

**REGION 12 LWDB/CEO MEETING**

**ATTACHMENT "A"**

**Location: Western Iowa Tech Community College**

**Date: 1/24/19**

| <b>PRESENT - LWDB MEMBERS</b>   |   |                   |   | <b>ABSENT - LWDB MEMBERS</b> |   |                   |  |
|---|---|-------------------|---|------------------------------|---|-------------------|--|
| Mindy Collins   |   | Dan Moore         | X | Mindy Collins                | X | Dan Moore         |  |
| Sara DeAnda   | X | James O'Donnell   | X | Sara DeAnda                  |   | James O'Donnell   |  |
| David Gleiser   | X | Judy Peterson     | X | David Glesier                |   | Judy Peterson     |  |
| John Hamm   |   | Dr. Robert Rasmus | X | John Hamm                    | X | Dr. Robert Rasmus |  |
| Janet Hansen  | X | MacKenzie Reiling | X | Janet Hansen                 |   | MacKenzie Reiling |  |
| Bridget Hoefling  | X | Marcia Rosacker   | X | Bridget Hoefling             |   | Marcia Rosacker   |  |
| Christine Kennedy   | X | Dan Schoenherr    | X | Christine Kennedy            |   | Dan Schoenherr    |  |
| Micah Lang  | X | Susanna Taylor    | X | Micah Lang                   |   | Susana Taylor     |  |
| Craig Levine  |   | Mary Tyler        | X | Craig Levine                 | X | Mary Tyler        |  |
| Jean Logan  | X | Pam Woolridge     | X | Jean Logan                   |   | Pam Woolridge     |  |
| <b>PRESENT</b>  |   |                   |   | <b>ABSENT - CEO MEMBERS</b>  |   |                   |  |
| Craig Anderson  | X | Pete Groetken     | X | Craig Anderson               |   | Pete Groetken     |  |
| Tom Brouillette   |   | Wane Miller       | X | Tom Brouillette              | X | Wane Miller       |  |
| Raymond Drey  | X | Keith Radig       | X | Raymond Drey                 |   | Keith Radig       |  |
| <b>PRESENT</b>  |   |                   |   | <b>PRESENT</b>               |   |                   |  |
| Alana Tweet – WIOA Title I  |   |                   | X | Guest:                       |   |                   |  |
| Janet Gill – WIOA Title I   |   |                   |   | Guest:                       |   |                   |  |
| Lori Knight – WIOA Title I  |   |                   | X | Guest:                       |   |                   |  |
|   |   |                   |   |                              |   |                   |  |
| <b>1. Call to Order &amp; Roll Call:</b>  |   |                   |   |                              |   |                   |  |
| CEO @ 4:01 p.m. – Call to Order & Roll Call – Craig Anderson, Chair   |   |                   |   |                              |   |                   |  |
| <b>Approval of LWDB Appointment (David Gleiser) – CEO – Craig Anderson</b>  |   |                   |   |                              |   |                   |  |
| Oath of Office – Craig Anderson, CEO Chair  |   |                   |   |                              |   |                   |  |
| LWDB Installation of New Board Member – (David Gleiser)   |   |                   |   |                              |   |                   |  |
| LWDB @ 4:05 p.m. – Call to Order & Roll Call – Dan Moore, Chair   |   |                   |   |                              |   |                   |  |
| <b>2. Approval of Agenda – LWDB – Dan Moore</b>   |   |                   |   |                              |   |                   |  |
| <b>Approval of Agenda – Craig Anderson, CEO Chair</b>   |   |                   |   |                              |   |                   |  |
| <b>3. Approval of Meeting Minutes:</b> November 29, 2018 Joint LWDB/CEO Minutes – LWDB – Dan Moore & CEO – Craig Anderson   |   |                   |   |                              |   |                   |  |
| <b>4. New Business:</b> LWDB/CEO Admin Budget 2018-2019/Transfer Approval Update – LWDB – Dan Moore & CEO – Craig Anderson; Region 12 PY17 Annual Report & Performance Levels Review  |   |                   |   |                              |   |                   |  |
| <b>5. Old Business:</b> New Board Structure Update; New Eligible Training Provider List (ETPL) Process – New Deadline – February 15, 2019; Realignment Update – Next Meeting – February 18, 2019  |   |                   |   |                              |   |                   |  |
| <b>6. WIOA Core Partner Reports:</b> Region 12 Partner Network Services Information; Title I – Adult, Dislocated Worker, Youth Services; Title II – Adult Basic Education and Literacy; Title III – Employment Services; Title IV – Vocational Rehabilitation Services  |   |                   |   |                              |   |                   |  |
| <b>7. LWDB Chair Report:</b> Dan Moore  |   |                   |   |                              |   |                   |  |
| <b>8. Policy/Field Memo Updates: TEN# 10-18:</b> Release and Availability of Providing Public Workforce Services to Job Seekers: 30-month Impact Findings on the WIA Adult and Dislocated Worker Programs; <b>Field Memo# 15-04 CH 1:</b> Home Base Iowa; <b>Field Memo# 18-03:</b> 2018 Poverty Guidelines and 2018 Lower Living Standard Income Level (LLSIL) |   |                   |   |                              |   |                   |  |
| <b>9. Reports from Individual LWDB/CEO Members</b>  |   |                   |   |                              |   |                   |  |
| <b>10. Report from State Representative</b>   |   |                   |   |                              |   |                   |  |
| <b>11. Adjournment</b>  |   |                   |   |                              |   |                   |  |

**Motions Taken - Decisions Reached**

| <b>APPROVALS</b>   | <b>1ST</b>        | <b>2ND</b>        | <b>Unanimously Approved</b>      |
|--|-------------------|-------------------|----------------------------------|
| 1. LWDB Appointment of David Gleiser – <b>CEO</b>  | Keith Radig       | Pete Groetken     | X                                |
| 2. Approval of Agenda – <b>LWDB</b> – Dan Moore  | James O’Donnell   | Dr. Robert Rasmus | X                                |
| 2. Approval of Agenda – Craig Anderson, <b>CEO</b> Chair   | Keith Radig       | Raymond Drey      | X                                |
| 3. November 29, 2018 Joint LWDB/CEO Minutes – <b>LWDB</b> – Dan Moore – Attachment “A”                       | Christine Kennedy | Marcia Rosacker   | X<br>(Abstained - David Gleiser) |
| 3. November 29, 2018 Joint LWDB/CEO Minutes – <b>CEO</b> – Craig Anderson – Attachment “A”                   | Keith Radig       | Pete Groetken     | X                                |
| 4a. LWDB/CEO Admin Budget 2018-2019/ Transfer Approval Update – <b>LWDB</b> –Dan Moore–Attachment “B”        | Bridget Hoefling  | James O’Donnell   | X                                |
| 4a. LWDB/CEO Admin Budget 2018-2019/ Transfer Approval Update – <b>CEO</b> – Craig Anderson – Attachment “B” | Keith Radig       | Raymond Drey      | X                                |
| 11. Adjournment – LWDB @ 4:53 p.m.   | James O’Donnell   | David Gleiser     | X                                |
| 11. Adjournment – CEO @ 4:53 p.m.  | Craig Anderson    | Adjourned the     | CEOs                             |

**Meeting Notes**

Reports/Discussion:

**IV. New Business**

Alana Tweet stated WIOA Title I met all the performance goals for DW, Adult and Youth programs that the state set. Alana Tweet reviewed performance levels. All the levels were met for all the programs along with improved performance levels for the Low Income Adult Program and the Dislocated Worker Program. Alana, Mackenzie, and Janet wrote an annual report. Unemployment levels are down. Several businesses recently closed or will be closing: Prince Hydraulics-Sioux City, Sears-Sioux City, and Shopko in Cherokee. Held two career fairs last year that were very successful. There will be another career fair on March 28, 2019. Jim O’Donnell asked about underemployment criteria. The underemployment criteria for WIOA Title I is 70% of the Lower Living Standard.

**V. Old Business**

One female and two males are needed on the board. The date was extended to February 15, 2018 to put eligible training provider programs on the new website list per Alana Tweet. Pam Woolridge stated ELL and ESL programs were also put on the list. Have not heard anything new from the state on realignment. The next State Workforce Development Board meeting is February 18, 2019.

**VI. Partner Reports**

The Region 12 partner network services information sheets (Attachment F) are used at the Workforce Development Center. Partner reports were reviewed: Title I – Adult, Dislocated Worker, and Youth Services – **Attachment “G”**; Title II – Adult Basic Education and Literacy – **Attachment “H”**; Title III – Employment Services – **Carry In**.

**VII. LWDB Chair Report – None**

VIII. Policy/Field Memo Updates

Alana Tweet reviewed TEN# 10-18: Release and Availability of Providing Public Workforce Services to Job Seekers: 30-month Impact Findings on the WIA Adult and Dislocated Worker Programs – Attachment “I”. Alana Tweet reviewed Field Memo# 15-04 CH 1: Home Base Iowa – Attachment “J”. Home Base Iowa is a program connecting veterans and transitioning service members with HBI partners and resources. David Gleiser asked if there is reporting on people who are taking advantage of the program. MacKenzie Reiling will look into it. Alana Tweet reviewed Field Memo# 18-03: 2018 Poverty Guidelines and 2018 Lower Living Standard Income Level (LLSIL) – Attachment “K”.

Alana stated the lower living standard income level is what Title I uses and a new report usually comes out in May.

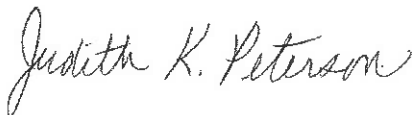
IX. Reports from Individuals LWDB/CEO Member

Bridget Hoefling looking for office staff. Jim O’Donnell asked how to keep track of what worker skills businesses need. MacKenzie Reiling stated there are sector board surveys with LMI projection data. Dr. Murrell also has information on types of jobs businesses need. Jim O’Donnell stated job descriptions change very rapidly and then skill sets need to change. Marcia Rosacker stated that informal meetings and discussions take place with WITCC regarding what their business needs are. Jim O’Donnell stated that apprenticeships need to keep pace also with what needs are out there. Discussion pursued on specific skill set needs of individuals for employers. Dave Gleiser stated that Woodbury County is the first Iowa county to get the ACT Work Ready Communities certification. The designation takes place tomorrow, January 25th, 2019 at the courthouse from 10:00 to 10:30 with Governor Kim Reynolds in attendance.

XI. Reports from State Representative – None

XII. Adjournment

**RESPECTIVELY SUBMITTED**



Judith Peterson

Date: 1/24/19

**“The Mission of our group is to fully engage the Region 12 community in strengthening the economy through workforce development making it a better place to live, work, and grow.”**



# BOOST PROJECT

## WANT INTO THE PROGRAM?

The best way to get more information and to learn more about our program is to contact us through the information below or stop into our office to meet with a Case Manager who will get you started toward a better future.

### CONTACT US

SIOUX CITY BOOST  
822 DOUGLAS ST. RM. 482  
SIOUX CITY, IA 51101

712-224-2166  
SCBoostproject@gmail.com

VISIT US ON FACEBOOK:  
SIOUX CITY BOOST

**B**ridging &  
**O**vercoming  
**O**bstacles through  
**S**ervice &  
**T**raining

**BOOST**

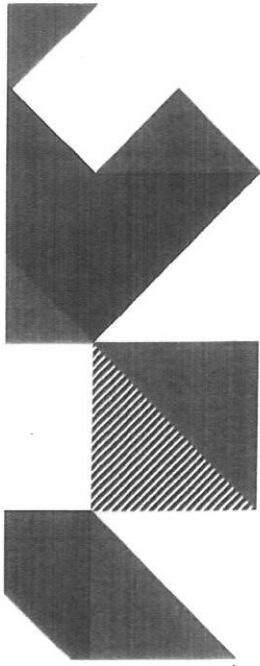


Bridging and Overcoming Obstacles through  
Service and Training - Face Forward



U.S. Department of Labor Employment and Training  
Administration funding to the BOOST program totals  
\$1,499,799. 100% of the funding for this program is  
provided by the Federal award.





## WHAT IS BOOST?

**BOOST** (Bridging and Overcoming Obstacles through Service & Training) serves 18-24-year olds who have been involved in the juvenile or adult justice system.

**BOOST** assists eligible people who in the Woodbury County, Iowa and the Dakota County, Nebraska areas to move forward after their release from the justice system.

## BOOST

Bridging and Overcoming Obstacles through Service and Training



The **BOOST** program is dedicated to giving at-risk young adults a second chance at school, a career, and life

**BOOST** provides integrated service-learning, education, and vocational training to young adult offenders ages 18-24 in Woodbury County, IA and Dakota County, NE.

# BOOST

## YOUR EDUCATION YOUR CAREER YOUR POTENTIAL YOUR LIFE

We are here to help.

## HOW CAN IT HELP YOU?

**BOOST** works with other partners in the community to best help you to get your life back on track. Some of our partnerships include:

- Iowa Legal Aid
- Jackson Recovery Centers
- Iowa Workforce Development
- Goodwill of the Great Plains
- Western Iowa Tech Community College
- Northeast Nebraska Community College
- Trade Unions
- Local Employers
- Residential Training Facility
- Law Enforcement

## TRAINING FOR EMPLOYMENT

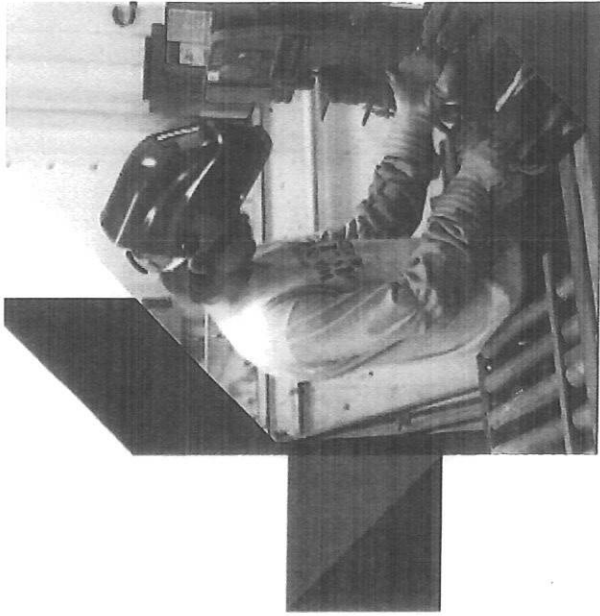
An apprenticeship is a training program where you earn wages while you learn a skilled profession. Apprenticeship can lead to higher wages by developing the skills and mastery required in a specific profession.



Joining **BOOST** was one of my best decisions. They helped me earn my H.S. diploma, get my required tools and now I am finishing up my second year as an Electrician apprentice. Life is Good!

Thank you **BOOST**.

- Eji



**MEMORANDUM OF UNDERSTANDING**  
*between*  
**The Region 12**  
**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 12 Chief Elected Official Board (CEO Board).

3.2. Region 12 Workforce Development Board.

3.3. Region 12 One-Stop System Partners:

1. WIOA Title I Adult, Dislocated Worker and Youth
2. WIOA Title II Adult Education and Literacy
3. WIOA Title III Wagner-Peyser
4. WIOA Title IV Vocational Rehabilitation
5. WIOA Title IV Iowa Department for the Blind
6. Title V Older Americans Act
7. Carl Perkins Career Technical Education
8. Job Corps
9. American Indian Programs
10. Proteus/ Migrant Seasonal Farmworkers
11. Veterans
12. YouthBuild
13. Trade Adjustment Act
14. Community Services Block Grant (Employment & Training)
15. Sioux City Housing Authority (Family Self-Sufficiency Program)
16. Unemployment Compensation
17. TANF/PROMISE JOBS
18. Family Development Self-Sufficiency (FaDSS)
19. Disability Employment Initiative

#### **4. Region 12 Vision and Goals.**

IowaWORKS Greater Siouxland will deliver a demand driven system that focuses on building a workforce of high skilled, high wage jobs that will enable the employers of our region to remain competitive in a global environment. The One Stop system within our region is a comprehensive, integrated service delivery system that is responsive to the employment and training needs of the customers we serve and incorporates the products and services of our partners in order to assure that customer needs are met without duplicating services and are delivered efficiently and cost effectively. The vision of the region is for all career-seekers to have a career path and that all businesses will have their positions filled with career-ready individuals.

#### **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.**

The integrated service delivery model for all partners in Region 12 allows for customers to enter "any door" as the right door for access to all services that are available. The workforce development system can be accessed through any core partner program within the region. Multiple points of access will be established, both physical and through electronic means, throughout the region. Region-developed referral and verification forms will assist to document access to services. Orientation sessions that describe the workforce development system will be developed and available at any partner location within the region at a future date. All core partners are focused on ensuring services are delivered and available to all eligible individuals, including eligible individuals with barriers to employment. In order to expand access to employment, education, training and other support services for all individuals, there are options to access resources on-line through internet based access points and other on-line resources for which accessibility must be developed and maintained at the state level. The English Language Learner (ELL) and Adult Basic Education (ABE) services are offered at multiple locations around the region which provide better accessibility options for those with barriers. The hours for these services vary at each location though they are generally available from 8:30 am in the morning until late evening hours which end at 9:00 pm.

The core partners and programs are part of the development and long term planning for activities and events that are part of the region's implementation process. Region 12 utilizes collaboration of services and funding streams whenever possible to ensure that all participants receive the assistance and access to resources to make sure they can be successful long-term. Funding options including GAP, Pell, DEI, IVRS, IDB, Promise Jobs, and WIOA Title 1 are blended and used whenever and wherever appropriate to meet individual needs and access requirements. Region 12 serves all Iowans with a focus on those with barriers to employment including those with disabilities. One-Stop Services are described in detail in Attachment A. The specific services and how those services are delivered by each partner are included in Attachment B.

**Integrated Customer Flow:** Based on an initial basic assessment, customers will progress through services in a unified, standard flow organized by "function" rather than "program." Customers start with registration services (stream-lined program enrollment and initial triage); advance to career services (to build occupational and job seeking skills), and then either referral to recruitment and placement services (with connections to hiring employers) or referral to more individualized career services and, if warranted, training services. More specific details of the Integrated Service Flow are included in Attachment C.

Career services comprise a hub of employment and training service delivery. Process steps and procedures are designed to meet one of the core missions of the IowaWORKS system: that all individuals have the opportunity to "know their skills, grow their skills and get the best job possible with their skills." To that end, an assessment of skills is a universal service delivered. The outcome of service delivery in the career services area is a relevant pool of talent with skills in demand and job-search know-how. When customers have completed career services, have the tools and knowledge for an effective job search, and meet specific criteria, they are referred to employers to be matched to available job openings.

## **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 12 one-stop center referral process outlined in Attachment D, the Region 12 Core Partner Joint Referral Form.

Region 12 has a long history of working collaboratively with various partners within the region. Ongoing partner meetings have been held with multiple providers to determine what services are currently being offered through various programs and identify gaps within the current service structure. In this way, partners are able to maximize services and funding levels and the participants benefit by having a more complete, comprehensive service plan to reach self-sufficiency. In turn, the region is more likely to meet performance goals.

All integrated Center customers will move through a standardized process that co-enrolls them into multiple programs based on eligibility. This unified customer pool will be shared and

served by multiple partners within the One-Stop system. When eligibility permits, every member must be co-enrolled into all qualifying programs for individualized career services. This allows for optimal participant tracking and increases the likelihood of successful referrals.

Within this flow, customers will be provided career services to gain necessary skills needed by employers within the region. Services will continue to be customized to meet individual customer needs. Field staff are able to provide outreach services in all counties within Region 12 as needed. Such efforts enable applicants with transportation or other barriers to meet with WIOA staff who can initiate registration and training activities.

Service provision outreach has long been part of the various programs and activities offered in the tri-state corner in western Iowa. This provision has especially been offered to those clients most in need. This has resulted in partnerships with multiple community partners. This effort will continue into the foreseeable future as new partnerships are identified and developed.

Service providers in Region 12 have always had an open relationship and often meet together to discuss how they can benefit one another as well as their mutual clients. As a result of this effort, there are many successful programs being operated in Region 12 that serve all categories of individuals.

## **II. 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 12 needs, are described in a detailed narrative and are outlined in Table format in the Attachment B 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.

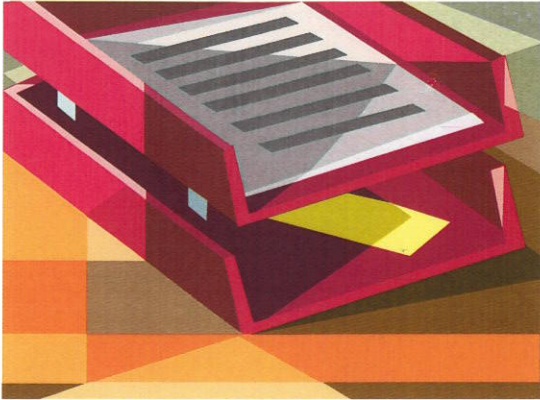
The policies and procedures outlined in this section will not apply to any dispute among the parties regarding cost or resource sharing. Any dispute among the parties regarding cost or resource sharing must be subject to a separate and distinct dispute resolution process that will be outlined in Phase 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 12 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.



## TITLE I REPORT MARCH 28, 2019

### Dislocated Worker

Recent and upcoming closings in the Region are listed below and are primarily retailers:

| <u>Company</u>    | <u>Location</u> | <u>Impacted Employees</u> | <u>Expected Closure</u>      |
|-------------------|-----------------|---------------------------|------------------------------|
| Kmart             | Cherokee        | 20+                       | 1 <sup>st</sup> Quarter 2019 |
| Shopko            | Cherokee        | 20+                       | 1 <sup>st</sup> Quarter 2019 |
| Shopko            | Onawa           | 16                        | 1 <sup>st</sup> Quarter 2019 |
| Sears             | Sioux City      | 40+                       | 1 <sup>st</sup> Quarter 2019 |
| Prince Hydraulics | Sioux City      | 38                        | 1 <sup>st</sup> Quarter 2019 |
| Shopko            | Ida Grove       | 10                        | 2 <sup>nd</sup> Quarter 2019 |
| Shopko            | Sioux City      | ?                         | 2 <sup>nd</sup> Quarter 2019 |
| Payless Shoes     | Sioux City      | 11                        | 2 <sup>nd</sup> Quarter 2019 |

We have met with many of these employees at onsite meetings or at the Workforce Center to assist with unemployment insurance, career placement services, and training options. The recent announcement of Shopko closing nationwide added Ida Grove and Sioux City employees to those needing WIOA services.

### Low Income Adult

As a way to stretch Title I resources in serving Low Income Adults, we have partnered with the DHS (Department of Human Services) via a grant program targeted at individuals utilizing SNAP (Supplemental Nutrition Assistance Program) benefits. Our role is to assist these individuals with training costs and attainment of a recognized credential, which will ultimately reduce their dependence on SNAP benefits. We are reimbursed for tracking/reporting services on SNAP recipients. At this point, we have over \$15,000 in reimbursements from this grant. We plan to support our local Food Pantry and are also working with Siouxland Community Health to provide healthcare assistance for low-income participants.

### Youth

The Title I Youth program focuses on disadvantaged youth ages 14-24. Program funding requirements state that at least 75% of the Youth allocation must be targeted at out-of-school Youth and at least 20% of funding should be targeted at getting youth connected to the workforce via WEP's (Work Experience Program), OJT's, and internships. We are pleased to report that we are on target with both of these goals and currently have partnerships with five employers in the Region specifically tied to this initiative.

### Other Updates

#### Customer Service Plan and Operating Procedures

With the upcoming transition to GEO solutions (customer service data base management system), we anticipate some changes in workflow and operational processes. We are getting regular updates from the Department of Labor, Iowa Workforce Development, as well as working with local partners to refine our service and operational plans. We anticipate that we will be bringing some formal recommendations and updates for these plans to our May LWDB Meeting.

#### Spring Career Fair

Title I, the IowaWORKS office and Western Iowa Tech are in the final planning stages for the Spring Career Fair, which will be held on Thursday, March 28<sup>th</sup> at the Western Iowa Tech Campus. There are about 80 employers signed up to visit with Spring graduates and job seekers from the Region.

1. Currently serving Adult Basic Education students at the following locations:
  - a. WITCC Main Campus
  - b. Goodwill in Sioux City
  - c. IowaWORKS Greater Siouxland
  - d. West Middle School (includes free childcare)
  - e. Le Mars
  - f. Denison
2. 1113 students enrolled in ABE programming:
  - a. 632 ELL
  - b. 481 HSED
3. Total attendance 46,815 hours (24 weeks of class)
4. 50 HSED completers up-to-date  
3 Cherokee/27 Denison/20 Main Campus
5. Monitoring phone call visit from the Iowa Department of Education will be May 10, 2019
6. Currently working with Pace/Gap to provide opportunities for funding and programming
7. Recently completed staff training at WITCC Staff Development
  - a. General Session/Title IX Guidance/Instructional Update (15 people)
  - b. Keynote: The Future of Technology – Mobility, Leadership, and Learning (15 people)
  - c. Department Meeting/Strategic Planning (14 people)
  - d. NISOD Workshop – Capture My Heart, Educate My Soul (8 people)
  - e. NISOD Workshop – Flip Your Classroom (4 people)
  - f. ABE/ELL Department Meeting/Grant Writing Project (13 people)
8. Attended recruitment opportunities at IWD Diversity Job Fair, March 15, and contacted 262 referrals from IWD for ABE/ELL/HSED Classes
9. New Students tested at all locations March 13, and 14, 2019
  - a. 25 new students attending WITCC
  - b. 20 new students attending West Middle School
10. Two ABE staff attended the Iowa Department of Education Standards Training in Des Moines, March 12, 2019 for a standards roll-out

## Region 12 Workforce Development Board Report - IWD Meeting 3.28.2019

### Work Experience Participants:

- The goal of Work Experience Programs are to help participants with little or no job history build skills to help them gain employment. We had 2 participants start in the office as a part of this program in January of 2019.

### Partnering with Iowa Legal Aid for an Expungement Clinic:

- MacKenzie met with representatives from Iowa Legal Aid to conduct an Expungement Clinic in Sioux City on May 16th, 2019. This event is also in partnership with the Human Rights Commission. Those interested in attending the clinic, need to complete an online Google form or contact Iowa Legal Aid directly.
- Online -<https://tinyurl.com/yycshn6>
- Telephone - (800) 352-0017 ext. 1112

### Integration Continuum

- The Core Partners and Jackie from Job Corps, had several meetings in December, January, and February to come together and complete a self-assessment of the various components of the one stop and look at how integrated we are in the various services and programs that we offer to customers.
- The group then identified two areas to focus on over the next year by creating a plan in how we could accomplish the goal.
- Areas Identified:
  - **Business Engagement** - the goal is to come up with a more strategic plan in how we all conduct outreach to businesses so that we are talking about all programs offered in the AJC in a more broad overview meeting and then matching employers to what program(s) will best meet their needs. This will also eliminate many first time meetings for employers with multiple partners, eliminating duplication, creating more partnership



an integration of services between the partners, and ideally meeting the business needs in a more comprehensive approach.

- This has expanded those agencies invited to the Business Service Meetings so it's not just IWD. Partners invited: Job Corps, American Indian Council, Title 1, IVRS, and Department for the Blind, Adult Literacy/ELL, and BOOST.
- **Assessments** - the goal was to look at all of the assessment that we require participants to use and look for duplication within programs to streamline processes for the customer and eliminate duplication if possible.

#### **GEO Solutions:**

- **Standard Operating Procedure Meetings for GEO Solutions**
  - Staff Members Jessica Hand, Norma De La O, and MacKenzie were selected to help draft standard Operating Procedures to assist in Center standards with the roll out of GEO solutions. Staff participate in meetings and have been drafting procedures that will be used statewide in all of the AJC centers.
- **Staff and Partner Staff participated in Week long training sessions**
  - IWD Staff and Title 1 partners were divided into 2 groups to attend week long GEO solutions training in January. GEO sent up a trainer from their company to assist staff in a guided training.
  - PJ staff also attended a PJ specific training in February to assist them in guided training specifically on case management functions within the Promise Jobs program.
- **UAT Testing**
  - MacKenzie and Norma from the Region 12 office have been tasked with testing out functions in GEO and reporting any bugs or access issues that are arising. This step is to help ensure that when GEO does roll out to the AJCs that there are minimal disruptions to customer services due to the technology of the new system.
- Launch Date now in June 2019, pushed back from March 2019

### **DEI Grant ending in March 2019**

- The DEI Grant Period ends March 31st, 2019. IWD is not applying for another round of the grant. The Disability Employment Initiative (DEI) aims to improve education, training and employment opportunities and outcomes for youth and adults with disabilities who are unemployed, underemployed and/or receiving Social Security disability benefits. Ticket to Work is currently funding the person in the role as the Disability Resource Coordinator to continue this work in the AJC.

### **Upcoming - Registered Apprenticeship Monitoring in May**

- IWD and Title 1 will have a Registered Apprenticeship monitoring in May. The goal of this monitoring is to identify things that we could do better to meet the Registered Apprenticeship Grant Metrics/Objectives and to identify best practices.

### **Future Ready Iowa:**

- **Parent Engagement:**
  - MacKenzie, Travis from Sioux City College Access Committee and Mark Shea from the AEA have been working to identify ways to engage parents into exploring all post-secondary pathways for their children.
  - Currently working on a project with Cable One to help start the conversation and direct parents to resources that can help them and their children if they have questions or aren't even sure what post-secondary options there are available as well as information on FAFSA, paying for college, scholarships and so on.

### **Build My Future Event in April:**

- IWD is a sponsor for the Build My Future Event being held at the Rocklin Center at WITCC on April 25th. The Office is partnering for this event with the Expanded Business Service Team.
- This event is hosted by the Home Builders Association in Sioux City and is being replicated across the nation after a similar event held in Springfield Mo with an emphasis on exposing High School Students and others to Hands on Activities in the construction and Trade Industries.

**Filling Open Positions:**

- Kari Rhodes accepted a PJ Case manager position and will start on April 8th
- In the Hiring Process for a Workforce Advisor Position - being filled due to a retirement that occurred in December
- DVOP Position - this position is specifically to aid in assisting Service Connected or low income Veterans, Interviews for this were held on March 26th. The previous person in this role took a position in Des Moines.

**STEM Education and Workplace Partnerships Summit:**

- This summit is on April 30th and I would like to personally invite all of you to attend if possible
- Jeff Wells recently described this in a meeting as an event that will be focused on "How" to create workplace and business partnerships to build Iowa's workforce and not necessarily the why we need to do it.
- \*<https://iowastem.gov/2019STEMsummit> \_ if you are interested in attending, please register online.



Reiling, Mackenzie <mackenzie.reiling@iwd.iowa.gov>

## We Need You at the "STEM Education + Workplace Partnerships" Summit!

1 message

Iowa Governor's STEM Advisory Council <info@iowastem.gov>  
Reply-To: info@iowastem.gov  
To: mackenzie.reiling@iwd.iowa.gov

Wed, Mar 20, 2019 at 8:31 AM

### You are specially invited to



**DATE:** *April 30, 2019 (Tuesday) | 9AM to 3:40PM*

**LOCATION:** *Community Choice Credit Union Convention Center  
Iowa Events Center, 730 Third Street, Des Moines, Iowa*

**REGISTER:** *[IowaSTEM.gov/2019STEMsummit](http://IowaSTEM.gov/2019STEMsummit)*

*A reception for Summit attendees sponsored by Kemin Industries will be hosted on April 29 (Monday) from 5:00 to 7:00PM at the Science Center of Iowa at 401 W. Martin Luther King Jr. Parkway.*

### Iowa's Future Workforce in Today's Classrooms

Sessions and speakers reveal innovative education-workplace partnerships emerging across Iowa, bringing value to employers while inspiring tomorrow's workers in today's classrooms. This is the future of school. The **STEM Education + Workplace Partnerships: Governor's 2019 Future Ready Iowa Summit** will profile these pioneers to equip invitees -- leaders from business and industry, education, nonprofits, elected officials, students and others -- to enact or expand upon early successes that dot the state. Models across the spectrum will be showcased,

3/22/2019

State of Iowa Mail - We Need You at the "STEM Education + Workplace Partnerships" Summit!

including rural and urban, elementary and secondary, technical and pre-professional, public and private, autonomous and collaborative, global companies and local employers.

## 8 Breakout Sessions + Speed Showcases + Much More

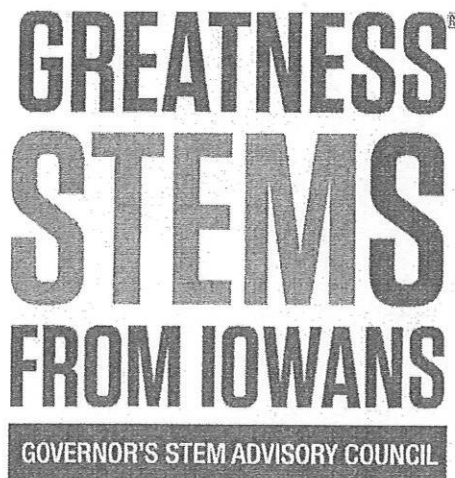
Session topics include legal aspects of partnering, options like pre-apprenticeships, apprenticeships, externships and other work-learn models, how to make connections with schools and/or employers, key strategies for successful partnerships and more.

## Who is Coming?

- Iowa Employers and Community Business Leaders interested in connecting with school districts, colleges and universities to cultivate their future workforce through STEM work-based learning partnership opportunities;
- K-12 Leaders, Administrators, Principals, Educators and Higher Education Professionals hoping to connect students, counselors and teachers to STEM work-based learning opportunities through school-business partnerships;
- Workforce Development, Economic Development, and Chamber of Commerce Professionals that want to develop programs in their regions and grow school-business partnerships; and
- Non-Profit Organizations and School-to-Work Advocates with workforce-related programs, connecting Iowans to work-based learning opportunities to provide a talent pipeline for the high demand careers that drive Iowa's economy.

Register Now

Brought to you by:



Iowa Governor's STEM Advisory Council, 214 East Bartlett, University of Northern Iowa,  
Cedar Falls, IA 50614-0298

SafeUnsubscribe™ [mackenzie.reiling@iwd.iowa.gov](mailto:mackenzie.reiling@iwd.iowa.gov)



EXPUNGEMENT  
— and —  
EMPLOYMENT  
BARRIERS  
CLINIC

**Pre-registration required!**

Register online or by telephone.

**For online registration**

- Visit, [www.iowaLegalAid.org](http://www.iowaLegalAid.org).
- Click on, *Iowa Legal Aid Clinics*. A new page loads.
- Locate the text that reads, *Apply Here for Other Iowa Legal Aid Expungement and Employment Barriers Clinics*.
- Click on the link, [docs.google.com](https://docs.google.com).

**Direct link to register online**

<http://tinyurl.com/futureclinics>

**Telephone**

Call Iowa Legal Aid at  
(712) 277-8686, ext. 1112.

HOSTED BY

**IOWA LEGAL AID**

at the Sioux City Public Museum

607 4th Street, Sioux City 51101

Thursday, May 16, 2019, 2 – 6 p.m.

You might qualify to receive assistance from an attorney at the clinic if you face obstacles because of a criminal record.

There is no cost to attend this event. Call Iowa Legal Aid to learn if you qualify.

The clinic may help with issues in these areas:



Expungement

Remove eligible cases from your record



Court Debt

Fines, restitution, public defender fees, jail fees, court fees, etc.



License and Registration

Struggle with registering a vehicle or obtaining a driver's license



Background Checks

Protect your information and access to housing, employment, and education





# Service Integration

## THE INTEGRATION CONTINUUM

Where do you think you are on the Continuum?

### Integration

Intensive collaboration, agencies are interdependent, significant sharing of resources, high level of trust

### Collaboration

Agencies work together on a project-by-project basis, including joint analysis, planning

### Coordination

Staff from different agencies work together on a case-by-case basis to coordinate some support

### Communication

Agencies talk to each other, share some information

### Isolation

Agencies don't recognize the need to communicate, no attempt to communicate

Where do you want to be on the Continuum?



Source: Systems of Care, Stages of Integration based on Burt, Spellman, 2007.

|   |                                     |
|---|-------------------------------------|
| <b>EMPLOYMENT AND TRAINING ADMINISTRATION<br/>ADVISORY SYSTEM<br/>U.S. DEPARTMENT OF LABOR<br/>Washington, D.C. 20210</b> | <b>CLASSIFICATION</b><br>Veterans   |
|   | <b>CORRESPONDENCE SYMBOL</b><br>OWI |
|   | <b>DATE</b><br>February 7, 2019     |

**ADVISORY: TRAINING AND EMPLOYMENT GUIDANCE LETTER NO. 20-13,  
CHANGE 2**

**TO:** STATE WORKFORCE AGENCIES  
STATE WORKFORCE ADMINISTRATORS  
STATE WORKFORCE LIASIONS  
STATE AND LOCAL WORKFORCE DEVELOPMENT BOARDS  
STATE LABOR COMMISSIONERS  
AMERICAN JOB CENTERS  
EMPLOYMENT AND TRAINING ADMINISTRATION GRANTEES

**FROM:** MOLLY E. CONWAY /s/  
Acting Assistant Secretary  
Employment and Training Administration

J.S. SHELLENBERGER /s/  
Deputy Assistant Secretary  
Veterans' Employment and Training Service

**SUBJECT:** Designation of Additional Population of Veterans and Other Populations  
Eligible for Services from the Disabled Veterans' Outreach Program Specialists

1. **Purpose.** This Training and Employment Guidance Letter (TEGL) identifies populations eligible to receive services provided by Disabled Veterans' Outreach Program (DVOP) specialists using a case management approach in addition to the populations listed in TEGL 19-13 (issued April 10, 2014).
2. **Action Requested.** This guidance is effective immediately. The following actions are requested:
  - State Administrators and American Job Center (AJC) directors are requested to transmit this TEGL to appropriate staff immediately.
  - States and AJCs should ensure standard operating procedures are updated to align AJC staff and processes with the requirements outlined in this guidance.
  - States must ensure that they have appointed a sufficient number of DVOP specialists to provide effective services, including the veterans identified in this TEGL.
  - States should consult with the appropriate Employment and Training Administration (ETA) or Veterans' Employment and Training Service (VETS) regional office if technical assistance is needed.

|  |                                      |
|--|--------------------------------------|
| <b>RESCISSIONS</b><br>TEGL 20-13, Change 1 | <b>EXPIRATION DATE</b><br>Continuing |
|--|--------------------------------------|

- The existing Participant Individual Record Layout (PIRL) will be used to record the services provided to all eligible participants receiving direct services and subsequent outcomes quarterly.
- The VETS Director for Veterans' Employment and Training should coordinate with relevant AJC program staff in their state to:
  - Contact each Military Treatment Facility (MTF) and Warrior Transition Unit (WTU) in the state to offer the services of a DVOP specialist for any service member or spouse or family caregiver in need of employment-related assistance;
  - Determine the appropriate DVOP schedule to meet the need at each facility.
    - An MTF and WTU in your area can be found by zip code here: <http://tricare.mil/mtf/>. Note: Certain medical facilities of the U.S. Department of Veteran Affairs (VA) are also listed and may be providing medical assistance.

### 3. **Summary and Background.**

a. Summary – This document describes additional populations eligible to receive services provided by DVOP specialists. TEGL 19-13 and Veterans' Program Letter (VPL) 03-14 stated that under 38 U.S.C. 4103A(a)(1)(C), the Secretary of Labor (Secretary) may identify additional groups of veterans who are entitled to receive intensive services from DVOP staff. Vietnam-era Veterans are added to the list of populations already identified as being eligible to receive services from DVOP specialists. Previous guidance, specifically TEGL 20-13, identified veterans ages 18 to 24 as a priority category.

b. Background – Title 38 U.S.C. 4103A mandates specific roles and responsibilities for DVOP specialist staff. ETA and VETS issued policy guidance, TEGL 19-13 and VPL 03-14, respectively, on the distinct roles of the DVOP specialist in 2014. That guidance limits the populations of veterans and eligible persons who may be served by a DVOP specialist and defined those categories of veterans and eligible spouses who are being prioritized because they have Significant Barriers to Employment (SBE). Further, TEGL 19-13 and VPL 03-14 stated that, under 38 U.S.C. 4103A(a)(1)(C), the Secretary may identify additional groups of veterans who are entitled to receive intensive services (now referred to as Individualized Career Services) from a DVOP specialist. Also, the Consolidated Appropriations Act of 2014 and every Appropriations Act since then authorize the Jobs for Veterans State Grants (JVSG) program to provide support services to additional SBE populations.

### 4. **Additional Populations.** The populations described in this section are now eligible to be served by DVOP specialists, in addition to those populations described in TEGL 19-13. AJC programs' staff should develop procedures to refer the populations below to DVOP specialists:

a) Veterans aged 18–24

Veterans aged 18–24 possess limited civilian work history which can make transitioning

to the civilian labor force difficult. Based on this fact, veterans between the ages of 18 and 24 may benefit from individualized career services provided by a DVOP specialist.

b) Vietnam-era Veterans

Pursuant to 38 U.S.C. 4211, the term “Veteran of the Vietnam era” is an eligible veteran any part of whose active military, naval, or air service was during the Vietnam era.<sup>1</sup> The Bureau of Labor Statistics and the VA data indicate that there are still a sizeable number of Vietnam-era Veterans in the workforce, and many face difficulty in finding and maintaining employment. In 2017, there were 1,689,000 Vietnam-era Veterans in the workforce with 64,000 unemployed and actively seeking employment.

c) Eligible Transitioning Service Members, Spouses, and Caregivers

In annual appropriation bills since the Consolidated Appropriations Act of 2014, Congress authorized JVSG grants to support services as described in VPL 07-14 to:<sup>2</sup>

- Transitioning members of the Armed Forces who have been identified as in need of intensive services (now referred to as individualized career services);
- Members of the Armed Forces who are wounded, ill, or injured and receiving treatment in MTFs or WTUs; and
- The spouses or other family caregivers<sup>3</sup> of such wounded, ill, or injured members.

5. Inquiries. Inquiries should be directed to the appropriate ETA or VETS regional office.

6. References.

- 38 U.S.C. Chapter 41, Job Counseling, Training, And Placement Service For Veterans (38 U.S.C. 4100–4115), as amended, specifically:
  - 38 U.S.C. 4103A, Disabled veterans’ outreach program; and
  - 38 U.S.C. 4104, Local veterans’ employment representatives;
- 38 U.S.C. Chapter 42, Employment And Training Of Veterans (38 U.S.C. 4211–4215), as amended, specifically:

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<sup>1</sup> 38 U.S.C. 101(29) defines “Vietnam-era” to mean the period beginning on February 28, 1961, and ending on May 7, 1975, in the case of a veteran who served in the Republic of Vietnam during that period, and the period beginning on August 5, 1964, and ending on May 7, 1975, in all other cases.

<sup>2</sup> Authorization to serve these specific populations is contingent upon the appropriations act continuing to provide authorization.

<sup>3</sup> The term “family caregiver” is defined as follows at 38 U.S.C. 1720G (d)

(1) The term “caregiver,” with respect to an eligible veteran...means an individual who provides personal care services to the veteran.

(2) The term “family caregiver,” with respect to an eligible veteran...means a family member who is a caregiver of the veterans.

(3) The term “family member,” with respect to an eligible veteran...means an individual who-

(A) is a member of the family of the veteran, including-

- (i) a parent;
- (ii) a spouse;
- (iii) a child;
- (iv) a step-family member; and
- (v) an extended family member; or

(B) lives with, but is not a member of the family of the veteran.

- 38 U.S.C. 4215, Priority of service for veterans in Department of Labor job training programs;
- The Workforce Innovation and Opportunity Act (WIOA) (Public Law (Pub. L. 113-128)) Title I and III, enacted July 22, 2014; WIOA Regulations at 20 CFR parts 651, 652, 680, and 682;
- 20 CFR Part 1001, Services for Veterans;
- 20 CFR Part 1010, Application of Priority of Service for Covered Persons;
- Consolidated Appropriations Act, 2014, Public Law (P.L) 113-76; Division H, Title I;
- Consolidations Appropriations Act, 2018;
- TEGL 10-09, *Implementing Priority of Service for Veterans and Eligible Spouses in all Qualified Job Training Programs Funded in whole or in part by the U.S. Department of Labor*, [https://wdr.doleta.gov/directives/corr\\_doc.cfm?DOCN=2816](https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=2816);
- TEGL 19-13, *Jobs for Veterans' State Grants Program Reforms and Roles and Responsibilities of American Job Center Staff Serving Veterans*, [https://wdr.doleta.gov/directives/corr\\_doc.cfm?DOCN=7239](https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=7239);
- TEGL 19-13, Change 1, *Expansion and Clarification of Definition of Significant Barriers to Employment for Determining Eligibility for the Disabled Veterans' Outreach Program (DVOP)*, [https://wdr.doleta.gov/directives/corr\\_doc.cfm?DOCN=9393](https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=9393);
- TEGL 19-13, Change 2, *Expansion and Clarification of Homeless Definition as a Significant Barrier to Employment (SBE)*, [https://wdr.doleta.gov/directives/corr\\_doc.cfm?DOCN=3305](https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=3305);
- TEGL 20-13, Change 1, *Designation of Additional Populations of Veterans Eligible for Services from the Disabled Veterans' Outreach Program Specialist – Veterans Ages 18-24*, [https://wdr.doleta.gov/directives/corr\\_doc.cfm?DOCN=7160](https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=7160);
- VPL 05-05, *Direct and Indirect Charges*;
- VPL 01-10, *Jobs for Veterans State Grants Recurring Report Requirements*;
- VPL 03-10, *Modification Process for Adjustment to Jobs for Veterans State Grants*;
- VPL 07-14, *American Job Center (AJC) Participation in Capstone Activities and Other Outreach to Transitioning Service Members*, <https://www.dol.gov/vets/VMS/VPLs/VPL-07-14.pdf>; and
- Training and Employment Notice (TEN) 15-10, *Protocol for Implementing Priority of Service for Veterans and Eligible Spouses in all Qualified Job Training Programs Funded in whole or in part by the U.S. Department of Labor*, [http://wdr.doleta.gov/directives/corr\\_doc.cfm?DOCN=2954](http://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=2954).

7. **Attachments.** None.