

MEMORANDUM OF UNDERSTANDING
between
The Region 16
CHIEF ELECTED OFFICIALS,
REGIONAL WORKFORCE DEVELOPMENT BOARD,
and
WORKFORCE DEVELOPMENT PARTNERS

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 16 Chief Elected Official Board (CEO Board).
- 3.2. Region 16 Workforce Development Board.
- 3.3. Region 16 One-stop System Partners:

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

Regional One-Stop System Partner Contact Information

Mandatory Partners	Local Area	Entity	Name	Telephone Number	Email Address
Career/ Technical Education	16	Southeastern Community College	Jan Wolbers	319.208.5061	jwolbers@sociowa.edu
SCSEP (Older Worker)	16	AARP Foundation Experience Works	Jonelle Waller Carlon Hamishveger	319.753.1671	carlon@ewworks.com
Job Corps	16	Ottumwa Job Corps	Mark Douglas	641.682.2000	Douglas.mark@jobcorps.org
Migrant/Seasonal Farm Worker	16	Proteus Regional Contact	Caitlin Exline	319.248.0178	CaitlinE@proteusinc.net
Veterans	16	Iowa Workforce Development	Linda Rouse	641.680.3591	Linda.rouse@iwd.iowa.gov
Trade Act	16	Iowa Workforce Development	Antonina Gotta	515.281.9009	Antonina.Gotta@iwd.iowa.gov
Community Action (E/T)	16	FaDSS	Tim Fitzpatrick Rita Luder	515.281.5938 319.753.0193	Tim.fitzpatrick@iowa.gov rita.luder@caofseia.org
Unemployment	16	Iowa Workforce Development	Ryan West	515.725.1086	Ryan.west@iwd.iowa.gov
TANF(PROMISE JOBS)	16	Iowa Workforce Development	Heidi Wicks Kendra Schaapveld	515.281.2810 563-445-3200	Heidi.wicks@iwd.iowa.gov Kendra.Schaapveld@iwd.iowa.gov
WIOA T-1 Adult, DW, Youth	16	Southeastern Community College	Robert Ryan	319.753.1671	Robert.ryan@iwd.iowa.gov
Wagner-Peyser	16	Iowa Workforce Development	Carolyn Farley	319.753.1671	Carolyn.Farley@iwd.iowa.gov
Iowa Vocational Rehabilitation	16	Iowa Vocational Rehabilitation	Sue Frice	319-753.2231	Suzanne.frice@iowa.gov
Iowa Vocational Rehabilitation	16	Iowa Department for the Blind	Victoria Kollman	515.681.4914	Victoria.kollman@blind.state.ia.us
Adult Education and Literacy	16	Southeastern Community College	Elizabeth Campbell	319-313-1930	ecampbell@sccowa.edu

4. Region 16 Vision and Goals.

Vision: Support and enhance the economic vitality of Southeast Iowa by creating a nimble, data driven and responsive workforce delivery system that serves the needs of jobseekers and employers.

Mission: IowaWORKS Southeast Iowa will align Regional Workforce strategies and activities with Education and Economic Development to deliver a collective response to economic and labor market challenges.

- Goal I:** Region 16's workforce will represent a continuum of the most advanced, skilled, diverse and Future Ready workers in the nation
- Goal II:** Our youth will be afforded the best educational and career opportunities in the nation
- Goal III:** The regional workforce system partners will improve the structure, accessibility and administration of workforce delivery systems throughout the Region

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.

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. See Appendix B for Partner Services Responsibilities Chart.

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.
14. **Career Planning, Counseling:** Providing information on eligible providers of training services and career pathways to attain career objectives.

15. **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.
16. **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.
17. **Internships and work experience:** linked to careers and serves as the stepping stone for career pathways.
18. **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.
19. **English language acquisition**
20. **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 employment, 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, e

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 customer needs have been met. All partners agree to follow the Region 16 one-stop center referral process outlined in Appendix A via the following documents: customer flow, referral form.

The partners agree to develop a referral process to aid in the integration and alignment of services within the regional one-stop system. The referral process must help create a more seamless customer experience by providing convenience of services to individuals and businesses. This process also provides for a continuum of services and follow-up to ensure Region 16 customer needs have been met. Partners will follow the Region 16 referral process and form outlined in Appendix A. The form will be available in an electronic format on the Regional Board website. http://www.iowawdb.gov/r16_home

Referrals in Region 16 will follow this basic customer referral flow:

Step 1: Customer enters workforce system and completes initial assessment

Step 2: Identify referral(s) needed and complete referral form

Step 3: Share referral form with receiving agency and connect customer directly when possible

Step 4: Follow up with agency and customer to ensure customer connected

Step 5: Receiving agency serves customer and makes additional referrals as appropriate

All workforce partners commit to:

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

11. Increased and Maximized Access

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

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

- 11.1. Displaced homemakers
- 11.2. Low-income individuals
- 11.3. Native Americans, including Indians, Alaska Natives and Native Hawaiians as those terms are defined in WIOA section 3
- 11.4. Individuals age 55 and older
- 11.5. Returning citizens (ex-offenders)
- 11.6. Homeless individuals
- 11.7. Youth who are in or have aged out of the foster care system
- 11.8. English language learners, a group that is also often referred to as individuals with Limited English Proficiency (LEP)
- 11.9. Individuals who have low levels of literacy
- 11.10. Individuals facing substantial cultural barriers
- 11.11. Eligible migrant and seasonal farmworkers
- 11.12. Single parents, including single pregnant women
- 11.13. Long-term unemployed individuals
- 11.14. Individuals within two years of exhausting lifetime eligibility under part A of title IV of the Social Security Act

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

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

12. Common Performance Measures.

The partners will collaborate to achieve common performance indicators outlined in the State of Iowa Unified State Plan and any modifications made thereto. This collaboration includes strategizing on approaches to attain these measures and providing data in the method and of the

substance requested by state-level partner agencies.

13. Service Design.

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

13.1. Alignment of Services.

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

13.2. Career Services.

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

Each partner is responsible for the provision of services associated with the One-stop system site. The levels of service begin with a set of basic career services available to the universal population. Further assessments may necessitate the need for more intensive or individualized services. These services, customized and based upon the Region 16 needs, are described in a detailed narrative and are outlined in Table format in the Appendix B documents.

Appendix 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 16 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.

MEMORANDUM OF UNDERSTANDING

Signature Page

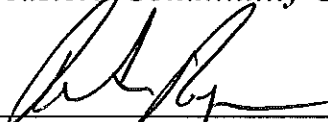
Region 16

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 16 One-stop System.

Southeastern Community College

Title I Adult, Dislocated Worker and Youth




Robert Ryan, Director

6-15-16

Date

Southeastern Community College

Title II Adult Education and Literacy



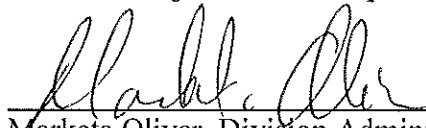
Elizabeth Campbell, Program Coordinator

June 15, 2016

Date

Iowa Workforce Development

Title III Wagner-Peyser



Marketa Oliver, Division Administrator

06.22.16

Date

Iowa Vocational Rehabilitation

Title IV Vocational Rehabilitation

Suzanne Frice, 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

Iowa Department of Education

Carl Perkins Career Technical Education

Carole Richardson
Carole Richardson, Vice President
Academics

6-15-16
Date

AARP Foundation

Title V Older American Act

Cynthia A. Cannovo
Cynthia Cannovo, Iowa State Manager

6-20-16
Date

Denison Job Corps

Job Corps

Jim Whitmire, Director

Date

Ottumwa Job Corps

Job Corps

MD
Mark Douglas, Director

6/22/16
Date

MEMORANDUM OF UNDERSTANDING
Signature Page, continued

Proteus, Inc.


Migrant/ Seasonal Farmworker

Jesus Soto, CEO

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

Community Action of Southeast Iowa

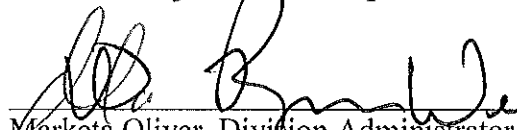
Community Services Block Grant

Sharon Ford, Director

Date

Iowa Workforce Development

Unemployment Compensation



Marketa Oliver, Division Administrator
Ryan West

6/22/16

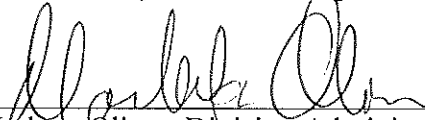
Date

MEMORANDUM OF UNDERSTANDING

Signature Page, continued

Iowa Workforce Development

TANF/PROMISE JOBS



Marketa Oliver, Division Administrator

06.16.22

Date

Iowa Department of Corrections

*Department of Corrections, Eighth
Judicial District*

Daniel T. Fell, Director

Date

MEMORANDUM OF UNDERSTANDING

Signature Page

Region 16
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 16 One-stop System.

Southeastern Community College

Title I Adult, Dislocated Worker and Youth

Robert Ryan, Director

Date

Southeastern Community College

Title II Adult Education and Literacy

Elizabeth Campbell, Director

Date

Iowa Workforce Development

Title III Wagner-Peyser


Beth Townsend, Director

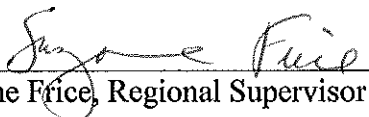
Date

Marketa O'Keefe, Division Administrator

06.17.16

Iowa Vocational Rehabilitation

Title IV Vocational Rehabilitation


Suzanne Frice, Regional Supervisor

Date

6-15-16

MEMORANDUM OF UNDERSTANDING

Signature Page, continued

Iowa Workforce Development

TANF/PROMISE JOBS

Marketa Oliver, Division Administrator

Date

Iowa Department of Corrections

*Department of Corrections, Eighth
Judicial District*



Daniel T. Fell, Director

6/22/2016

Date

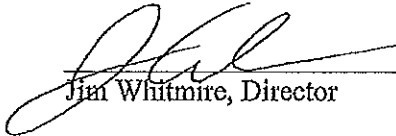
MEMORANDUM OF UNDERSTANDING
Signature Page

Region 16
Agreement 7/01/2016- 6/30/2019

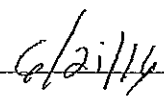
By signing this Memorandum of Understanding, all partners have reviewed the MOU and find it accurately reflects a general understanding of their involvement in the Region 16 One-Stop System.

Denison Job Corps

Job Corps



Jim Whitmire, Director



Date



Appendix A

WIOA PARTNER NETWORK REFERRAL FORM

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

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

Customer Information:

Name: _____ DOB: _____
 Address: _____ City: _____ Zip: _____
 Phone Number: _____ Email address: _____
 Alternate/Message Phone: _____ Are you a Vet? Yes No

Referring Agency:

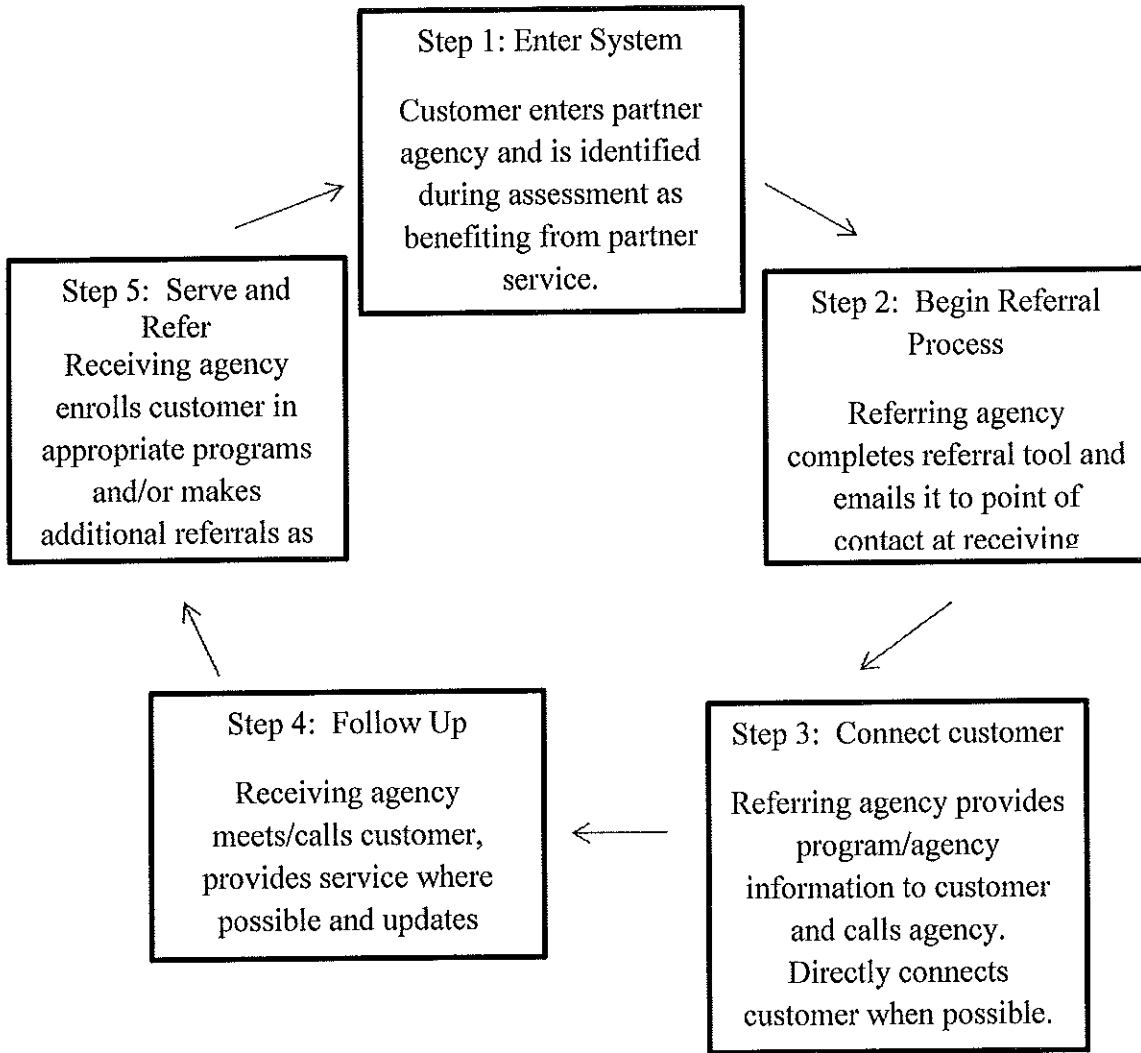
Agency: _____ Name: _____ Phone: _____ Email: _____

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

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

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

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



Integrated Service Flow through the Region 16 One-Stop Office



Initial Assessment

- All customers who enter the One-Stop office receive a standard brief initial assessment and are co-enrolled in all programs for which they are eligible
- Customers who can benefit from career/employment services at the One-Stop may be referred from partners and begin here
- The customer enters their own data into common-intake database
- The customer receives a brief triage to determine service focus and referral needs, followed by an introduction to Skills Development to identify a career pathway
- Referrals to other partner services made as needed or note to Skill Development to refer them to other services in the system.

Skill Development

- Customer is introduced to Skills Development staff
- Skills Development staff start Customer in services based on the initial assessment and basic registration
- Employment Plan is created
- Career services may begin
- Work registration is completed
- Career Pathways information is shared
- Skills Development staff assess Customer to design an employment plan that is a set of services/activities that are needed to get the Member into employment (including partners services referrals)
- Services and Activities are offered/ delivered to ensure Customer is work-ready
- Referrals to other partner services made as needed (follow up is provided)
- Skills Development Staff makes job referrals
- Customer may be recommended to Business Service team when skills are appropriate fit
- Team members deliver workshops or classes to customers to help them improve their work readiness
- Skills Development staff introduce training options, including WIOA financial assistance, when appropriate so customers can develop new marketable skill sets
- Skills Development staff determine eligibility for Adult/DW/Youth programs or others as available





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
- Delivers workshops and services to K-12 students for career choices and work readiness

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

Appendix B

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 (Appendix B). The service delivery methods are identified by the codes listed in the One-stop Services document (Appendix B). Include all core partners and any required partners subject to the local needs.

Partner Name	Program Name	Services (Enter number)			Service Delivery Method by Location Code
		Career	Training	Employer	
Title I	WIOA Adult/DW and Youth	1-21	1-11	3-8	FT, PT, T, B, O
Title II	Adult Education and Literacy	1-3, 6-10, 12-15, 17, 19, 20	3, 8		FT, PT, T, B
Title III	Wagner-Peyser	1,2,3,4,5,7,9,12,13,14,15,16,17,19		1,2,3,4,5,6,7,8	FT – Burl, FT Lee, PT Louisa, H T, A, B
Title IV VR	Vocational Rehab	1,2,3,4,8,10,12,13,15	1-7,9	1-3,7	FT- Burl, PT-Lee, Louisa,H
Title IV IDB	Iowa Dep't for the Blind	1-6, 8, 10, 13, 15, 18			T, A, B, O
Title V Older Amer; Experience Works INC.	AARP Foundation	1-4, 6, 8, 11, 13, 15, 17, 18, 20	2, 4, 5, 7	1,3,4,5	1-FT; T; O- available by appointment-makes arrangements to meet individuals over the phone or face to face (whichever is more convenient for the applicant or participant)
Carl Perkins	SCC CTE		5		T, B, P, O
Job Corps	Job Corps	1-8, 10-21	1, 5-8		C/Off, T, O (by appointment)
Proteus	Proteus	1-4,7,10-	1-5,7-9		3-FT; T; B; O

		13,15-19,21			
Veterans	Veterans Program	1-21	5, 7	1-7	FT, T, B, P
Trade Act	TAA	1-6, 9-21	3, 5, 7	5, 6, 8	PT, T, B, P
Unemployment	IWD	1-5, 7, 9, 12-17, 19		1-8	FT – Burl, FT Lee, PT Louisa, H T, A, B
2 nd Chance	Department of Corrections	3, 12, 16, 18	7, 8, 11		T, A, B, O
TANF	Promise Jobs	1-21	1, 5, 7, 8		FT – Burl, T, A, B, O – Other counties served by PROMISE JOBS through One Stop – DHS has offices with FT staff in all counties except Louisa

Access to each partner's services and activities other than those identified in Appendix A will be provided as follows:

Partner Name	Program Name	Method of Access to Other
Missy Boutwell	IJAG	T, O
Humphries, Kraus, Hutchinson, Fraise	Economic Development	T, O, B
Mike Norris	Regional Planning	T, C/OFF, B, P
Dennis Ostrander	SEICAO (LiHEAP etc)	T, B, P, PT
Carla Mertens	Goodwill	T, C/PT, B
Bob Bartles	Hope Haven	T, C/PT
Sgt. Jesse Howard	Iowa National Guard	T, B, P, O