

**MEMORANDUM OF UNDERSTANDING**  
*between*  
**The Region 14**  
**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 14 Chief Elected Official Board (CEO Board).

3.2. Region 14 Workforce Development Board.

3.3. Region 14 One-Stop System Partners:

Required Partner	Local Area	Entity	Name	Telephone Number	Email Address
Title 1-Adult/DW/Youth	14	MATURA Action Corporation	Ron Ludwig	641.782.8431	<a href="mailto:rludwig@maturaia.org">rludwig@maturaia.org</a>
Adult Education/Literacy	14	Southwestern Community College-Adult Education & Literacy	Tom Lesan	641.782.1443	<a href="mailto:lesan@swcciowa.edu">lesan@swcciowa.edu</a>
Adult Education/Literacy	14	Southwestern Community College-Adult Education & Literacy	Darla Helm	641.782.1497	<a href="mailto:dhelm@swcciowa.edu">dhelm@swcciowa.edu</a>
Carl Perkins	14	Southwestern Community College	Dr. Barb Crittenden	641.782.7081	<a href="mailto:crittenden@swcciowa.edu">crittenden@swcciowa.edu</a>
Wagner-Peyser	14	Iowa Workforce Development	Marketa Oliver	515.281.4986	<a href="mailto:marketa.oliver@iwd.iowa.gov">marketa.oliver@iwd.iowa.gov</a>
Wagner-Peyser	14	Iowa	Elizabeth	641.202.3900	<a href="mailto:Elizabeth.waigand@iwd.iowa.gov">Elizabeth.waigand@iwd.iowa.gov</a>

#### **4. Region 14 Vision and Goals.**

The WDB 14 strategic vision:

- All job-seekers will have a job and all businesses will have their openings filled by Future Ready individuals.

The WDB 14 goals to reach the vision:

1. **Hard Skills:** Develop a talent pipeline by preparing pools of talent from available workers including: K-12, disabled, disconnected youth, non-English speaking, older, basic skills deficient citizens who lack a basic high school diploma or equivalent, and other citizens who can be reached by the region 14 collective WIOA workforce system for skills training to improve marketable skills for the local labor market. Incorporate career pathways to give customers vision on how to gain skills and earning potential through advancement and additional training/education.
2. **Soft Skills:** Improve the skills some workers are lacking, including basic work ethics, interviewing skills, basic academic skills, responsibility, organizational skills, analytical thinking and problem-solving, communication, teamwork, and self-esteem can be addressed in numerous ways within the One-Stop system including paid or unpaid work experiences for the Out-of School Youth.
3. **Collaboration:** Success through collaboration: The goals and vision are developed in collaboration with core partners and other partners to ensure that appropriate services are being provided, we are working with a common vision, braiding funds when possible, imparting workplace readiness and work ethic information as we go since that is a critical need for area businesses. Continue to work on relationships with new stakeholders to ensure we are working towards the same goals with a consistent message. Partner meetings that are held in the region quarterly have become the forum for this consistent message and where new layers of stakeholders come into the conversation. Monthly meetings are held between the core partners to review shared customers to identify supports needed--including individuals with disabilities. IDB and IVRS will be utilized for assistive technology and accessibility tools for self-sufficiency and career advancement for populations who need those additional services. Share career pathways and sector board report out information so all partners have the same guidance for planning and service design for customers.

WDB 14 Priorities to meet the goals:

1. Sector Strategies
2. Career Pathways
3. Credentialing to build skills that are marketable and stackable
4. Use core partnerships to ensure we are collectively serving citizens including targeted populations and those with barriers. Assist customers in skill development and training through the community college system or other training providers including non-credit and for credit programs, Adult Basic Education, English as a Second Language, Literacy and high school equivalency completions, providing accessibility via IVRS and IDB as needed to assist customers in reaching their goals.

#### **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.

		Workforce Development	Waigand		
Vocational Rehabilitation	14	Iowa Vocational Rehabilitation Services	Leslie McCarthy	515.281.8917	<a href="mailto:leslie.mccarthy@iowa.gov">leslie.mccarthy@iowa.gov</a>
Department for the Blind	14	IA Department for the Blind	Keri Osterhaus	515.242.5746	<a href="mailto:keri.osterhaus@blind.state.ia.us">keri.osterhaus@blind.state.ia.us</a>
Department for the Blind	14	IA Department for the Blind	Samuel Negron	515.344.7942	<a href="mailto:samuel.negron@blind.state.ia.us">samuel.negron@blind.state.ia.us</a>
Career/ Technical Education	14	Iowa Department of Education	Pradeep Kotamraju	515.281.4716	<a href="mailto:Pradeep.kotamraju@iowa.gov">Pradeep.kotamraju@iowa.gov</a>
SCSEP (Older Worker)	14	AARP Foundation Experience Works	Cynthia Cannavo Melody DeJong	515.287.1555 515.243.2430	<a href="mailto:ccannavo@aarp.org">ccannavo@aarp.org</a> <a href="mailto:meldoy_dejong@expexperienceworks.org">meldoy_dejong@expexperienceworks.org</a>
		Experience Works	David Hicks	765.730.3735	<a href="mailto:David.Hicks@experienceworks.org">David.Hicks@experienceworks.org</a>
Job Corps	14	Denison Job Corps	Jim Whitmire	712.265.2300	
		Ottumwa Job Corps	Mark Douglas	641.682.2000	
Migrant/Seasonal Farm Worker	14	Proteus	Jesus Soto	515.271.5303	<a href="mailto:jesuss@proteusinc.net">jesuss@proteusinc.net</a>
Veterans	14	Iowa Workforce Development	Marketa Oliver	515.281.4986	<a href="mailto:marketa.oliver@iwd.iowa.gov">marketa.oliver@iwd.iowa.gov</a>
Trade Act	14	Iowa Workforce Development	Marketa Oliver	515.281.4986	<a href="mailto:marketa.oliver@iwd.iowa.gov">marketa.oliver@iwd.iowa.gov</a>
Community Action (E/T)	14	FaDSS/MATURA Action Corporation	Ron Ludwig	641.782.8431	<a href="mailto:Rludwig@maturaia.org">Rludwig@maturaia.org</a>
Housing Authority (E/T)	14	SIRHA	Cathy Seddon Billie Jo Greenwalt	641.782.8585 641.782.8585 x 1025	<a href="mailto:cseddon@sirha-ia.org">cseddon@sirha-ia.org</a> <a href="mailto:bgreenwalt@sirha-ia.org">bgreenwalt@sirha-ia.org</a>
Unemployment	14	Iowa Workforce Development	Ryan West	515.725.1086	<a href="mailto:Ryan.west@iwd.iowa.gov">Ryan.west@iwd.iowa.gov</a>
TANF(PROMISE JOBS)	14	Iowa Workforce Development	Marketa Oliver	515.281.4986	<a href="mailto:marketa.oliver@iwd.iowa.gov">marketa.oliver@iwd.iowa.gov</a>

## **6. Development and Implementation.**

This MOU will be developed and implemented in two phases:

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

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

## **7. Legal Obligations.**

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

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

The region 14 One-Stop system is made up of one one-stop office that houses the Wagner-Peyser and WIOA title I programs, one community college that includes ABE/AEL services, one IVRS office, and one IDB representative to serve the eight counties in the region with the partnership of a variety of other partners and community support. These partners serve the entire eight counties to include all customers who seek services through appointments and itinerant offices with schedules for services. The One-Stop system works to serve targeted populations including non-English speaking, older workers, veterans, disabled, youth who are disconnected from education and work opportunities, low-income, ex-felons and others who face barriers to opportunities. This region 14 one-stop system is committed to the development of a future ready workforce for sustainability and growth of the businesses, communities and the region as a whole.

The design for services from the One-Stop system starts with understanding the business needs in the region. Using data and face to face feedback, businesses indicate that they seek specific skills sets. There are demands for welders, nurses, Certified Nurse Assistants, and CDL truck drivers at the top of that list. Other skill sets employers need include direct care workers, workers with basic computer literacy, retail/customer service workers and manufacturing/

assembly workers. Also, according to the 2015 Iowa Needs assessment, 18.2% of the applicants for employment lack basic computer skills, 25.5% lack business communication skills, 15.9% lack project management skills and 49.4% lack analytical thinking skills. In addition, applicants lack soft skills such as motivation (77.9%), dependability (75.7%), communication skills (60%), time-management (51.7%), teamwork (38%), leadership (37.2%), and honesty (34.5%). For people with disabilities: the unemployment rate is approximately 19.5%. In face-to-face conversations with local businesses who share workforce issues and concerns, the most frequent shared concerns include: lack of problem-solving and critical thinking.

Using this data, the core-partners created a local service plan to design services, plan coordination of services to prevent duplication of efforts and meet the needs stated above. This MOU is the final document of this local plan for shared delivery of the plan. This MOU establishes the partner services that will work towards the goals and priorities stated in the plan. *NOTE: See MOU attachments A and B for the Career Services available through the One-Stop system.*

## **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 needs have been met.

*See flow chart in Attachment C for access to region 14 services.*

Region 14's process for tracking referrals documents a commitment by the core Partners to jointly and mutually implement processes for referral of customer to services not provided on-site and is a customer-centered process completed by trained system staff so customers who enter at any point can be provided access and information to the entire system to meet their individual needs. The Referral Process is completed as follows:

#### Referral Process for ABE/Voc. Rehab/Dept. for the Blind

##### **Incoming Referrals from ABE/Voc. Rehab/Dept. for the Blind (In Person)**

1. If the customer comes to the center with the referral document, the skill developer will provide the service needed and recommend a next step.
2. The skill developer will email Crystal Denton and notify her about the service and recommendation for next service.
3. Skill developer will call the customer to remind them of their next appointment.
4. Crystal will track the progress of the customer and work with skills team to assist the customer in reaching goals.

##### **Incoming Referrals from ABE/Voc. Rehab/ Dept. for the Blind (Via Phone or Email)**

1. Crystal Denton will work with skill development team to coordinate with customer on the needed service.
2. The skill developer will email Crystal Denton and notify her about the service and recommendation for next service.
3. Skill Developer will call the customer to remind them of their next appointment.
4. Crystal will track the progress of the customer and work with skills team to assist the customer in reaching goals.

##### **Outgoing Referrals to ABE for HSET classes**

1. Skill developer or any employee in the office will immediately call ABE contact to set up a time for an orientation date to begin classes.
2. Scan the referral form and send it to the ABE contact via email. (copy Crystal Denton)
3. Give the customer the referral form.
4. Record the referral in IWORKS.
5. Crystal Denton will follow up with ABE contact to ensure the customer attended.
6. If the customer did not show, Crystal will make 2 attempts to contact the customer for further assistance.

##### **Outgoing Referrals to ABE for ELL classes**

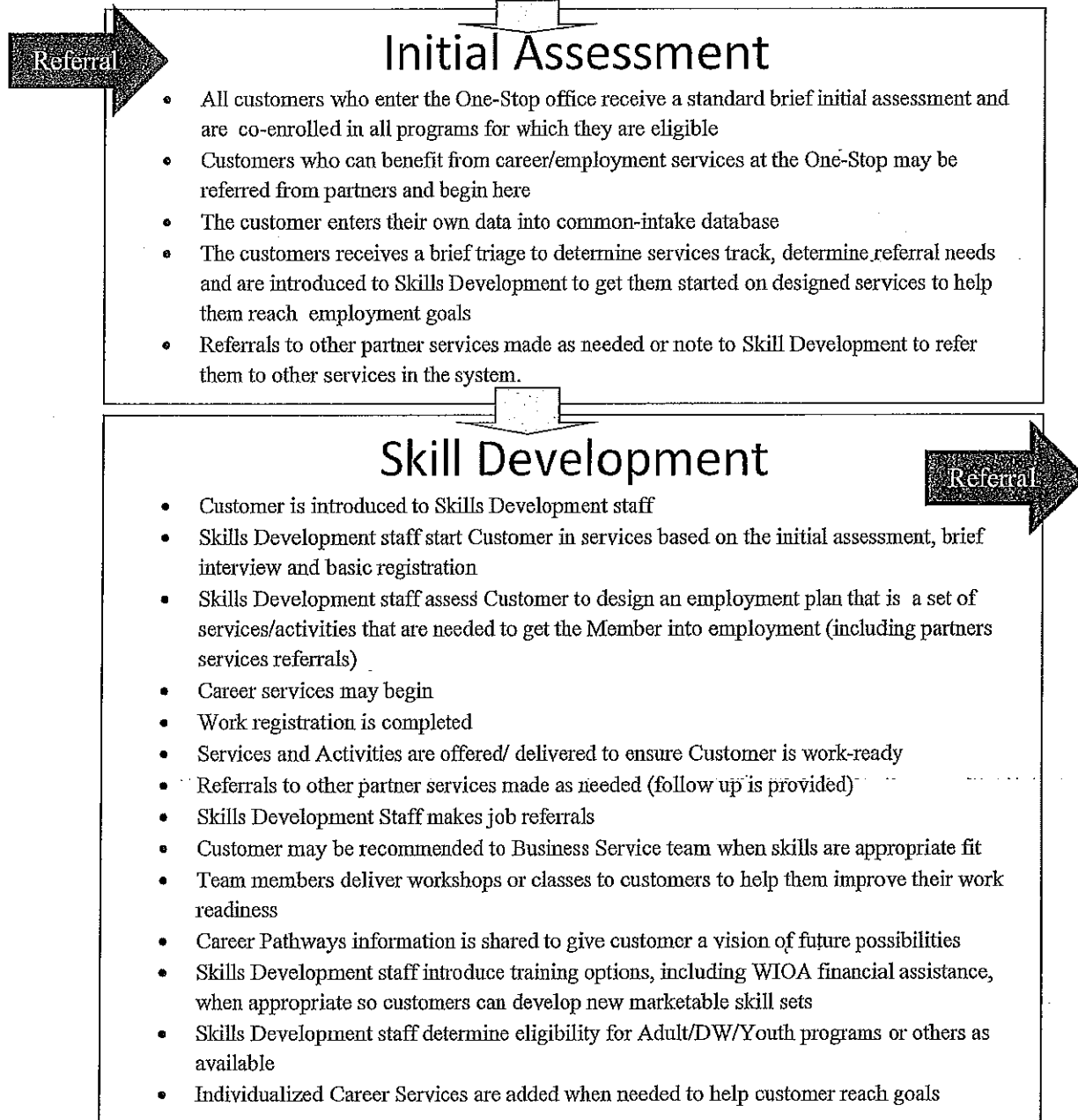
1. Scan the referral form and send it to the ELL contact via email. (copy Crystal Denton)
2. Give the customer the referral form.
3. Record the referral in IWORKS.
4. Crystal Denton will follow up with ABE contact to ensure the customer made contact.
5. If the customer did not make contact, Crystal will make 2 attempts to contact the customer for further assistance.

##### **Outgoing Referrals to Voc. Rehab/Iowa Dept. for the Blind**

1. Scan the referral form and send it to the Voc. Rehab./IDB contact via email. (copy Crystal Denton)
2. Give the customer the referral form and see if Sharman (VR) has time to meet with them.

3. Record the referral in IWORKS.
4. Crystal Denton will follow up with Voc. Rehab./IDB contact to ensure the customer made contact.
5. If the customer did not make contact, Crystal will make 2 attempts to contact the customer for further assistance.

## Integrated Service Flow through the Region 14 One-Stop Office





## Business Services

- Business Service team is an extension of businesses, within the One-Stop, who understand their workforce needs through Sector partnerships and other business interactions between workforce system partners and businesses
- Business Team works to fill job vacancies by knowing needs of business, and communicating that information to Skills Development Team so appropriate preparation of job seeker can be completed
- Team develops relationships with new businesses
- Delivers workshops designed for employee retention to businesses
- Delivers workshops and services to K-12 students to educate them on career choices, education choices to get to their employment goal, work readiness, local business needs and career pathways
- Is the conduit between businesses and job seekers for information, networking, planning, and service design

*NOTE: When services beyond those available inside the One-Stop System are needed, referrals to other agencies and partners will be offered to ensure adequate services are available to the member so they can reach their employment goal. This may happen at any point in the above flowchart as needs are identified. One-Stop center staff will use the Common Intake referral process when appropriate, referral forms or other materials provided by Partners to refer to Partner services in the region. Other customers who enter through other partners offices may be referred to the One-Stop office to obtain this flow of services, or services included above may be delivered in other manners when additional accessibility is needed.*

*Outreach services are provided to counties in the area as needed, as referrals are made, in group activities, workshops and other methods that fit the circumstances.*

## 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 14 needs, are described in a detailed narrative and are outlined in Table format in the Attachment A (narrative) B (table) documents.

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

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

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

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

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

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

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

The partners will develop policies, procedures and promising practices regarding

the development of programs and activities that may include but are not limited to implementation of initiatives such as:

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

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

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

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

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

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

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

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

parties.

#### **14. Amendment.**

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

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

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

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

#### **15. Dispute Resolution.**

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

- 15.1. A written document detailing the dispute must be submitted to the State of Iowa Workforce Development Board, with a copy delivered by U.S. mail or email to each of the parties to this MOU.
- 15.2. The State Workforce Development Board will appoint a standing committee to review and work with the parties to attempt to resolve the impasse. Impasses involving state level partners will have the participation of their respective executive director or administrator, or their designees, in all resolution activities.
- 15.3. If the standing committee successfully brokers a resolution to the dispute, the parties must execute a written agreement containing the terms of the dispute resolution. The standing committee must then make a written report to the State Workforce Development Board at the first meeting to occur after the impasse is resolved and agreement between the parties is executed, detailing the dispute and the resolution. The State Workforce Development Board must publish the

standing committee's report on its website.

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

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

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

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

## **16. Termination.**

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

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

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

**16.4.** A party's termination in whole or in part of its participation in this MOU will be effective only as to that entity.

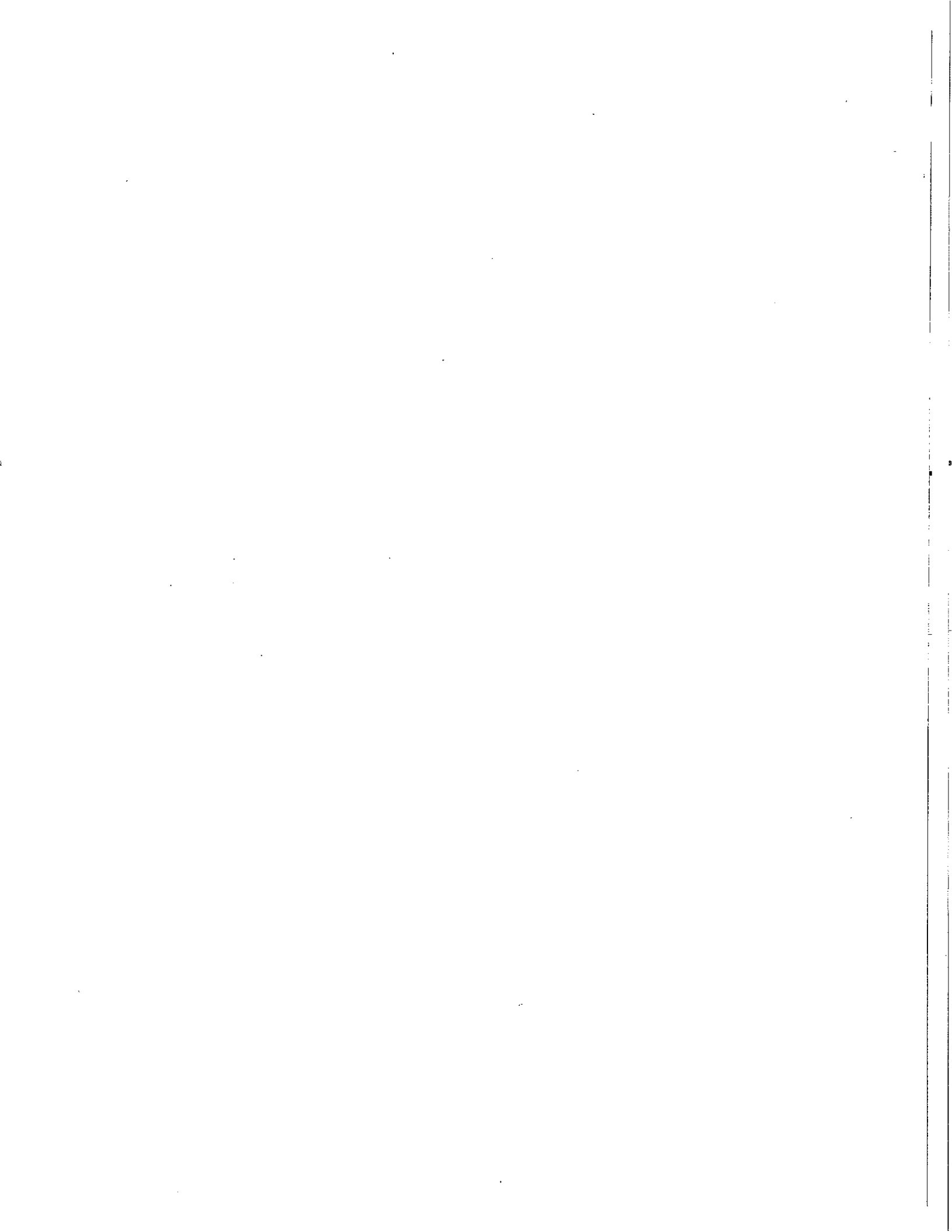
**16.5.** If a party terminates in whole or in part its participation in this MOU, this MOU will remain in full force and effect as to all other parties.

**16.6.** A party's termination in whole or in part its participation in this MOU will trigger a review of the regional workforce development board's certification under WIOA section 107(c) and local workforce development area's designation under

WIOA section 106(b) by the State Workforce Development Board which will result in recommendations to the Governor of the State of Iowa.

**17. No Indemnification and Liability.**

By executing this MOU each partner agrees to work together to deliver Region 14 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.





## MOU Attachment A

### Partner Services Responsibilities

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

**Required Partner Services:** The table below identifies the services each required partner will provide and the method(s) of service delivery each partner will use. The services are identified by the corresponding numbers listed for each in the One-Stop Services document (Attachment B). The service delivery methods are identified by the codes listed in the One-Stop Services document (Attachment B). Include all core partners and any required partners subject to the local needs. Access to each partner's services and activities other than those identified in this Attachment A will be provided as follows:

See Attachment B for complete chart of partner services

Program Name	Partner Agency	Services available in One-Stop ? (Y/N)	Other locations for services	Local Area Services--See Attachment A
EXAMPLE Wagner- Peyser and Unemployment Services	Iowa Workforce Development IowaWORKS 215 N. Elm, Creston, IA 50801 641.782.2119	Yes--staff on site	Call for information- By appointment	Career Services--All services in attachment A Training Services--All services in attachment A Employer Services--All services in Attachment A

**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.

Service Delivery Access Codes:

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



MOU ATTACHMENT B

Partner Services in the Region 14 Workforce System

Program Name	Partner Agency	Services available in One-Stop? (Y/N)	Other locations for services	Local Area Services--See Attachment A
Wagner- Peyser and Unemployment Services	Iowa Workforce Development IowaWORKS 215 N. Elm, Creston, IA 50801 641-782-2119	Yes--staff on site	Call for information-By appointment	Career Services--All services in attachment A Training Services--All services in attachment A Employer Services--All services in Attachment A
WIOA program	MATURA Action Corporation 215 N. Elm, Creston, IA 50801 641-782-2119	Yes--staff on site	Call for information-By appointment	Career Services--All services in attachment A Training Services--All services in attachment A Employer Services--All services in Attachment A
HUD Housing Authority	Southern Iowa Regional Housing Authority (SIRHA) Pine St, Creston, IA 50801 Phone:(641) 782-8585	No-By Referral	Call for information-By appointment	Career Services--referral to Career Services only
Carl Perkins-Career Tech Education /Associates Degree Programs/ Adult Education and Literacy /Adult Basic Education	Southwestern Community College (SWCC) 1501 W. Townline Creston, IA 50801 (641) 782-7081 Osceola Center 2520 College Drive Osceola, IA 50213 641.342.3331 Red Oak Center 2300 North 4th Street Red Oak, IA 51566 712.623.2541	No-By Referral from center or can go direct to college	Call for information-By appointment	Career Services--1,2,3,4,5,7,8,10,11,12,13,15,16,17,18,19 and 21 (see Attachment A) 1,2,3,4,5,6,7,8 (see Attachment A) Employer Services--1,2,3,4,5,7,8 (see Attachment A)
Disability Services	Iowa Vocational Rehabilitation Services (IVRS) 1501 W Townline St., Creston, IA 50801 782-8538	Yes--staff on site	On-site staff full time; Contracted services on-site part time; contracted services off-site; services by telephone; brochure/handouts; and others as needed	Career Services--1,2,3,5,7,8,1011,12,15,16,17,19 (see Attachment A) Training Services--1,3,5,7,8,9 (see Attachment A) Employer Services--1,2,3,4,5,6,7,8 (see Attachment A)
Migrant and seasonal farmworker program	Proteus 515-778-2515	Yes-by appointment	Call for information-By appointment	Career Services--1,2,3,5,7,8,1011,12,15,16,17,19 (see Attachment A) Training Services--1,3,5,7,8,9 (see Attachment A) Employer Services--1,2,3,4,5,7,8 (see Attach A)
Community Action /CSBG	West Central Community Action (WCCA) Harlan, Iowa 1408A Hwy 44 Harlan, IA 51537 712-755-5135	No-By Referral	Call for information	Career Services--referral to Career Services only
Community Action /CSBG	MATURA Action Corporation 215 N. Elm, Creston, IA 50801 641.782.2119	No-By Referral	Call for information	Career Services--referral to Career Services only
Community Action /CSBG	South Central Iowa Community Action Program (SCICAP) 1711 Osceola Ave Chariton, IA (641) 774-8133	No-By Referral	Call for information	Career Services--referral to Career Services only

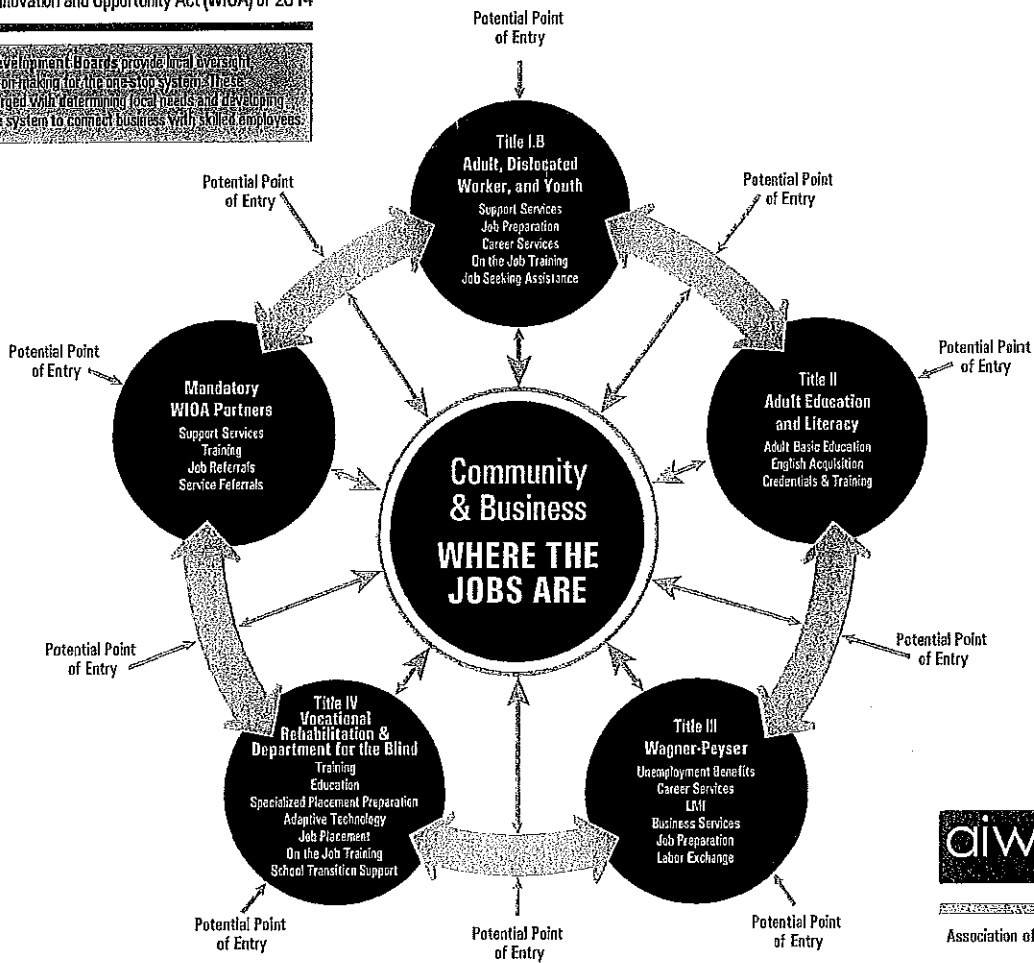
Disability Services to blind/vision impaired	Iowa Department for the Blind Office: 524 Fourth Street Moines, IA 50309-2364 515-344-7942	Main Des	No-By referral	Call for information	Career Services--1,2,3,5,7,8,10,11,12,15,16,17,19 (see Attachment A ) Training Services--1,3,5,7,8,9 (see Attachment A ) Employer Services--1,2,3,4,5,7,8 (see Attachment A )
Senior community service-- employment and training	Experience Works / Senior Community Service Employment Program (SCSEP) 215 N. Elm, Creston, IA 50801 249-2490	(515)	Yes-by appointment	Call for information	Career Services--1,2,3,7,8,10,11,12,15,16,17,19 (see Attachment A ) Training Services--1,2,3,5,7,8,9 (see Attachment A ) Employer Services--1,2,3,4,5,7,8 (see Attachment A )
Education and training and Employment Services	Ottumwa Job Corps Center Training Centre 15229 Truman St (641) 682-2000 Denison Job Corps Center 10 Opportunity Dr (712) 263-4192		No-By referral	Call for information	Career Services--1,2,3,7,8,10,11,12,15,16,17,19 (see Attachment A ) Training Services--1,2,3,5,7,8,9 (see Attach A ) Employer Services--1,2,3,4,5,7,8 (see Attach A )
Veterans Employment and Training	Veterans Workforce Services IowaWORKS 215 N. Elm, Creston, IA 50801 641-782-2119 TANFPROMISE JOBS		Yes	Call for information--by Appointment	Career Services--All services in attachment A Training Services--All services in attachment A Employer Services--All services in Attachment A
Education and training and Employment Services	IowaWORKS 215 N. Elm, Creston, IA 50801 641-782-2119		Yes--staff on site	Call for information	Career Services--services[1-21] in attachment A Training Services--All services in attachment A Employer Services--All services in Attachment A
Training, relocation, wage subsidy, job search and reemployment services to Trade affected Dislocated Workers	Trade Act 215 N. Elm, Creston, IA 50801 641-782-2119	IowaWORKS	Yes--staff on site	Call for information-By appointment	Career Services--All services in attachment A Training Services--All services in attachment A Employer Services--All services in Attachment A



# THE ONE-STOP SYSTEM

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

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



Association of Iowa Workforce Partners  
2016



# MEMORANDUM OF UNDERSTANDING

## Signature Page

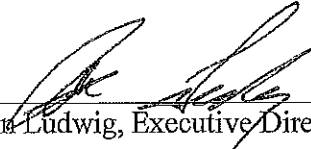
Region 14

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

By signing this Memorandum of Understanding, all partners have reviewed the MOU and find it accurately reflects a general understanding of their involvement in the Region 14 One-Stop System.

*MATURA Action Corp.*

*Title I Adult, Dislocated Worker and Youth*

  
\_\_\_\_\_  
Ron Ludwig, Executive Director

  
\_\_\_\_\_  
Date

*Southwestern Community College*

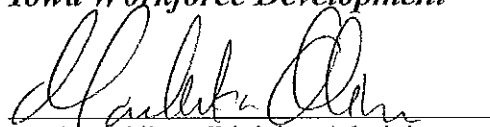
*Carl Perkins Career Technical Education*

  
\_\_\_\_\_  
Dr. Barb Crittenden, President

  
\_\_\_\_\_  
Date

*Iowa Workforce Development*

*Title III Wagner-Peyser*

  
\_\_\_\_\_  
Marketa Oliver, Division Administrator

  
\_\_\_\_\_  
Date

*Iowa Vocational Rehabilitation*

*Title IV Vocational Rehabilitation*

  
\_\_\_\_\_  
Leslie McCarthy, Rehabilitation Supervisor

  
\_\_\_\_\_  
Date

**MEMORANDUM OF UNDERSTANDING**

Signature Page, continued

*Iowa Department for the Blind*

*Title IV Vocational Rehabilitation*

*Keri Osterhaus*

Keri Osterhaus, Vocational Rehabilitation  
Program Supervisor  
*Administrator*

*6-21-2016*

Date

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*Southwestern Community College*

*Title II Adult Education and Literacy*

*Tom Lesan*

Tom Lesan, Supervisor ABE/AEL

*6-8-16*

Date

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*Experience Works*

*Title V Older American Act*

*David Hicks*

David Hicks,  
State Program Director of Indiana & Iowa

*6/2/2016*

Date

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*Denison Job Corps*

*Job Corps*

*see separate attachment*

Jim Whitmire, Director

Date

*Ottumwa Job Corps*

*Job Corps*

*see separate attachment*

Mark Douglas, Director

Date

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**MEMORANDUM OF UNDERSTANDING**

Signature Page, continued

*Proteus*

*Migrant/ Seasonal Farmworker*

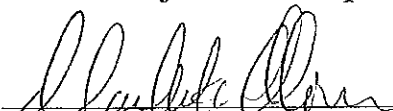
*See separate attachment*

Jesus Soto, Chief Executive Officer

Date

*Iowa Workforce Development*

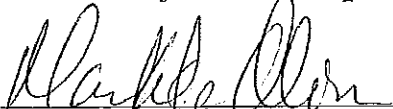
*Veterans Services*

  
Marketa Oliver, Division Administrator

*06.22.16*  
Date

*Iowa Workforce Development*

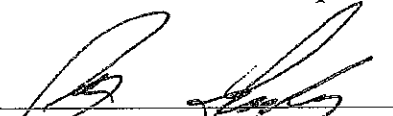
*Trade Adjustment Act*

  
Marketa Oliver, Division Administrator

*06.22.16*  
Date

*MATURA Action Corp.*

*Community Services Block Grant(FaDDS)*

  
Ron Ludwig, Executive Director

*6/10/16*  
Date

**MEMORANDUM OF UNDERSTANDING**

Signature Page, continued

*West Central Community Action*

*Community Services Block Grant*



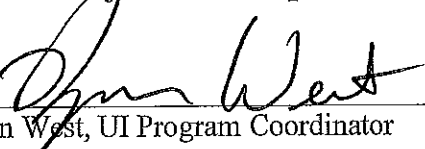
Joel Dirks, Executive Director

5/31/16

Date

*Iowa Workforce Development*

*Unemployment Compensation*



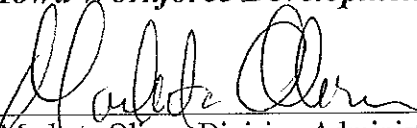
Ryan West, UI Program Coordinator

6/22/16

Date

*Iowa Workforce Development*

*TANF/PROMISE JOBS*



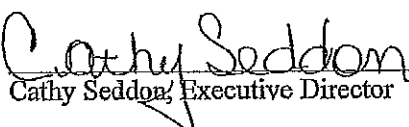
Marketa Oliver, Division Administrator

06.22.16

Date

*Southern Iowa Regional Housing Authority*

*Housing and Urban Development*



Cathy Seddon, Executive Director

5-27-16

Date

# MEMORANDUM OF UNDERSTANDING

## Signature Page

Region 14

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

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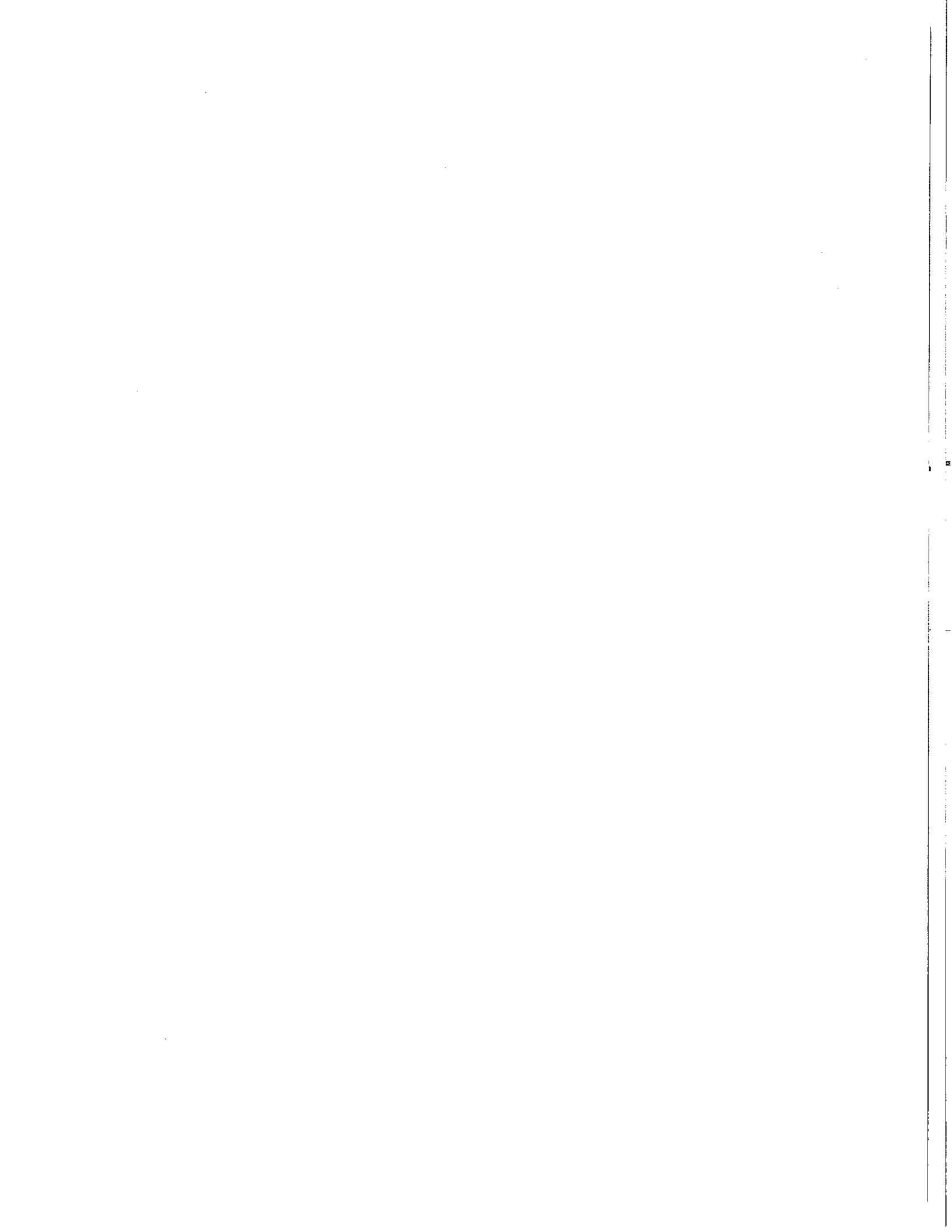
*AARP*

*Title V Older American Act*

Cynthia A Cannavo  
Cynthia Cannavo, Director

6-22-16  
Date

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**MEMORANDUM OF UNDERSTANDING**

Signature Page

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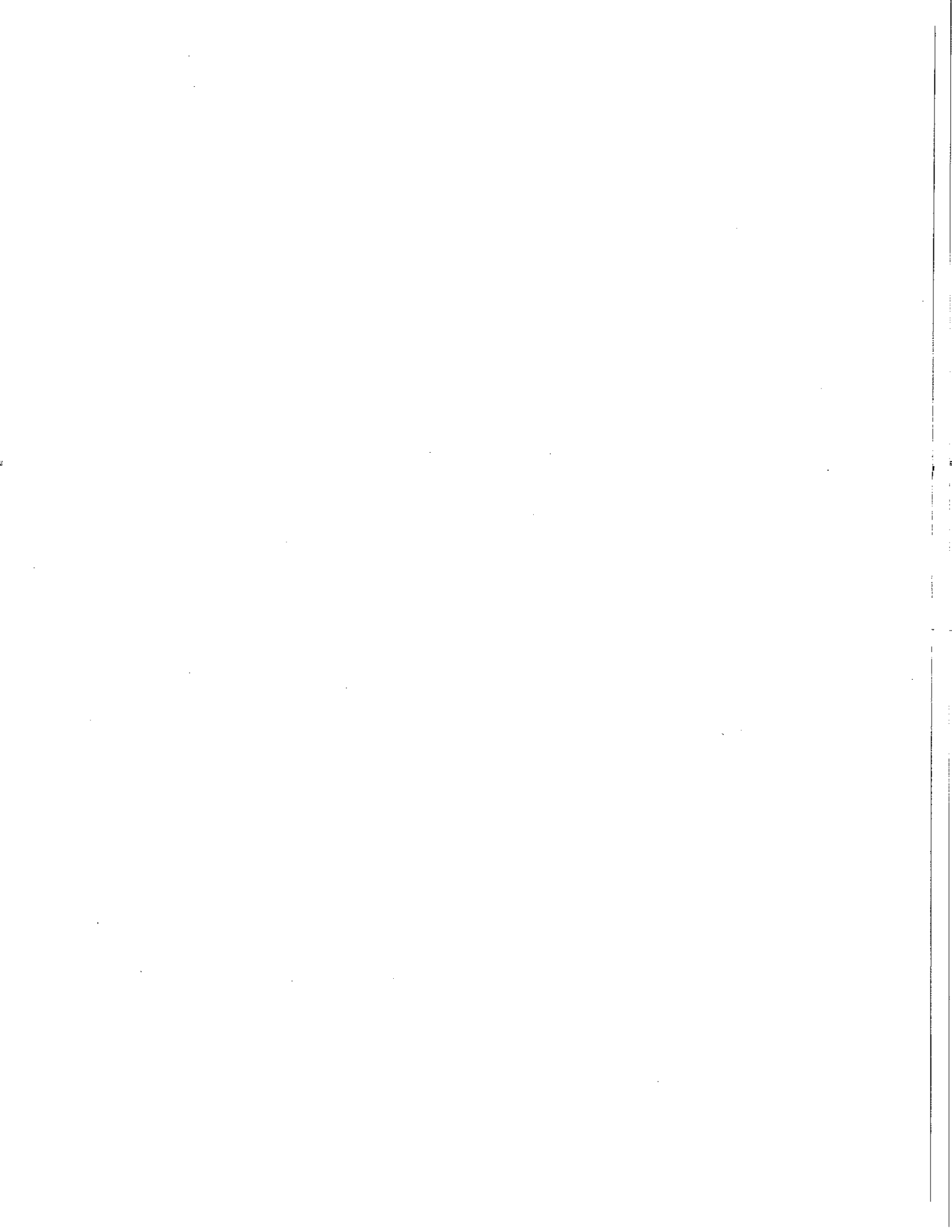
*Denison Job Corps*

*Job Corps*

  
Jim Whitmire, Director

  
Date





# MEMORANDUM OF UNDERSTANDING

## Signature Page

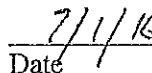
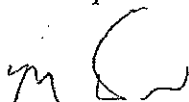
Region 14

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

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*Ottumwa Job Corps*

*Job Corps*



\_\_\_\_\_  
Mark Douglas, Director

\_\_\_\_\_  
Date


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**MEMORANDUM OF UNDERSTANDING**

Signature Page, continued  
Agreement 7/01/2016- 6/30/2019

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<p><b>Proteus</b></p>  <hr/> <p>Jesus Soto, Chief Executive Officer</p>	<p><i>Migrant/ Seasonal, Farmworker</i></p> <p>5/24/2016</p> <hr/> <p>Date</p>
--	--