

MEMORANDUM OF UNDERSTANDING
between
The Region 5
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 5 Chief Elected Official Board (CEO Board).
- 3.2. Region 5 Workforce Development Board.
- 3.3. Region 5 One-Stop System Partners:

See Region 5 One-Stop System Contact list attached.

1. Title I Adult, Dislocated Worker and Youth
2. WIOA Title II Adult Education and Literacy
3. WIOA Title III Wagner-Peyser
4. WIOA Title IV Vocational Rehabilitation
5. WIOA Title IV Iowa Department for the Blind
6. Title V Older Americans Act
7. Carl Perkins Career Technical Education
8. Job Corps
9. Native American Programs (not available in Region 5)
10. Proteus/ Migrant Seasonal Farmworkers
11. Veterans
12. YouthBuild (not available in Region 5)
13. Trade Adjustment Act
14. Community Services Block Grant (Employment & Training)
15. Housing and Urban Development (Employment & Training)
16. Unemployment Compensation
17. Second Chance ReEntry Program (not available in Region 5)

18. TANF/PROMISE JOBS
19. PACE/GAP Iowa Central Community College
20. Ticket to Work: Goodwill of the Great Plains

4. Region 5 Vision and Goals.

Strategic Vision Statement: Region 5 workforce system will contribute to Iowa's economic growth by being a proactive labor exchange where business and job-seekers receive integrated, comprehensive, seamless and professional employment and training services that provide businesses with the skilled workforce they need to grow or sustain their business and where economic growth opportunities exist. The Region 5 workforce system will deliver a demand-driven system that focuses on building a workforce of skilled individuals for higher wage jobs that will enable the employers of our region to remain competitive in a global environment. This will be accomplished through the employment and training services offered by the One Stop system that provides a comprehensive, integrated service delivery that is responsive to the needs of businesses and customers we serve. We will incorporate the products and services of our partners in order to assure that customer needs are met without duplicating services, also ensuring that services are delivered efficiently and cost effectively. Region 5 will support the State of Iowa's vision by building workforce delivery systems that will collaborate to build a Future Ready Iowa a pipeline of skilled workers who are prepared to meet the workforce needs of Iowa's current and emerging industries. In alignment with the National Governors Association Talent Pipeline vision and goals. Region 5 will ensure individuals are prepared for dynamic careers through an emphasis on lifelong learning while meeting the needs of employers. Region 5 workforce delivery system will assist more Iowans to become Future Ready by attaining the new minimum of high-quality education, training, and work readiness by bringing together education, rehabilitation, workforce, and economic development resources and ensuring that all Iowans have access to an integrated and efficient workforce delivery system. Future Ready Iowans will be ready to meet the employment challenges of today and into the future so that ALL Iowans work in competitive, integrated employment settings.

Region 5 RWDB has set the following goals:

Goal I: Region 5's employers will have access to advanced, skilled, diverse and Future Ready Workers.

Goal II: Region 5 Iowans will be provided access to a continuum of high quality education, training, and career opportunities in the nation.

Goal III: Region 5's workforce delivery system will align all programs and services in an accessible, seamless and integrated manner.

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.

A description of the local One-Stop System is provided below. In addition, more detail to this description is provided in the following attachments: Region 5 One-Stop System Flow Chart; One-Stop Center Customer Process Flow Chart; "Region 5 Partner Descriptions and Responsibilities"; and "Region 5 Partner Career Service Matrix".

The Region 5 One-Stop Workforce System is a fully integrated system which includes all career services outlined in the Workforce Innovation and Opportunity Act. The Partner and Career Services attachments give further detail as to which career services are offered by the Region 5 partners in this MOU. The Region 5 partners commit to meaningful assistance defined as:

- Providing assistance on-site, by phone or via other technology using staff who are well trained in providing each career service.
- This assistance will be provided within a reasonable amount of time.
- Each One-Stop partner is responsible for the provision of services associated with their organization/entity.
- The shared service responsibilities, that all partners participate in, ensure that integration and non-duplication of services has been reviewed and addressed.

The provision of direct services to individuals and businesses is a key component in the Region 5 One-Stop System. Each partner serves various segments of the population and provides services that benefit those individuals. Each partner is responsible for the funding of their direct program services. In addition, no partner is required to engage in an activity that is not allowed or covered by their legislation or regulations.

All partners will participate in a process of continuous improvement to offer the best possible services and seize opportunities for further integration. All partners will participate in the ongoing development and improvement of the Region 5 One-Stop Center procedures, policies and operational management. All partners will be part of a joint planning process that will continuously review the needs of the Region 5 workforce and business community and refine the services of the one-stop system based upon those needs.

In addition, the partners will encourage, accommodate staff, and/or provide training and cross training, as deemed appropriate, to ensure that all partner staff are familiar with all programs represented within the Region 5 One-Stop System in order to integrate services, reduce duplication, and improve overall service delivery.

Customers will be able to access system services through any workforce partner as a point of entry. Partners will refer customers to services of the Center for services that are accessible to all populations. Each partner will address the specific needs of the customer, in order to overcome any specific barriers to employment in addition to the basic career services offered at the One-Stop Center. In addition to a shared referral system, partners are encouraged to utilize the One-Stop Center facilities with their customers to further integrate all partner services.

9. Responsibilities of the Parties.

- 9.1.** The parties agree to participate in joint planning and modification of activities to result in:
 - 9.1.1.** Continuous partnership building;
 - 9.1.2.** Continuous planning responsive to State and federal requirements;
 - 9.1.3.** Timely response to specific local economic conditions including employer needs; and
 - 9.1.4.** Adherence to common data collection and reporting needs.
- 9.2.** Make available to customers through the one-stop delivery system the services that are applicable to the partner's programs;
- 9.3.** Participate in the operation of the one-stop system consistent with the terms of this MOU and requirements of applicable law;
- 9.4.** Participate in staff capacity-building and development, including but not limited to cross-training between partner staff;
- 9.5.** Participate in one-stop assessments under applicable state policies and procedures, utilizing state standards created to develop a base-line for one-stop center and

system certification and continuous improvement as required by WIOA section 121(g); and

- 9.6. Develop, offer and deliver quality business services that assist industry sectors in overcoming the challenges of recruiting, retaining and developing talent for the regional economy.

10. Methods of Customer Referral and Tracking.

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 5 one-stop center referral process outlined via the following attached documents: One-Stop Center Process and Flow Chart, and Region 5 One Stop Partner Referral Form.

The Partners agree to:

- 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.
- Provide a direct link /access to one-stop partner program staff who can provide meaningful information or service through co-location, cross training or through real-time technology.

All IowaWORKS One-Stop system partners agree to utilize a common method to refer customers among the partners. The “common intake/service management” system may be used for referrals by those partners providing services under the Workforce Innovation and Opportunity Act. If the common intake/service management system cannot be used, referrals will be made between partners in a timely manner and a follow-up contact will be made with the customer to ensure service was provided. The WIOA Core Partners are responsible for conducting the overall service management to ensure that all customers referred for services are receiving needed services.

The Region 5 Partners will utilize the attached referral form to make referrals across programs within the one-stop system until such time as an electronic service management system is available. Each partner agency has established an individual(s) as a point of contact for all referrals received by that agency. Referrals will be made with an immediate attempt at direct, in-person contact, through phone, or a live video conference tool like Skype or Zoom. Following the initial contact, the referral form will be completed, copied, and sent to the receiving partner. Upon receipt of a referral, the partner agency will make contact with the individual being referred. The attached Region 5 Verification form will be utilized to follow-up on referrals made to partner agencies/organizations. This verification form will indicate the result of the referral made.

A common tracking spreadsheet has been developed for use of all core partners to track customer referrals and follow-up. Each Core partner will submit an updated copy of the tracking

spreadsheet to a designated staff member by the 10th of the following month. The spreadsheets will then be added to an updated master spreadsheet which will be disseminated and reviewed in a monthly meeting between the core partner directors.

All partners will participate in a process of continuous improvement to offer the best possible services and seize opportunities for further integration. All partners will participate in the ongoing development and improvement of the 5 one-stop center procedures, policies and operational management. All partners will be part of a joint planning process that will continuously review the needs of the Region 5 workforce and business community and refine the services of the one-stop system based upon those needs.

In addition, the partners will encourage, accommodate staff, and/or provide training and cross training, as deemed appropriate, to ensure that all partner staff are familiar with all programs represented within the Region 5 One-Stop System in order to integrate services, reduce duplication, and improve overall service delivery.

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 5 needs, are described in a detailed narrative and are outlined in Table format in the attached documents.

Attachments “Region 5 Partner Descriptions and Responsibilities”; and “Region 5 Partner Career Service Matrix” identify 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 5 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.

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Region 5

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 5 One-Stop System.

Iowa Central Community College

Title I Adult & Dislocated Worker

Dr. Daniel Kinney, President

Date

*Children & Families of Iowa-
Youth Employment Program*

Title I Youth

Janice B. Lane; LMSW, IADC
Chief Executive Office

Date

Iowa Central Community College

Title II Adult Education and Literacy

Ann Waynar, Adult Education/Literacy Coordinator

Date

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Iowa Workforce Development

Title III Wagner-Peyser

Marketa Oliver, Bureau Chief, IWD

Date

Iowa Vocational Rehabilitation

Title IV Vocational Rehabilitation

Lori Kolbeck, Supervisor

Date

Iowa Department for the Blind

Title IV Vocational Rehabilitation

Keri Osterhaus, Director

Date

Department of Education

Carl Perkins Career Technical Education

Dr. Daniel Kinney, President

Date

Experience Works

Title V Older American Act



David Hicks, State Program Manager

Date

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Denison Job Corps

Job Corps

Mark Douglas, Director

Date

Ottumwa Job Corps

Job Corps

Jim Whitmire, Director

Date

Proteus Inc.

Migrant/ Seasonal Farmworker

Jesus Soto, Chief Executive Officer

Date

Iowa Workforce Development

Veterans Services

Marketa Oliver, Bureau Chief, IWD

Date

Iowa Workforce Development

Trade Adjustment Act

Marketa Oliver, Bureau Chief, IWD

Date

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*Upper Des Moines Opportunity
FaDSS/Community Action*

Community Services Block Grant

Jamey Whitney

Date

Iowa Workforce Development

Unemployment Compensation

Marketa Oliver, Bureau Chief, IWD

Date

Iowa Workforce Development

TANF/PROMISE JOBS

Marketa Oliver, Bureau Chief, IWD

Date

Fort Dodge Housing Authority

Housing and Urban Development

Celia Taylor, Executive Director

Date

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Additional Partners

Region 5
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 5 One-Stop System.

Iowa Central Community College

PACE & GAP Tuition Assistance

Dr. Daniel Kinney, President

Date

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Additional Partners

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

Goodwill of the Great Plains

Ticket to Work

Nate Vanderplaats, Director

Date
