilitation
5. WIOA Title IV Iowa Department for the Blind
6. Title V Older Americans Act
7. Carl Perkins Career Technical Education
8. Job Corps
9. Proteus/ 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 7 Vision and Goals.**

Region 7 has adopted Future Ready Iowa's vision and goals. Please see the Local Plan for a complete list of strategies used to accomplish these goals.

*Vision:* Region 7's Workforce delivery system will collaborate to build a Future Ready Iowa - a pipeline of skilled workers who are prepared to meet the workforce needs of Iowa's current and emerging industries. In alignment with the National Governor's Association Talent Pipeline vision and goals, this plan will ensure individuals are prepared for dynamic careers through an emphasis on lifelong learning while meeting the needs of employers. Future Ready Iowa will help more Iowans attain the "new minimum" of high-quality education, training, and work readiness by bringing together education, workforce, and economic development resources and ensuring that all Iowans have access to an integrated and efficient workforce delivery system. Future Ready Iowans will be ready to meet the employment challenges of today and into the future.

GOAL 1: Iowa's workforce will represent the most advanced, skilled, and Future Ready workers in the nation.

GOAL 2: Iowa youth will be afforded the best educational and career opportunities in the nation.

GOAL 3: Iowa will improve the structure and administration of workforce delivery systems across the state.

#### **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.**

Please see Appendix B: Center System Partner Services outlining the required partners' services within the One-Stop System. A description of these services, access to each partner's services and activities are identified in Appendix A.

With the implementation of the new legislation, the Workforce Innovation & Opportunity Act (WIOA) of 2014, integration has developed beyond the original integrated model. The new integration involves a One-Stop **System**, designed to increase access and provide opportunities for employment, education, training, and support services that individuals need to succeed in the labor market, particularly those with barriers to employment. The One-Stop System consists of the following four core partners along with the required partners previously listed in Section #3 (hereafter referred to as the WIOA Partners):

WIOA Title I.B: Adult, Dislocated Workers, and Youth

WIOA Title II: Adult Education & Literacy (AEL)

WIOA Title III: Wagner-Peyser

WIOA Title IV: Iowa Vocational Rehabilitation Services (IVRS), Iowa Department for the Blind

Customers can enter the integrated One-Stop System from any point of entry in order to access system services. WIOA partners utilize a standardized referral form that allows customers to choose services from within the one-stop delivery system. The referral form includes a release that allows for the sharing of personal information (i.e. name, contact information, last 4 digits of SSN, date of birth) between the core partners. A referral and follow-up system has been defined that was shared with all front-line staff at a joint professional development day. A system orientation is being developed to provide an understanding of all system programs and services, regardless of which door the customer enters.

Each Region 7 partner is responsible for the provision of their services associated with the One-Stop system site. The levels of service begin with basic career services available to the universal population. Further assessments may necessitate the need for more individualized career services



and/or training services. These services are customized based upon Region 7 needs assessment. Region 7 partners will engage and follow a referral process, which provides convenience of services to individuals and businesses using the Region 7 One-Stop center. This process also provides for a continuum of services and follow-up to ensure individual and business needs have been met. The Region 7 One Stop System will ensure the consistency of the referral process, maintenance of records and reporting to the Region 7 RWDB.

Shared service responsibilities of partners ensure that integration and non-duplication of services has been reviewed and addressed. The provision of direct services to individuals and businesses is a key component in the Region 7 One-Stop system. Each partner follows legislation and regulations to serve various segments of the population, providing services benefitting those individuals. Each partner is responsible for funding its direct program services.

## **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.**

WIOA partners have developed a referral process to aid in the integration and alignment of services within the regional one-stop system. The referral process helps to 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 7's customers' needs have been met. WIOA partners agree to follow the Region 7 one-stop center referral process outlined below and via the following documents: Customer Flow and WIOA Partner Referral Form. Please see Appendix C for the One Stop Delivery System flow chart. This is a visual representation of the one-stop system and the referral system. The workforce system goal is 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. This system includes core and required 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. The goal is to link participants with as many services as needed to prepare them for the community, businesses and careers in Region 7.

Some services are offered in the one-stop while other services are offered at partner locations with referrals being made to link customers to the appropriate services. The referral flow chart, which is the second page of Appendix C, shows how referrals are being made effectively and participants are connecting with partner agencies. Partners agree that effective referrals are crucial to the success of our programs, our community, businesses and customers to ensure customers actually connect with needed workforce system programs.

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

**Partners are committed to jointly and mutually implement the following processes for referrals of customer to services not provided on-site:**

- Intake and referral processes for one-stop system services are customer-centered and provided by staff trained in customer service.
- General information regarding one-stop system programs, services, activities and resources (on-site and off-site) shall be made available to all customers as appropriate.
- Customer referrals will be made in cooperation with partners utilizing the WIOA Partner Application. Core Partners meet monthly to discuss referrals.
- Core partner referrals will be tracked on spreadsheets for appropriate follow-up with referring agency. Documentation on referrals and follow-up will be made in customer's case notes.
- All partners are invited to speak at staff meetings and customer workshops, and are invited to attend events such as educational fairs, Discovered Resources panel, and staff trainings. One-stop partner program staff has access to information on partners in order to provide meaningful information and make appropriate referrals. Core partners were trained in each other's services at a joint development day and ongoing training will continue. Opportunities for service through co-location and real-time technology are currently being discussed at our monthly Core Partner meetings.

## **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 7 needs, are described in a detailed narrative and are outlined in Table format in the Attachment B documents.

Appendix B "Partner Services Responsibilities" identifies the services each required partner will provide. Core Partners meet monthly to discuss service delivery and processes for improvement in regards to shared customers and shared services. Required and Core Partners meet bi-monthly at Region 7 Partner Meetings, which provides an opportunity for increased networking and collaboration in order to identify areas for shared services and shared customers. By educating the partners on One-Stop system programs and services, the partners work toward reducing duplications of services and barriers to employment of shared customers.

#### **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 7 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.

## Appendix A: Partner Services Description

- **AARP Foundation Senior Employment**  
223 E. 4<sup>th</sup> St, Waterloo, IA 50703  
(319) 234-0206  
**Hours of operation: M-F 8-4**  
**Service Delivery Access: Access via telephone, website, brochure, WIOA Partner Referral Form, handout at One-Stop Center**

AARP Foundation administers the Senior Community Service Employment Program (SCSEP) in Black Hawk, Butler, Bremer, Buchanan, and Grundy counties. SCSEP assists low income job seekers, age 55+, to re-enter the workforce. Our services include part-time paid training assignments based on skills and career assessment, job search assistance, tuition for short term training, supportive services and on-the-job-training.

The primary location for job training is the Host Agency, a non-profit or public agency that serves as a work training site. Participants train 18 hours per week and earn minimum wage. AARP Foundation assists participants in transitioning into unsubsidized employment by offering trial employments as an incentive for local businesses to hire our mature workers. There is no fee for AARP Foundation services.

- **Adult Education & Literacy - Hawkeye Community College Metro Center (WIOA Title II)**  
844 W. 4<sup>th</sup> St, Waterloo, IA 50702  
(319) 234-5745  
**Hours of operation: M, T, W, TH 8 AM to 9 PM; F 8 AM to 4:30 PM**  
**Service Delivery Access: Access via telephone, website, brochure, WIOA Partner Referral Form, handout at One-Stop Center**

The HCC Adult Education & Literacy (AEL) Program provides the following:

- English Language Learning classes
- US citizenship preparation classes
- HSED preparation classes
- HSED testing services
- PreHSED classes
- Basic reading and math classes
- Family Literacy Program
- Transition to college and the workforce services and classes
- I-BEST classes for CNC and CNA
- Digital literacy, financial literacy, career exploration and workforce

preparation are included contextually in all ELL, PreHSED and HSED classes.

The classes and programs listed above are free of charge, available during day and evening hours, offered face-to-face and hybrid, and are open to eligible persons. HSED testing has a required fee. PreHSED and HSED classes are also offered at the HCC Waverly center. Additionally, there is an online HSED preparation class for individuals with qualifying pretest scores. The classes and programs listed above have been set up to target those most in need according to AEFLA/WIOA guidelines. ELL and HSED classes are under a managed enrollment model, which means that new students are accepted only at the beginning of each new 8-week session (PreHSED/HSED) or semester (ELL).

- **Hawkeye Community College (CTE Provider)**  
1501 E. Orange Rd, Waterloo, IA 50704  
(319) 296-2320



**Hawkeye Center's Hours of Operation: M-F 8:00-5:00**

**Service Delivery Access: Access via telephone, website, brochure, WIOA Partner Referral Form, handout at One-Stop Center**

Mission: The mission of Hawkeye Community College is a globally informed community of successful lifelong learners.

Vision: Hawkeye Community College will be recognized for educational excellence, exceptional student services and responsiveness to diverse communities.

Institutional Goals: To effectively demonstrate our mission, we are committed to provide:

- Educational opportunities that are student centered, comprehensive, and responsive to the individual and society.
- Leadership activities that support a dynamic framework for students, faculty, staff and the community to reach their potential.
- Quality services to each qualified individual.
- Access sensitivity to diversity, support for equal opportunities for all qualified individuals.
- Cooperative community relationships which foster human, social, cultural, economic, and civic development.

Our Pledge: As a college we will provide focus, meaning, and the skills necessary for qualified individuals to live competently in their communities.

Hawkeye Business and Community Education division provides non-credit classes dedicated to personal and professional development. Courses range from day long skill upgrading and career advancement classes to short term certificate programs. Programing of classes is structured to provide flexibility and accessibility to unemployed and underemployed with aim to address local skill and labor shortage. BCE programs are most efficient ways for a student to move from classroom to employment.

- **Hawkeye Community College - Cedar Valley IowaWORKS  
(WIOA Title 1.B) Adults, Dislocated Worker & Youth Program  
3420 University Ave, Waterloo, IA 50702  
Hours of operation: M, T,Th, F 8:30-4:30, W 9:00-4:30  
Service Delivery Access: On-Site Staff (12 FT), Dislocated Worker Transition Center at HCC (5 FT), access via telephone, website, brochure, WIOA Partner Referral Form**

The Workforce Innovation & Opportunity Act (WIOA) is designed to provide an efficient, effective and convenient system for job seekers to find jobs, employers to locate new workers, and for both to have access to information to assist them in developing career and business plans.

Some of the basic WIOA career services include determination of eligibility for WIOA Title 1 programs, initial assessment, resume development, labor market information, filing unemployment insurance claims, job search assistance, no cost workshops, and information about other Workforce Development Center partners.

Individualized WIOA career services are available for people who need additional help with entry into the workforce. Examples of such services include staff assisted job development, in-depth interviewing and evaluation to identify employment barriers, development of an individual employment plan, short term skill upgrading, internships and work based learning.

Additional services and assistance is available for veterans, dislocated workers, welfare recipients, older workers, disabled individuals and those in need of adult education and literacy programs through our Workforce Development Center partners.

### **Region 7 Vision Statement**

To be the first point of contact for all job seekers and employers, through outreach, relevant training and resources to meet the demands of an every changing Job Market.

### **Region 7 RWDB's Mission Statement**

The Region 7 Workforce Development Board (RWDB) is a collaborative group of business, education, economic development, labor, and government professionals that strive to ensure that our five- county region addresses the employment needs of businesses and job seekers so the Cedar Valley Region will grow and prosper.

### **Values**

The Region 7 RWDB values are in alignment with the following principles:

Grow Cedar Valley Region's skilled workforce

Improve programs/services to employers and job seekers

Evaluate and critique systems/programs for effectiveness

Collaborate and communicate with other organizations to enhance efforts

- **Iowa Department for the Blind - VR**

**(WIOA Title IV)**

**524 4<sup>th</sup> St., Des Moines, IA 50309**

**1-800-362-2587**

**TTY-1-151-281-1355**

**Hours of Operation: M-F 8:00-4:30**

**Service Delivery Access: Access via telephone, website, brochure, handout at One-Stop Center, WIOA Partner Referral Form**

A state agency providing vocational rehabilitation and independent living services to Iowans 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 Iowans who, because of physical limitations, cannot easily read standard print.

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
- Adaptive devices for training and employment
- Employer development
- Library and informational services
- Independent living services

- **Iowa Division of Vocational Rehabilitation Services (IVRS)**

**(WIOA Title IV)**

**3420 University Ave, Ste. D, Waterloo, IA 50702**

**(319) 234-0319 (Voice/TTY)**

**Hours of Operation: M-F 8:00-4:30**

**Service Delivery Access: On-Site Staff (18 FT), On-Site School Staff (2 FT)  
access via telephone, website, brochure, handout at One-Stop Center, WIOA  
Partner Referral Form**

To be eligible for services from the Iowa Vocational Rehabilitation Services, an individual must have a disability that substantially limits their ability to work and they must need vocational rehabilitation services to be able to prepare for, enter or retain a job. An individual plan for employment which identifies all services necessary to overcome the barriers to that person getting and keeping a job is developed with each eligible individual. Only agency DVRS counselors can determine eligibility and agree to provide services. DVRS staff can only be supervised by other DVRS staff.

DVRS 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. DVRS as a One-stop partner agrees to the General Provisions and to otherwise abide by the Memorandum of Understanding for Region 7, will provide the following:

1. Eligibility determination for Vocational Rehabilitation services.
2. Specialized services to eligible individuals with disabilities which may include item 3 through 10 below.
3. Diagnostic and/or evaluation services needed to assess employability and vocational rehabilitation potential of individuals with disabilities.
4. Physical and mental restoration for individuals with disabilities.
5. Vocational training for individuals with disabilities.
6. Career exploration, job placement, and retention counseling for individuals with disabilities.
7. Guidance and counseling for eligible individuals with disabilities.
8. Adaptive devices for individuals with disabilities.
9. Other appropriate services and programs for individuals with disabilities.
10. Business consultation for disability-related services.

The Transition Alliance Program (TAP) is a partnership between the Waterloo Community Schools and Iowa Vocational Rehabilitation Services and the Cedar Falls Community Schools and Iowa Vocational Rehabilitation Services. The goal of TAP is to increase successful employment through collaborative efforts. Students participating in TAP are referred by their home school IEP Team based on their needs in developing skills to be successful in obtaining, maintaining, and regaining employment.

- TAP provides individualized attention that addresses the specific needs and fosters the development of realistic goals of young adults. These supports begin for eligible students during high school and can continue through the age of 25.
- TAP provides assistance with vocational, housing, medical and financial matters. TAP staff work with students one-on-one to reach their personal goals.
- **Iowa Northland Regional Housing Authority**  
**211 20<sup>th</sup> St. NW, Ste. A, Waverly, IA 50677**  
**(319) 483-5079**  
**Hours of Operation: Mon-Th 8:30-1:30 and by appointment**  
**Service Delivery Access: Access via telephone, website, brochure, handout at One-Stop Center**

The Iowa Northland Regional Housing Authority administers the Housing Choice Voucher Program (Section 8 Rental Assistance) in the Iowa counties of Black Hawk (with the



exception of Waterloo, Cedar Falls and Evansdale), Bremer, Butler, Buchanan, Chickasaw, and Grundy.

The INRHA has a waiting list for rental assistance and the current wait for assistance is estimated at 9 to 12 months. The waiting list is closed unless an applicant qualifies for a residency preference. To qualify for the preference, the applicant must reside or work in the INRHA jurisdiction. Applications can be mailed or picked up in the office during business hours.

- **Iowa Workforce Development**  
(WIOA Title III) Wagner-Peyser  
3420 University Ave, Waterloo, IA 50701  
(319) 291-2546  
**Hours of operation: M, T,Th, F 8:30-4:30, W 9:00-4:30**  
**Service Delivery Access: On-site Staff (33 FT), access via telephone, website, brochure, WIOA Partner Referral Form, Virtual Access Points across the state in public locations (i.e. libraries)**

Iowa Workforce Development links job placement and skill development into a system of lifelong learning and opportunity. Through resources and services created for employers, employees, and the unemployed, Iowans can take control of their economic future and the security of their families.

**Agency Mission Statement:** Iowa Workforce Development contributes to the economic security of Iowa's workers, businesses and communities through a comprehensive statewide system of employment services, education and regulation of health, safety and employment laws.

**Vision:** Lead Iowa's workforce by empowering workers and businesses to succeed in a dynamic global economy.

**Guiding Principles:** IWD's fundamental principles are intended to demonstrate our commitment to customers, the state and our employees. We intend to practice what we preach to other employers by striving to be a high performance workplace, and have attempted to convey the characteristics by which we'll judge our success in this endeavor:

- We operate with personal, business and fiscal integrity.
- We respect our customers, partners, and employees.
- We believe in developing the potential of our employees.
- We provide compassionate, exemplary customer service.
- We make fact-based decisions.
- We value open and honest communication.
- We foster strong collaborative relationships with partners.
- We support a diverse workforce.
- We continually strive to improve processes and services.

- **Job Corps**  
3420 University Ave, Waterloo, IA 50701  
(319) 292-2546 x 323  
**Hours of Operation: M-F 8:30-4:30**  
**Service Delivery Access: On-Site Staff (2 FT), access via telephone, website, brochure, WIOA Partner Referral Form, handout at One-Stop Center**

Job Corps is a free educational opportunity for young adults 16-24, based on lower income guidelines. It offers career technical training in over 100 career programs, academic training for high school diploma equivalency and career success standards such as social skills, employability and independent living skills. A student can also obtain their driver's license through our campuses.

Mission Statement: To attract young adults, teach them relevant skills needed to become employable and independent, and help prepare them for success in life by securing meaningful jobs or opportunities for further education.

Eligibility:

- At least 16 but no more than 24 years old at the time of application
- Able to legally work in the US
- Willing to register with Selective Service (males)
- Low income, in foster care, or receive government assistance
- Have one of the following barriers: is a high school dropout, requires additional education or career training, or is basic skills deficient, homeless
- Must have parent or guardian signature and consent if a minor
- Willing to follow the rules and behave appropriately while enrolled

• **Operation Threshold**

**1535 Lafayette, Waterloo, IA 50703**

**(319) 291-2065**

**Hours of Operation: M-Th 8:00-5:30 F 8:00-12:00**

**Service Delivery Access: Access via telephone, website, brochure, handout at One-Stop Center**

Operation Threshold is a Community Action Agency established in 1964. The mission of Operation Threshold is to collaborate, educate, and provide services to help meet the basic needs of people, and create opportunities for self-sufficiency. Operation Threshold's primary service area includes Black Hawk, Buchanan, and Grundy Counties in northeast Iowa. In addition, our WIC program serves Benton, Bremer, and Chickasaw Counties, and our Mortgage Foreclosure Prevention Counseling serves the entire state. As a Community Action Agency, OT provides services in response to current community needs, and annually serves approximately 20,000 people -more than 10% of the population of our area! Presently we provide services in four core areas:

- 1) Community Services
- 2) Family Development
- 3) Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- 4) Housing and Weatherization

• **PROMISE JOBS**

**3420 University Ave, Waterloo, IA 50701**

**(319) 235-2123**

**Hours of operation: M,T,Th,F 8:30-4:30, W 9:00-4:30**

**Service Delivery Access: On-Site staff (12 FT), access via telephone, website, brochure**

Iowa's model for providing assistance to Family Investment Participant's (FIP) through specialized services. A partnership with the Department of Human Services assists in providing comprehensive work based services to help participants obtain financial independence through a Family Investment Agreement. In addition, Promise Jobs provide: Orientation, Life Skills, Family Self-Sufficiency Grant, Classroom Training, Adult Basic Education, High School

Equivalency Diploma, Case Management, Transportation, Childcare, Assessment, Parenting Skills, Job Seeking/Keeping Skills, Work Experience, Employment, and Family Development.

- **Proteus, Inc.**  
**Central Administrative Office**  
**107 North 7<sup>th</sup> St.**  
**Ft. Dodge, IA 50501**  
**(515) 573-8225**  
**Hours of Operation: M-F 8-4:30, will travel to meet client at time convenient for them**  
**Service Delivery Access: Access via telephone, website, brochure, WIOA Partner Referral Form, handout at One-Stop Center**

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.

- **Waterloo Housing Authority**  
**620 Mulberry St, Waterloo, IA 50703**  
**(319) 233-0201**  
**Hours of Operation: M-F 8-5**  
**Service Delivery Access: Access via telephone, website, brochure, handout at One-Stop Center**

Waterloo Housing Authority (WHA) administers Section 8 housing program to help low-income households with rent payments for decent, safe, affordable and sanitary housing. Private owners rent their units directly to the low-income tenants and the housing authority subsidizes the housing assistance payment (HAP) to the landlords. WHA also manages a 50-unit Senior Public Housing complex. The role of the WHA is to provide affordable and accessible housing. The WHA serves as an administrator to HUD and has four broad areas of responsibility: 1) certifies and recertifies tenants, 2) approves units and leases, 3) pays housing assistance to landlords, and 4) monitors program performance and compliance with federal rules.



Appendix B: MOU Center-System Partner Services

	Hawkeye Community College CTE	AARP Foundation SCSCEP	HCC Metro Center AEL	Iowa Department for the Blind Services	Iowa Vocational Rehabilitation	INR & Waterloo Housing Authority	Iowa Workforce Development UI	Operation Threshold	Promise Jobs	Proteus	Trade Act	Veterans (IWD)	Wagner Peyster	(MIOA) IowaWORKS HCC
Eligibility for services	X		X	X	X	X	X			X	X	X		X
Outreach, intake, orientation	X		X	X	X	X	X			X	X	X		X
Initial assessment	X		X	X	X	X	X			X	X	X		X
Labor exchange services										X	X	X		X
Referrals to programs	X		X	X	X	X	X			X	X	X		X
Labor market information			X	X	X	X	X			X	X	X		X
Performance, cost information			X	X	X	X	X			X	X	X		X
Supportive services information	X		X	X	X	X	X			X	X	X		X
UI information and assistance							X							
Financial aid information			X	X	X	X	X			X	X	X		X
Follow-up services	X		X	X	X	X	X			X	X	X		X
Comprehensive assessment	X		X	X	X	X	X			X	X	X		X
Individual employment plan	X		X	X	X	X	X			X	X	X		X
Career planning, counseling	X		X	X	X	X	X			X	X	X		X
Short-term prevocational services	X		X	X	X	X	X			X	X	X		X
Internships, work experiences	X		X	X	X	X	X			X	X	X		X
Out-of-area job search				X	X	X				X	X	X		X
Financial language acquisition			X	X	X	X				X	X	X		X
Workforce preparation	X		X	X	X	X				X	X	X		X

## Partner Services Responsibilities

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

**Required Partner Services:** The preceding spreadsheet identifies the services each required partner provides. Service delivery location, hours of operation, and method of service delivery are included in Appendix A. Following is a description of each service:

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

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

about employment levels, unemployment rates, wages and earnings, employment projections, jobs, training resources, and careers.

6. **Eligible Provider Performance and Program Cost Information:** Collect and provide information on:
  - A. Eligible training service providers;
  - B. Eligible youth activity providers;
  - C. Eligible adult education providers;
  - D. Eligible postsecondary vocational educational activities and vocational educational activities available to school dropouts under the Carl Perkins Act; and
  - E. Eligible vocational rehabilitation program activities.
7. **Local Performance Information:** Collect and provide information on the local area's recent performance measure outcomes.
8. **Supportive Services' Information:** Collect and provide information on specific services such as transportation, child care, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in employment and training activities.
9. **Unemployment Compensation:** Collect and provide information on filing claims for state benefit payments that protect individuals from economic insecurity while they look for work. Provide assistance in filing claims. Claims may be filed on-line or via telephone available in the One-Stop.
10. **Financial Aid information:** Provide guidance to individuals on eligibility for other programs and on financial aid assistance for training and education programs that are available in the local area.
11. **Follow-Up Services:** Services provided to participants who are placed in unsubsidized employment, for not less than 12 months after the first day of the employment. These services assist those individuals to maintain employment or qualify for promotions with that employment.
12. **Comprehensive and Specialized Assessments:** A closer look at the skills levels and service needs that may include:
  - A. Diagnostic Testing and use of other assessment tools; and
  - B. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
13. **Individual Employment Plan Development:** Working with individuals to identify their employment goals, the appropriate achievement objectives, and the appropriate combination of services that will help the individual achieve those goals.
15. **Career Planning, Counseling:** Providing information on eligible providers of training services and career pathways to attain career objectives.



16. **Workforce preparation activities:** Activities designed to help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills and self-management skills including competencies in utilizing resources, using information, working with others, understanding systems and obtaining skills necessary for successful transition into and completion of postsecondary education or training or employment.
17. **Short-Term Prevocational Services:** Can include development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment.
18. **Internships and work experience:** linked to careers and serves as the stepping stone for career pathways.
19. **Financial Literacy:** Ability of participants to create budgets, initiate savings and make informed financial decisions. Ability to understand, evaluate and compare financial products, services and opportunities.
20. **English language acquisition**
21. **Out of area job search**

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

1. **Occupational Skills Training:** An organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate or advanced levels.
2. **On-the-Job Training (OJT):** Training by an employer that is provided to a paid participant while engaged in productive work that is limited in duration, provides knowledge or skills essential to the full and adequate performance of the job, and reimburses the employer for the costs associated with training the OJT trainee often calculated based on a percentage of the trainee's wages.
3. **Workplace and cooperative education:** Programs that combine workplace training with related instruction which may include cooperative education programs.
4. **Training programs operated by the private sector**
5. **Skills upgrading and retraining:** Courses that prepare persons for entrance into a new occupation through instruction in new and different skills demanded by technological changes. These courses train incumbent workers in specific

skills needed by that business or industry and that lead to potential career growth and increased wages. This includes courses that develop professional competencies that are particularly relevant to a vocational/occupational goal. It must be demonstrated that the training will result in the workers' acquisition of transferable skills or an industry-recognized certification or credential.

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

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

1. **Employer needs assessment:** Evaluation of employer needs, particularly future hiring and talent needs.
2. **Job posting:** Receiving and filling of job openings; searching resumes; providing access to a diverse labor pool.
3. **Applicant pre-screening:** Assessing candidates according to the employer's requirements and hiring needs; referring candidates based on their knowledge, skills, and abilities relative to the employer requirements.
4. **Recruitment assistance:** Raising awareness of employers and job openings and attracting individuals to apply for employment at a hiring organization. Specific activities may include posting of employer announcements, provision of job applications, and hosting job fairs and mass recruitments.

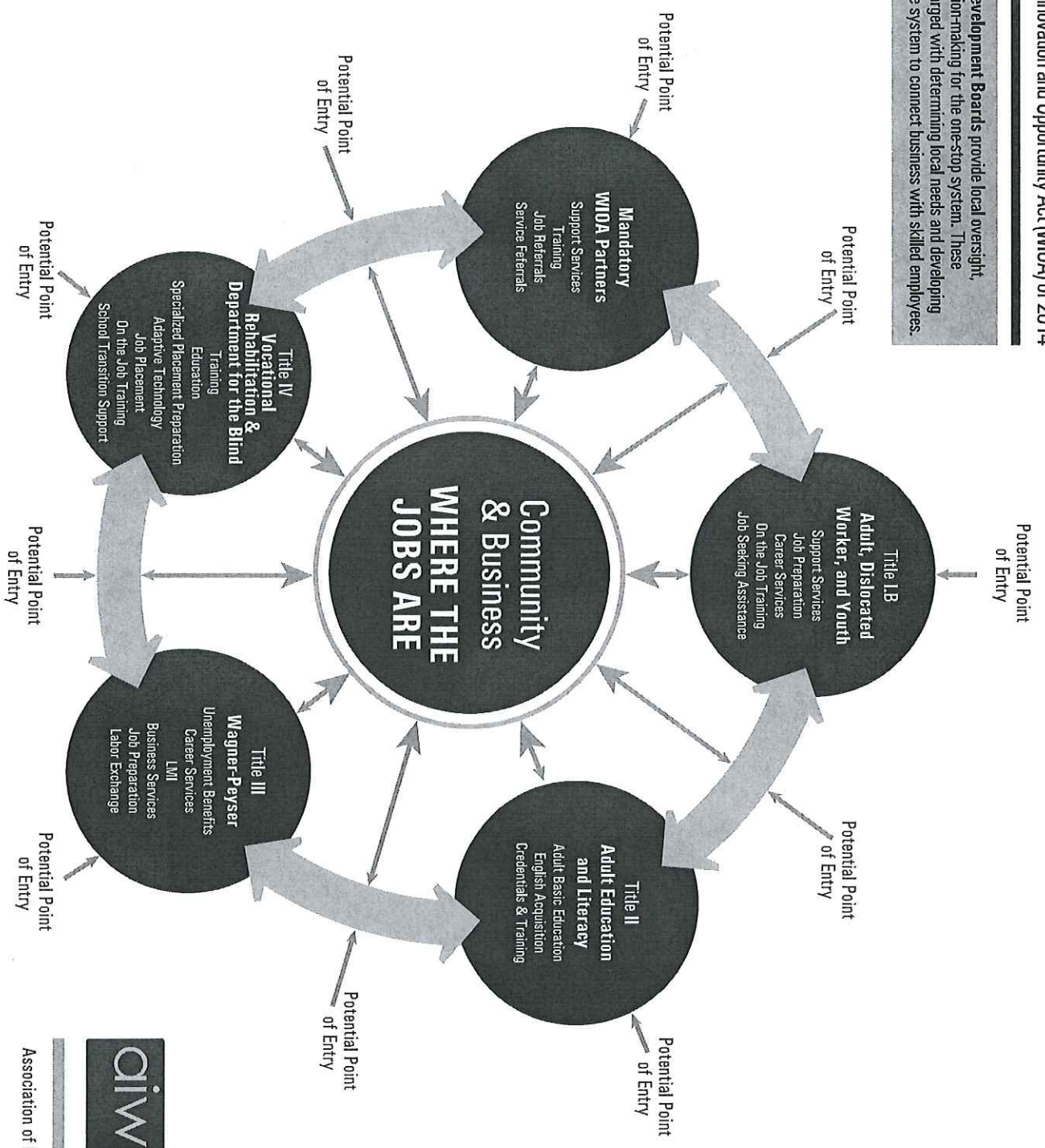
5. **Training assistance:** Providing training resources to enable employers to upgrade employee skills, introduce workers to new technology, or to help employees transition into new positions.
6. **Labor Market Information:** Access to information on labor market trends, statistics, and other data related to the economy, wages, industries, etc.
7. **Employer information and referral:** Provision of information on topics of interest to employers such as services available in the community, local training providers, federal laws and requirements, tax information, apprenticeship programs, human resource practices, alien labor certification, incentive programs such as WOTC or the federal bonding program, etc.
8. **Rapid Response and Layoff Aversion:** Provision of services to prevent downsizing or closure, or to assist during layoff events. Strategies may include incumbent worker training to avert lay-offs, financing options, employee ownership options, placement assistance, worker assessments, establishment of transition centers, labor-management committees, peer counseling, etc.

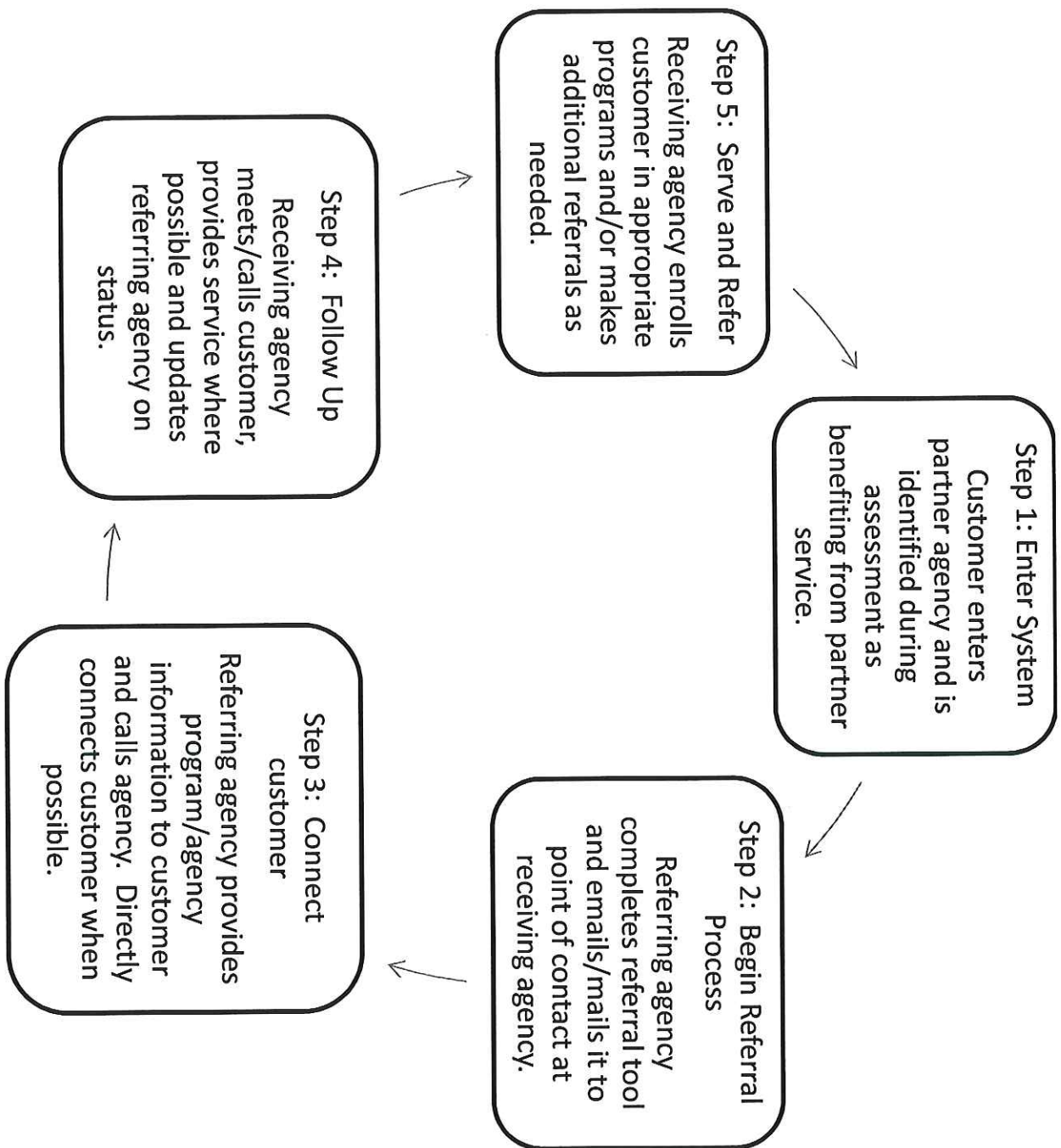


# THE ONE-STOP SYSTEM

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.







## REGION 7 WIOA PARTNER REFERRAL & RELEASE OF INFORMATION

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

- I need help finding a job
- I would like additional training
- I need additional help in math and reading
- I am 55 years of age or older
- I have a vision impairment
- I want my high school equivalency diploma
- I want to learn/improve English skills
- I have done farm/agricultural work
- I have a physical or mental disability that is a substantial barrier to employment

Name: \_\_\_\_\_ Last 4 digits of SSN: \_\_\_\_\_ DOB: \_\_\_\_\_

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

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

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

**It is understood that this information will remain confidential, and access to the information is appropriate only for the purpose of collaboration, and coordination of career and employer services between AARP Foundation, Hawkeye Community College AEL, IDB, IVRS, IowaWORKS, Job Corps, and Proteus.**

I \_\_\_\_\_ (client name) authorize \_\_\_\_\_ (referring agency) and the agency being referred to share information about me. I have been informed of the intended purpose and use of this information will be shared to coordinate services to assist me. 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. 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.

Client Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Parent/Guardian Signature \_\_\_\_\_  
(if under 18 years of age)

Date: \_\_\_\_\_

Referring Partner/Staff Name: \_\_\_\_\_ Email: \_\_\_\_\_