

MEMORANDUM OF UNDERSTANDING

IowaWORKS System Operations

This Memorandum of Understanding (MOU) is executed between the **Central Iowa** Local Workforce Development Board (Local WDB), the IowaWORKS system partners (Partners), and the Chief Lead Elected Official (CLEO). They are collectively referred to as the “Parties” to this MOU.

This MOU confirms the understanding of the Parties regarding the operation and management of the IowaWORKS centers in the Local Workforce Development Area. The **Central Iowa** Local WDB, along with the CLEO, provides oversight of workforce services in the Local Workforce Development Area.

The Local Workforce Development Area (LWDA) includes the following counties: **Boone, Dallas, Jasper, Madison, Marion, Polk, Story, Warren**.

The CLEO for the LWDA is **Steve Van Oort** who is a member of the **Polk** County Board of Supervisors.

The Local WDB selected the One Stop Operator, the Central Iowa Core Partners Consortium, through a competitive procurement in accordance with the Uniform Guidance, WIOA and its implementing regulations, local procurement standards and rules, and IWD Policy # 1.4.7.3. All documentation for the competitive One Stop Operator procurement and selection process is published and may be viewed at <https://www.iowawdb.gov/central-iowa/home>

Introduction

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.

These goals will be accomplished by providing all customers in each local area across the state access to a high-quality one-stop system with the full range of services available in their communities.

Purpose

The purposes of this MOU are to:

- | Establish a cooperative working relationship among partners.
- | Define respective Party roles and responsibilities.
- | Coordinate resources to prevent duplication.
- | Develop a one stop system that creates a seamless customer experience.
- | Ensure the effective and efficient delivery of workforce services.
- | Establish joint processes and procedures that will enable partners to align and integrate programs and activities across the local area one stop system.
- | Increase and maximize access to workforce services for individuals with barriers to employment.
- | Coordinate to implement state workforce development initiatives.
- | Ensure an accessible workforce system for all.

Vision Statement

To drive collaborative partnerships with businesses, job seekers, and providers to create a robust region in which:

- Every worker achieves a livable age and sustainable career.
- Work talent is connected to employer needs.
- Impactful policy changes are made.

IowaWORKS System Structure

The Local Workforce Development Area is made up of **{1}** of comprehensive center.

IowaWORKS System locations are listed in [Attachment A-1](#) and [Attachment A-2](#).

Partners/ Parties to this Agreement are listed in [Attachment B](#).

The **Central Iowa** Local Workforce Development Board (local WDB) selected the One Stop Operator, **Central Iowa Core Partners Consortium**, through a competitive process in accordance with the Uniform Guidance, WIOA and its implementing regulations, and local procurement standards, laws, and regulations. All documentation for the competitive One Stop Operator procurement and selected process may be **viewed at <https://www.iowawdb.gov/central-iowa/home>** .

By signing this Agreement, Parties attest that the centers identified as Comprehensive and Satellite meet the definition as outlined in the Core Partner Agency jointly issued policy "[Characteristics of the One Stop Delivery System](#)."

Service Design

WIOA Section 121 identifies the Federal programs and requires that the services and activities under each of those programs must be made available through each local area's One Stop Delivery System. The entities that receive the Federal funds for each of these programs and/ or have the responsibility to administer the respective programs in the local area are required partners under WIOA. One stop center provide services to individual customers based on individual needs, including the seamless delivery of multiple services to individual customers. There is no required sequence of service.

Roles and Responsibilities

Chief Lead Elected Official (CLEO)¹

While not an exhaustive list of duties, the CLEO will, at a minimum:

- In partnership with the LWDB and Partners develop and submit a Local Plan that includes a description of the activities that shall be undertaken within the local system
- Approve all significant actions of the LWDB including, but not limited to,
 - Competitive selection of a One Stop Operator and other providers
 - Termination of One Stop Operator and other providers, if necessary
 - LWDB Budget
 - Memorandum of Understanding and Infrastructure Funding Agreement(s)
- In partnership with the LWDB, conduct ongoing oversight of workforce development activities to assure appropriate management and use of funds and to maximize performance outcomes.

Local Workforce Development Board²

The primary role of the Local Board is to serve as a strategic convener to promote and broker effective relationships throughout the Local Workforce Development Area. The Local Board must develop strategies to continuously improve and strengthen the workforce system through innovation in, and alignment and improvement of, employment, training, and education programs to promote economic growth. While not an exhaustive list of duties, the Local WDB will, at a minimum:

- In partnership with the CLEO and Partners develop and submit a Local Plan that includes a description of the activities that shall be undertaken within the local system
- Conduct workforce research and regional labor market analysis.
- Convene, broker, and leverage workforce system stakeholders.
- Lead efforts in the local area to:
 - engage with a diverse range of employers and other entities.
 - develop and implement career pathways opportunities.
- In partnership with the CLEO, conduct ongoing oversight of workforce development activities to assure appropriate management and use of funds and to maximize performance outcomes.

¹ [IWD Policy #1.2.1 CEO Roles and Responsibilities](#)

² [IWD Policy #1.4.3.1 Local Board Required Functions](#)

One Stop Operator³

The primary role of the One Stop Operator is to coordinate service delivery among partners of the IowaWORKS system.

Scope of Services

The primary responsibility of the One stop operator is to bring strategic and administrative coordination to the service delivery of required one stop partners and service providers in the Central Iowa local workforce area. This includes managing partner responsibilities that are outlined in the local Memorandum of Understanding (MOU). The WIOA MOU serves the key purpose of defining partner roles and focuses, in part, on the shaping of the workforce system, including this sharing of resources, referral agreements, etc. In the end, the overall goal is to ensure efficiency and increase effectiveness within the Central Iowa workforce development area.

General Duties

The One Stop operator will develop positive and collaborative mutual working relationships with One Stop partner staff in a matrix-based leadership environment, this includes having a physical presence on site at the job center. This individual will facilitate integrated partnerships that seamlessly incorporate services for the common customers served by multiple program partners of the AJC. Additionally, the One Stop operator will develop and implement operational policies that reflect an integrated system of performance and communication and use technology to achieve integration and expanded service offerings.

Responsibilities

1. Develop an in-depth understanding of the One Stop partner programs, services, and performance requirements.
2. Coordinate internal communication with core and required partners through regular meetings, face-to-face, and other forms of oral and written communication.
3. Evaluate customer satisfaction survey data and propose service strategy changes to the CIWDB based on findings. Maintain an 85% customer satisfaction rate.
4. Develop and facilitate center in-service days and cross training of staff for partner programs and promote educational opportunities.
5. Assist the board in ensuring all partners are fulfilling responsibilities outlined in the MOU.
6. Oversee and manage the referral process and recommend and assist in the development of strategies to increase partner referrals and co-enrollment.
7. Implement strategies to create a workforce culture where information is shared across partners and system technology barriers are overcome.
8. Manage the one stop certification continuous improvement process for the IowaWORKS American Job Center.
9. Assist in the development of a system-wide outreach strategy and educate partners on brand standard requirements for outreach materials and publications.
10. Use technological solutions to implement tracking systems, improve external communication, and improve system wide outcomes and data collection.

³ [IWD Policy #1.4.7.1 Role of the One Stop Operator](#)

11. Populate and submit various forms of reports to the board and CEOs.
12. Participate in biweekly scheduled meetings with the CIWDB executive director.
13. Participate in full board and subcommittee meetings as assigned.
14. Perform equal opportunity officer duties as directed by the CIWDB.

IowaWORKS Partners⁴

The management of the one-stop system is the shared responsibility of the LWDB, CLEO, WIOA core program Partners, required one-stop Partners, one-stop operators, service providers, and any non-mandatory Partners added to the local system by the LWDB and CLEO. In other words, the system is a total collaborative for the planning, operations, and management of local workforce services.

All Partners should be aware of their responsibility under the law. All Partners **must**:

1. Provide access to their programs through the IowaWORKS system.
2. Use their program's funds to:
 - a. Provide career services.
 - b. Maintain the one-stop system and jointly fund it.
3. Sign the Memorandum of Understanding (MOU) with the LWDB.
4. Participate in the operation of the system.
5. Provide representation on the LWDB, as required, and participate on committees of the LWDB, as needed.

Required Partner Services

The Parties to this Agreement will collaborate to ensure all required and needed services are available to Iowans and Iowa businesses and will work to ensure each IowaWORKS location offers integrated services and have staff who work to ensure quality service delivery.

Methods for providing access to each of the required services:

- Option 1 – Having a program staff member physically present at the American Job Center.
- Option 2 – Having a staff member from a different partner program physically present at the American Job Center and appropriately trained to provide information to customers about the programs, services, and activities available through all partner programs.
- Option 3 – Making available a direct linkage through technology to a program staff member who can provide meaningful information or services.

Services delivered within the system are outlined in the Partners Services section in [Attachment C](#).

Basic Career Services

Basic Career Services are universally accessible and must be made available to all individuals seeking employment and training services in at least one comprehensive IowaWORKS center per local workforce development area. Each Partner's method of providing Basic Career Services in the IowaWORKS system is identified in [Attachment C-1](#).

⁴ [20 CFR 678.420](#)

Individualized Career Services

Individualized career services must be provided after IowaWORKS Center staff determine that such services are required to retain or obtain employment, consistent with any applicable statutory priorities. Each Partner's method of providing Individualized Career Services in the IowaWORKS system is identified in [Attachment C-1](#).

Training Services

Training services can be critical to the employment success of many adults and dislocated workers. IowaWORKS Center staff may determine training services are appropriate regardless of whether the individual has received basic or individualized career services first, and there is no sequence of services requirement. Each Partner's method of providing Training Services, if applicable, is identified in [Attachment C-2](#).

Follow up Services

Local areas must provide follow-up services for Adult and Dislocated Worker participants placed in unsubsidized employment, for up to 12 months after the first day of employment.

Youth Services

Services for youth, ages 16-24, can be critical to credential attainment and obtaining meaningful work experience. Each Partner's method of providing Youth Services, if applicable, is identified in [Attachment C-3](#).

Business Services

Business services must be made available to local employers. Local areas must establish and develop relationships and networks to support these efforts. Business Services, offered by the IowaWORKS system, should be collaborative across Partners. Each Partner's method of providing Business Services, if applicable is identified in [Attachment C-4](#).

Referrals

The purpose of the referral system is to provide integrated and seamless delivery of services to workers, job seekers, and employers.

All referrals and outcomes of referrals must be documented and tracked. Documentation and tracking may occur via a paper process or utilizing the IowaWORKS case management system, if applicable. If a paper process is utilized, all papers must be in accessible formats.

In order to facilitate and promote such a system, each Party agrees to the Referral Process outlined in [Attachment D](#).

Accessibility

Accessibility to the services provided by the IowaWORKS Centers and all Partner agencies is essential to meeting the requirements and goals of the IowaWORKS network. Job seekers and businesses must be able to access all information relevant to them via visits to physical locations as well as in virtual spaces, regardless of gender, age, race, religion, national origin, disability, veteran's status, or on the basis of any other classification protected under state or Federal law.

- 1. Physical Accessibility** – IowaWORKS centers will maintain a culture of inclusiveness and the physical characteristics of the facility, both indoor and outdoor, will meet the latest standards of accessible design. Services will be available in a convenient, high traffic, and accessible location, taking into account reasonable distance from public transportation and adequate parking (including parking clearly marked for individuals with disabilities). Indoor space will be designed in an “equal and meaningful” manner providing access for individuals with disabilities.
- 2. Virtual Accessibility** – The Local WDB will work with the State Workforce Development Board (SWDB) to ensure that job seekers and businesses have access to the same information online as they do in a physical facility. Information must be clearly marked and compliant with Section 508 of the U.S. Department of Health and Human Services code. Partners will comply with the Plain Writing Act of 2010; the law that requires that Federal agencies use "clear Government communication that the public can understand and use" and all information kept virtually will be updated regularly to ensure dissemination of correct information.
- 3. Communication Accessibility** – Communications access, for purposes of this MOU, means that individuals with sensory disabilities can communicate (and be communicated with) on an equal footing with those who do not have such disabilities. All Partners agree that they will provide accommodations for individuals who have communication challenges, including but not limited to individuals who are deaf and hard of hearing, individuals with vision impairments, and individuals with speech-language impairments and barriers.
- 4. Programmatic Accessibility** – All Partners agree that they will not discriminate in their employment practices or services on the basis of gender, gender identity and/or expression, age, race, religion, national origin, disability, veteran's status, or on the basis of any other classification protected under state or Federal law. Partners must assure that they have policies and procedures in place to address these issues, and that such policies and procedures have been disseminated to their employees and otherwise posted as required by law. Partners further assure that they are currently in compliance with all applicable state and Federal laws and regulations regarding these issues. All Partners will cooperate with compliance monitoring that is conducted at the Local level to ensure that all IowaWORKS Center programs, services, technology, and materials are physically and programmatically accessible and available to all. Additionally, staff members will be trained to provide services to all, regardless of range of abilities, mobility, age, language, learning style, or comprehension or education level. An interpreter will be provided in real time or, if not available, within a reasonable timeframe to any customer with a language barrier. Assistive devices, such as screen-reading software programs (e.g., JAWS and DRAGON) and assistive listening devices must be available to ensure physical and programmatic accessibility within the IowaWORKS Center network.

The Parties to this MOU agree to participate on and with the Disability Access Committee(s) within their Local Workforce Development Area and agree to ongoing and regular communication and training with and / or by partners regarding accessibility. The Parties agree to the Accessibility Plan outlined in [Attachment E](#).

Outreach

The Parties recognize the value in joint outreach of the IowaWORKS system and agree to collaboratively conduct outreach activities to customers, employers and job seekers, of the system. The Parties agree to the Outreach Plan in [Attachment F](#).

The Local WDB and its Partners will develop and implement a strategic outreach plan that will include, at a minimum:

- Specific steps to be taken by each partner.
- Development of a unified business services team
- Alignment with sector strategies and career pathways.
- Connections to Registered Apprenticeship.
- Focus on outreach to human resource professionals.
- Focus on local area's job seekers, including targeted efforts for populations most at risk or most in need.
- Regular use of social media.
- An outreach toolkit available for all partners
- Clear objectives and expected outcomes
- Leveraging of any statewide outreach materials relevant to the local area

Data Sharing

Partners agree that the use of high-quality, data is essential to inform decisions made by policymakers, employers, and job seekers. Partners further agree that the collection, use, and disclosure of customer' personally identifiable information (PII) is subject to various requirements set forth in Federal and State privacy laws. Partners acknowledge that the execution of this MOU, by itself, does not function to satisfy all these requirements.

All data, including customer PII, collected, used, and disclosed by Partners will be subject to the following:

1. Customer PII will be properly secured in accordance with the LWDB's policy and procedure regarding the safeguarding of PII.
2. The collection, use, and disclosure of customer education records, and the PII contained therein, as defined under FERPA, shall comply with FERPA and applicable State privacy laws.
3. All confidential data contained in the UI wage records must be protected in accordance with the requirements set forth in 20 CFR 603.
4. All personal information contained in VR records must be protected in accordance with the requirements set forth in 34 CFR 361.38.

5. Customer data may be shared with other programs, for those programs' purposes, within the IowaWORKS Center network only after written consent of the individual has been obtained, where required.
6. Customer data will be kept confidential, consistent with Federal and State privacy laws and regulations.
7. All data exchange activity will be conducted in machine readable format, such as HTML or PDF, for example, and in compliance with Section 508 of the Rehabilitation Act of 1973, as amended. 29 CFR 794(d).

All Partner staff will be trained in the protection, use, and disclosure requirements governing PII and any other confidential data for all applicable programs, including FERPA- protected education records, confidential information in UI records, and personal information in VR records. The Parties to this MOU agree to the Data Sharing Training Plan outlined in [Attachment G](#).

Monitoring

The Local WDB, or its designated staff, officials from state and local administrative entities, the US Departments of Education, Health and Human Services, and Labor have the authority to conduct fiscal and programmatic monitoring to ensure that:

- Federal awards are used for authorized purposes in compliance with law, regulations, and State policies.
- Those laws, regulations, and polices are enforced properly.
- Performance data is recorded, tracked, and reviewed for quality to ensure accuracy and completeness.
- Outcomes are assessed and analyzed periodically to ensure that performance goals are met.
- Appropriate procedures and internal controls are maintained, and record retention policies are followed.
- All MOU terms and conditions are fulfilled.

All Parties to this MOU should expect regular fiscal and programmatic monitoring to be conducted by each of the above entities, as appropriate.

Dispute Resolution

For purposes of this MOU and for IowaWORKS system related issues, each Party expressly agrees to participate in good faith negotiations to reach a consensus. However, should a dispute arise among any Parties to this MOU regarding the contents of this MOU and including the process to develop, amend or renew or in matters pertinent to IowaWORKS operations or activities not addressed in this MOU, all Parties agree to utilize the process included in the attachment cited below. The administrators of applicable state agencies will designate an individual to negotiate and resolve any impasses involving state level partners.

Any local Dispute Resolution Process should include thorough attempts to resolve the issues locally. After reasonable attempts have been made to resolve the dispute locally and in adherence to the Dispute Resolution Process, then and only then can the dispute be elevated to a state level for action.

This MOU is legally binding. Therefore, if all reasonable attempts to resolve any impasse are unsuccessful, it may be remedied in court.

Dispute Resolution Process in [Attachment H](#).

Terms and Conditions

The Parties to this MOU agree to the following Terms and Conditions:

Confidentiality

All Parties expressly agree to abide by all applicable Federal, State, and local laws and regulations regarding confidential information, including PII from education records, such as but not limited to 20 CFR 603, 45 CFR 205.50, 20 USC 1232g, and 34CFR 99, and 34 CFR 361.38, as well as any applicable State and local laws and regulations. In addition, in carrying out their respective responsibilities, each Party shall respect and abide by the confidentiality policies and legal requirements of all the other Parties.

Each Party will ensure that the collection and use of any information, systems, or records that contain PII and other personal or confidential information will be limited to purposes that support the programs and activities described in this MOU and will comply with applicable law.

Each Party will ensure that access to software systems and files under its control that contain PII or other personal or confidential information will be limited to authorized staff members who are assigned responsibilities in support of the services and activities described herein and will comply with applicable law. Each Party expressly agrees to take measures to ensure that no PII or other personal or confidential information is accessible by unauthorized individuals.

To the extent that confidential, private, or otherwise protected information needs to be shared amongst the Parties for the Parties' performance of their obligation under this MOU, and to the extent that such sharing is permitted by applicable law, the appropriate data sharing agreements will be created and required confidentiality and ethical certifications will be signed by authorized individuals. With respect to confidential unemployment insurance information, any such data sharing must comply with all the requirements in 20 CFR 603, including but not limited to requirements for an agreement consistent with 20CFR 603.10, payments of costs, and permissible disclosures.

With respect to the use and disclosure of FERPA-protected customer education records and the PII contained therein, any such data sharing agreement must comply with all of the requirements set forth in 20 U.S.C. § 1232g and 34 CFR Part 99.

With respect to the use and disclosure of personal information contained in VR records, any such data sharing agreement must comply with all of the requirements set forth in 34 CFR 361.38.

By signing this MOU, the Parties attest that their respective agency's Confidentiality Policies have been reviewed and are not in conflict with the confidentiality section of this MOU.

Non-Discrimination and Equal Opportunity

All Parties to this MOU certify that they prohibit, and will continue to prohibit, discrimination, and they certify that no person, otherwise qualified, is denied employment, services, or other benefits on the basis of: (i) political or religious opinion or affiliation, marital status, sexual orientation, gender, gender identification and/or expression, race, color, creed, or national origin; (ii) sex or age, except when age or sex constitutes a bona fide occupational qualification; or (iii) the physical or mental disability of a qualified individual with a disability.

The Parties specifically agree that they will comply with Section 188 of the WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38; Final Rule December 2, 2016), the Americans with Disabilities Act (42 U.S.C. 12101 et seq.), the Non-traditional Employment for Women Act of 1991, titles VI and VII of the Civil Rights of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1967, as amended, title IX of the Education Amendments of 1972, as amended, and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR Part 37 and 38. The Parties agree to fully comply with the Iowa Civil Rights Act of 1965 as amended, Iowa Executive Order 15 (1973), as amended by Iowa Executive Order 1934 (1988).

Indemnification

All Parties to this MOU recognize the partnership consists of various levels of government, not-for-profit entities, and for-profit entities. Each Party to this agreement shall be responsible for injury to persons or damage to property resulting from negligence on the part of itself, its employees, its agents, or its officers. No Partner assumes any responsibility for any other Party, State or non-State, for the consequences of any act or omission of any third Party. The Parties acknowledge the **Central Iowa** LWDB and the **Central Iowa** one-stop operator have no responsibility and/or liability for any actions of the IowaWORKS center employees, agents, and/or assignees. Likewise, the Parties have no responsibility and/or liability for any actions of the **Central Iowa** Local WDB or the **Central Iowa** one-stop operator.

Severability

If any part of this MOU is found to be null and void or is otherwise stricken, the rest of this MOU shall remain in force.

Drug and Alcohol-Free Workplace

All Parties to this MOU certify they will comply with the Drug-Free Workplace Act of 1988, 41 U.S.C. 702 et seq., and 2 CFR part 182 which require that all organizations receiving grants from any Federal agency maintain a drug-free workplace. The recipient must notify the awarding office if an employee of the

recipient is convicted of violating a criminal drug statute. Failure to comply with these requirements may be cause for suspension or debarment under 2 CFR part 180, as adopted by the U.S. Department of Education at 2 CFR 3485, and the U.S. Department of Labor regulations at 29 CFR part 94.

Certification Regarding Lobbying

All Parties shall comply with the Byrd Anti-Lobbying Amendment (31 U.S.C. §1352), 29 C.F.R. Part 93, and 34 CFR part 82, as well as the requirements in the Uniform Guidance at 2 CFR 200.450. The Parties shall not lobby Federal entities using Federal funds and will disclose lobbying activities as required by law and regulations.

Debarment and Suspension

All Parties shall comply with the debarment and suspension requirements (E.O.12549 and 12689) and 2 CFR part 180 and as adopted by the U.S. Department of Labor at 29 CFR part 2998 and by the U.S. Department of Education at 2 CFR 3485.

Priority of Service

All Parties certify that they will adhere to all statutes, regulations, policies, and plans regarding priority of service, including, but not limited to, priority of service for veterans and their eligible spouses, and priority of service for the WIOA title I Adult program, as required by 38 U.S.C. §4215 and its implementing regulations and guidance, and WIOA sec. 134(c)(3)(E) and its implementing regulations and guidance. Partners will target recruitment of special populations that receive a focus for services under WIOA, such as individuals with disabilities, low-income individuals, basic skills deficient youth, and English language learners.

Buy American Provision

Each Party that receives funds made available under title I or II of WIOA or under the Wagner-Peyser Act (29 U.S.C. §49, et. seq.) certifies that it will comply with Sections 8301 through 8303 of title 41 of the United States Code (commonly known as the “Buy American Act.”) and as referenced in WIOA Section 502 and 20 CFR 683.200(f).

Salary, Compensation, and Bonus Limitations

Each Party certifies that, when operating grants funded by the U.S. Department of Labor, it complies with TEGL 05-06, Implementing the Salary and Bonus Limitations in Public Law 109-234, restricting the use of Federal grant funds for compensation and bonuses of an individual, whether charged to either direct or indirect, at a rate in excess of the Federal Office of Personnel Management Executive Level II.

Non- Assignment

Except as otherwise indicated herein, no Party may, during the term of this MOU or any renewals or extensions of this MOU, assign or subcontract all or any part of the MOU without prior written consent of all other Parties.

Governing Law

This MOU will be construed, interpreted, and enforced according to the laws of the State of Iowa. All Parties shall comply with all applicable Federal and State laws and regulations, and Local laws to the extent that they are not in conflict with State or Federal requirements.

Amendment/ Modification

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, and local laws, regulations, rules, plans and policies. Any amendment must adhere to the process outlined and referenced below. Amendments or modifications may only be proposed by partner program signatories.

All Parties to this MOU agree to the MOU Amendment/ Modification Process provided in [Attachment I](#).

Termination

The Parties understand that implementation of the one stop system is dependent upon good faith effort to work together to improve services to the community. It is understood and agreed that there are situations which may cause a Party to cease being a Party to this MOU. Termination of this agreement may only be proposed by partner program signatories.

This MOU will remain in effect until the end date specified in the [Effective Period](#) section below, unless:

- All Parties mutually agree to terminate this MOU prior to the end date.
- Federal oversight agencies charged with the administration of WIOA are unable to appropriate funds or if funds are not otherwise made available for continued performance for any fiscal period of this MOU succeeding the first fiscal period. Any Party unable to perform pursuant due to lack of funding shall notify the other Parties as soon as the Party has knowledge that funds may be unavailable for the continuation of activities under this MOU.
- WIOA is repealed or superseded by subsequent Federal law.
- Local Workforce Development Area designation is changed under WIOA or by action of the Iowa State Workforce Development Board.

All Parties to this MOU agree to the Termination Process provided in [Attachment J](#).

Effective Period

This MOU is entered into on July 1, 2024. This MOU will become effective as of the date of signing by the final signatory below unless any of the reasons in the Termination section above apply. Regardless of the effective period of this agreement, the Parties agree to review the contents of this agreement at least one time annually. This agreement shall be in effect until:

▶ June 30, 2027

One-Stop Operating Budget

The purpose of the one-stop operating budget is to establish a financial plan, including terms and conditions, to fund the services and operating costs of the Des Moines IowaWORKS Center. The Parties to this MOU agree that joint funding is a necessary foundation for an integrated service delivery system. The goal of the operating budget is to develop a funding mechanism that:

- Establishes and maintains the Local workforce delivery system at a level that meets the needs of the job seekers and businesses in the Local area,
- Reduces duplication and maximizes program impact through the sharing of services, resources, and technologies among Partners (thereby improving each program's effectiveness),
- Reduces overhead costs for any one partner by streamlining and sharing financial, procurement, and facility costs, and
- Ensures that costs are appropriately shared by IowaWORKS Center Partners by determining contributions based on the proportionate use of the one-stop centers and relative benefits received, and requiring that all funds are spent solely for allowable purposes in a manner consistent with the applicable authorizing statutes and all other applicable legal requirements, including the Uniform Guidance.

The Partners consider this one-stop operating budget the master budget that is necessary to maintain the **Central Iowa** high-standard IowaWORKS network. It includes the following cost categories, as required by WIOA and its implementing regulations:

- Infrastructure costs (also separately outlined in the Infrastructure Funding Agreement (IFA)),
- Career services, and
- Shared services.

All costs must be included in the MOU, allocated according to Partners' proportionate use and relative benefits received, and reconciled on a semiannual basis against actual costs incurred and adjusted accordingly. The one-stop operating budget is expected to be transparent and negotiated among Partners on an equitable basis to ensure costs are shared appropriately. All Partners must negotiate in good faith and seek to establish outcomes that are reasonable and fair.

One-Stop Operating Budget

The **Des Moines** IowaWORKS Center's one-stop operating budget is identified in Attachment L, IFA Analysis Excel Document.

Cost Allocation Methodology

All Partners in the **Des Moines** IowaWORKS Center are physically co-located in the IowaWORKS Center as outlined in Attachment C, with the exception of those outlined in Attachment C-5.

These partners/programs in Attachment C-5 are linked virtually through online service access to a program staff member via IowaWORKS Centers and through cross-trained front desk staff and other, physically co-located, partner staff who can provide information and referrals. Even if a Program is not physically co-located within the IowaWORKS Center, their customers use the IowaWORKS system to access services such as:

- Using IowaWORKS Center computers to file UI claims, conduct work searches, and communicate with off-site program staff,
- Using staff assistance for general information about services,
- Using other resource IowaWORKS Center such as copiers, scanners, fax machines, or assistive technology for individuals with disabilities,
- Obtaining labor market information,
- Attending reemployment workshops,
- File grievances, appeals, etc.

These services are used to directly benefit the programs in Attachment C-5 and support them and will be proportionally paid for.

The **Des Moines office** selected **2** different allocation bases – as outlined in the Allocation Bases per Cost Item section below – to determine overall Partner contributions. This was done in an effort:

- To comply with the requirement of Partners' contributions being proportional to their use of the one-stop center(s) and relative benefit received.
- Accommodate the transition if IVRS to co-locate at the one stop center.

Allocation Bases per Cost Item

The **Des Moines** IowaWORKS Center's allocation base(s) are identified in Attachment L.

Partner Contribution Amounts

The Partner Contributions are determined after all IFA costs and the allocation bases are identified. Attachment L shows how much each Partner will contribute each year (broken down by allocation base and by cost category) to the cost of operating the IowaWORKS system in the **Des Moines** IowaWORKS Center.

Cost Reconciliation and Allocation Base Update

All Parties agree that a semiannual reconciliation of budgeted and actual costs and update of the allocation bases will be completed in accordance with the following process.

Partners will provide the **Central Iowa** LWDB with the following information no later than 30 days after the end of each quarter, as applicable:

- Quarterly cost information and documentation of the actual costs charged for reimbursement through the IFA,
- Updated staffing information (per the 1st day of the 1st month of each quarter), and

Upon receipt of the above information, the **Central Iowa** LWDB will:

- Compare budgeted costs to actual costs,
- Update the allocation bases, and
- Apply the updated allocation bases, as described in the Cost Allocation Methodology section above, to determine the actual costs allocable to each partner.
- The **Central Iowa** LWDB will prepare an updated budget document showing cost adjustments and provide an invoice for each Partner with the actual costs allocable to each Partner for the quarter and send a copy of the updated budget to all Parties no later than **45 days** after the end of each quarter.
- Iowa Workforce Development will submit the invoices and manage all financial activities related to collections and cash management for work they contract or authorize for the benefit of IWD programs, as well as sub-leases and tenants associated with those agreements. All sub-lease agreements between IWD and sub-tenants/users are strictly between IWD and the sub-tenant or sub-leaser. The CIWDB has no liability or responsibility related to those binding relationships.
- The Partners understand that the timeliness of the preparation and submission of invoices and adjusted budgets is contingent upon the timeliness of each Partner in providing the necessary cost information.
- Upon receipt of the invoice and adjusted budget, each Partner will review both documents and will submit payment to Iowa Workforce Development no later than 30 days following receipt. Payment of the invoice signifies agreement with the costs in the adjusted budget.
- Partners will communicate any disputes with costs in the invoice or the adjusted budget to the **Central Iowa** LWDB in writing. The **Central Iowa** LWDB will review the disputed cost items and respond accordingly to the Partner and LWDB within **15** days of receipt of notice of the disputed costs. When necessary, the **Central Iowa** LWDB will revise the invoice and the adjusted budget upon resolution of the dispute.
- Disputes related to Sub-leases or sub-tenant agreements with Iowa Workforce Development should be directed to IWD. The Central Iowa LWDB will not intervene and that mediation.

Infrastructure Funding Agreement

American Job Center infrastructure costs are defined as non-personnel costs that are necessary for the general operation of the American Job Center, including, but not limited to:

- Rental of the facilities;
- Utilities and maintenance;
- Equipment, including assessment-related products and assistive technology for individuals with disabilities; and,
- Technology to facilitate access to the American Job Center, including technology used for the center's planning and outreach activities.

All Parties to this MOU and IFA recognize that infrastructure costs are applicable to all required Partners, whether they are physically located in the IowaWORKS Center or not. Each partner's contributions to these costs, however, may vary, as these contributions are based on the proportionate use and relative benefit received, consistent with the Partner programs' authorizing laws and regulations and the Uniform Guidance.

Partners

Partners funding the costs of infrastructure according to this IFA are the same as identified in Partners/Parties to this Agreement [Attachment B](#).

Infrastructure Budget

The **Des Moines** IowaWORKS Center's infrastructure budget is identified in Attachment L.

Cost Allocation Methodology

All Parties agree that the cost allocation methodology for this IFA will be the same as described in the Cost Allocation Methodology section on page 18, 53 and 54 of this MOU.

Cost Reconciliation and Allocation Base Update

All Parties agree that the cost reconciliation and allocation base update for this IFA will be the same as described in the Cost Reconciliation and Allocation Base Update section of the MOU.

Steps to Reach Consensus

Notification of Partners

The **Central Iowa** LWDB Chair (or designee) must notify all Parties in writing that it is necessary to renew and execute the MOU and provide all applicable policies and preceding MOU documents, as applicable.

Kickoff Meeting

The **Central Iowa** LWDB Chair (or designee) is responsible for convening all required and optional IowaWORKS Center Partners to formally kick-off negotiations, and to ensure that, at a minimum, all IowaWORKS Center Partners from all counties within the **Central Iowa** are appropriately represented. The kickoff meeting should take place no later than within **two** weeks of notification as it must be hosted in a timely manner to allow for all steps to be conducted in good faith and in an open and transparent environment.

At the kickoff meetings, the **Central Iowa** LWDB Chair (or designee) must provide a detailed review of all relevant documents, facts, and information and ensure all Parties have sufficient time to ask questions or voice concerns and are fully aware of expectations and the overall process.

Negotiations

Over the 4 weeks after the formal kickoff meeting, Partners must submit all relevant documents to the Central Iowa LWDB Chair (or designee) to begin drafting the MOU. During this time frame, additional formal or informal meetings (informational and negotiation sessions) may take place, if they are conducted openly and transparently, with pertinent information provided to all Parties.

Draft MOU

Within six weeks of the kickoff meeting, the **Central Iowa** LWDB Chair (or designee) must email a complete draft of the MOU to all Parties.

Review and Comment

Within **two** weeks of receipt of the draft MOU, all Parties must review and return feedback to the **Central Iowa** LWDB Chair (or designee). It is advised that each Party also use this time to allow their respective Legal Departments to review the MOU for legal sufficiency. It is the responsibility of the **Central Iowa** LWDB Chair (or designee) to ensure all IowaWORKS Center Partners to the MOU are aware of the comments and revisions that are needed.

Finalized Draft

The **Central Iowa** LWDB Chair (or designee) must circulate the finalized MOU and secure Partner signatures within **two** weeks of receipt of feedback. The WIOA MOU will be considered fully executed once all signatories have reviewed and signed, and a signed copy has been returned to all Parties. If determined that a Partner is unwilling to sign the MOU, then the **Central Iowa** LWDB Chair (or designee) must ensure that the dispute resolution process is followed.

Dispute and Impasse Resolution

All Parties will actively participate in Local IFA negotiations in a good faith effort to reach agreement. Any disputes shall first be attempted to be resolved informally. Should informal resolution efforts fail, the process outlined in Dispute Resolution Process in [Attachment H](#) must be followed.

If Partners in a Local area have employed the dispute resolution process and have failed to reach consensus on an issue pertaining to the IFA, then an impasse is declared and the State Funding Mechanism (SFM) is triggered.

Step 1: Notice of failure to reach consensus given to Governor.

If the Parties cannot reach consensus on methods of sufficiently funding a one-stop center's infrastructure costs and the amounts to be contributed by each Local Partner program, the **Central Iowa** LWDB is required to notify the Governor. Notification must be given to the Governor by **April 1** (three months prior to the projected MOU start date), according to the Policy Number 1.4.10, Memorandum of Understanding.

Step 2: Negotiation materials provided to Governor.

The **Central Iowa** LWDB Chair (or designee) must provide the appropriate and relevant materials and documents used in the negotiations to the Governor, preferably at the time of the notification of failure to reach consensus, but no later than **five** business days thereafter. At a minimum, the **Central Iowa** LWDB Chair (or designee) must provide to the Governor:

- Local WIOA plan,
- Cost allocation methodology or methodologies proposed by the partners to be used in determining the proportionate share,
- Proposed amounts or budget to fund infrastructure costs,
- Amount of partner funds included,
- Type of funds (cash, non-cash, and third-party in-kind contributions) available
 - including all documentation on how partners valued non-cash and third party in-kind contributions consistent with [2 CFR 200.306](#),
- Proposed or agreed on IowaWORKS Center budgets (for individual centers or a network of centers),
- Any partially agreed upon, proposed, or draft IFAs.

The LWDB may also provide the Governor with additional materials that they or the Governor find to be appropriate.

Step 3: Governor Determinations and Calculations

The Governor will:

- Determine one-stop center infrastructure budget(s),
- Establish cost allocation methodology(s),
- Determine Partners' proportionate shares,

- Calculate statewide caps,
- Assess the aggregate total of infrastructure contributions as it relates to the statewide cap, and
- Adjust allocations.

Once all determinations and calculations are completed, the Governor will notify the **Central Iowa** LWDB Chair (or designee) of the final decision and provide a revised IFA for execution by the Parties.

Step 4: IFA Execution

The IFA becomes effective as of the date of signing by the final signatory.

Programs may appeal the Governor's determinations of their infrastructure cost contributions in accordance with the process established under 20 CFR 678.750, 34 CFR 361.750, and 34 CFR 463.750.

Amendment/Modification Process

This MOU/IFA may be amended at any time upon mutual agreement of the Parties. Any amendment to this MOU/IFA must be consistent with Federal, state, and local laws, regulations, rules, plans and policies. Any amendment must adhere to the process outlined and referenced below. Amendments or modifications may only be proposed by partner program signatories.

All Parties to this MOU/IFA agree to the MOU Amendment/ Modification Process provided in Attachment I.

Effective Period

This IFA is entered into on **July 1, 2024**. This IFA will become effective as of the date of signing by the final signatory below unless any of the reasons in the Termination section above apply. Regardless of the effective period of this agreement, the Parties agree to review the contents of this agreement at least one time annually. This agreement shall be in effect until: **{check one box}**

- June 30, 2025
- June 30, 2026
- June 30, 2027

MOU and IFA Attachments

Attachment A-1: IowaWORKS Office Locations

Comprehensive Center Name	Des Moines
Center Manager Name and Title	Sara Bath, One Stop Operator
Mailing Address	200 E Army Post Rd
Operating Hours	Monday – Friday 8:00 am to 4:30 pm; 9:00 am to 4:30 pm
Phone	515-281-9619
Email	DesMoinesIowaWORKS@iwd.iowa.gov
Website	none

Attachment B: Partners/ Parties to this Agreement

Program	Partner Organization	Authorizing Statute	Signatory	Signatory's Contact Information
Chief Lead Elected Official	CLEO	WIOA Title I	Steve Van Oort	Steve.vanoort@polkcountyiowa.org
Local Workforce Development Board, Chair	LWDB	WIOA Title I	Stacy Sime	Stacy.sime@lifeservebloodcenter.org
One Stop Operator	Central Iowa Core Partners Consortium		Linda Rouse	linda.rouse@iwd.iowa.gov
Title I - Adult,	The National ABLE Network, Inc.	WIOA Title I	Matt Weis	mweis@nationalable.org
Title I - Dislocated Worker	The National ABLE Network, Inc	WIOA Title I	Matt Weis	mweis@nationalable.org
Title I - Youth	Youth & Shelter Services	WIOA Title I	Andrew Allen	aallen@yssa.org
Title II - Adult Education & Family Literacy	Iowa Workforce Development	WIOA Title II	Kyle Clabby-Kane	kyle.clabby@iwd.iowa.gov
Title III - Wagner Peyser Act	Iowa Workforce Development	WIOA Title III	Linda Rouse	linda.rouse@iwd.iowa.gov
Title IV - Rehabilitation Act of 1973	Iowa Department for the Blind	WIOA Title IV	Keri Osterhaus	keri.osterhaus@blind.state.ia.us
Title IV - Rehabilitation Act of 1973	Iowa Vocational Rehabilitation Services	WIOA Title IVA	James Williams	james.williams@iwd.iowa.gov
Career and Technical Education	Iowa Department of Education	Carl D. Perkins Career and Technical Education Act of 2006	Dennis Harden	dennis.harden@iowa.gov
Senior Community Services Employment Program (SCSEP)	AARP Foundation and The National ABLE Network, Inc. (based on county)	Title V Older American Act of 1965	Demiti Gantzoulatos@aarp.org AARP Foundation/ Matt Weis National ABLE	dgantzoulatos@aarp.org mweis@nationalable.org

Program	Partner Organization	Authorizing Statute	Signatory	Signatory's Contact Information
SCSEP continued				
Job Corps	Job Corp	WIOA Title I	Lindsay Cale	cale.lindsay@jobcorps.org
Native American programs	Indian Council	WIOA Title I	Angel Peer	Apeer@indiancouncil.net
National Farmworker Jobs Program	Proteus	WIOA Title I	Daniel Zinnel	Danielz@prtoteusinc.net
State Unemployment Compensation Program	Iowa Workforce Development		Scott Perkins	scott.perkins@iwd.iowa.gov
Jobs for Veterans State Grant (JVSG)	Iowa Workforce Development	Chapter 41 of title 38, U.S.C.	Linda Rouse	linda.rouse@iwd.iowa.gov
ReEntry Employment Opportunities (REO) program	Iowa Workforce Development	Second Chance Act of 2007	Linda Rouse	linda.rouse@iwd.iowa.gov
Temporary Assistance to Needy Families (TANF)	Iowa Workforce Development	Part A of Title IV of the Social Security Act	Michelle McNertney	Michelle.mcnertney@iwd.iowa.gov
RESEA	Iowa Workforce Development		Linda Rouse	Linda.rouse@iwd.iowa.gov
Trade Adjustment Assistance (TAA) program	Iowa Workforce Development	Title II of the Trade Act of 1974	Michelle McNertney	Michelle.mcnertney@iwd.iowa.gov

Attachment C: Partner Services List

Basic Career Services

- A. Eligibility Determination
- B. Outreach, Intake, and Orientation to the information, services, programs, tools and resources available through the Local workforce system
- C. Initial assessment of skill level(s), aptitudes, abilities, and supportive service needs
- D. In and out of area job search and placement assistance
- E. Provision of information on in demand sectors, occupations, or nontraditional employment
- F. Provision of employment/ workforce and labor market information
- G. Provision of performance information and program costs for eligible providers of training, education, and workforce services
- H. Provision of information on performance of the local workforce system
- I. Provision of information on the availability of supportive services and referral to such as appropriate
- J. Provision of information and meaningful assistance on Unemployment Insurance claim filing
- K. Provision of referrals and coordination of activities with other programs and services
- L. Information and assistance in applying for financial aid for training and education programs not provided under WIOA.

Individualized Career Services

- A. Comprehensive and specialized assessments of skill levels and service needs
- B. Development of an Individual Employment Plan (IEP) to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the customer to achieve the employment goals.
- C. Group Counseling
- D. Individual Counseling and Career Planning
- E. Literacy Training
- F. Workforce Preparation Activities
- G. Case Management for customers seeking training services, individual in and out of area job search, referral and placement
- H. Work based learning experiences, including internships and transitional jobs
- I. Instructions in Self Advocacy (VR)
- J. English Language Acquisition

Follow Up Services

- A. Follow Up Services

Training Services

- A. Occupational Skills Training
- B. On-the-Job Training (OJT)
- C. Entrepreneurial Training
- D. Customized Training
- E. Training programs operated by the private sector
- F. Skill upgrading and retraining
- G. Adult Education and Literacy (AEL) programs
- H. Workplace and Cooperative Education (programs that combine workplace training with related instruction which may include cooperative education programs)
- I. Incumbent Worker Training

Youth Services

- A. Tutoring, study skills training, dropout prevention
- B. Alternative secondary school services
- C. Paid and unpaid Work Experience
- D. Occupational Skills Training
- E. Education offered concurrently with workforce preparation
- F. Leadership development
- G. Supportive services
- H. Adult mentoring
- I. Follow up services
- J. Comprehensive guidance and counseling
- K. Financial literacy education
- L. Entrepreneurial skills training
- M. Services that provide labor market information
- N. Postsecondary preparation and transition activities

Business Services

- A. Employer needs assessment
- B. Job posting
- C. Applicant pre-screening
- D. Recruitment assistance
- E. Training assistance
- F. Provide access to and assist with interpretation of Labor Market Information
- G. Employer information and referral
- H. Rapid response and layoff aversion
- I. Incumbent worker training
- J. Develop customized training opportunities for specific employer and/ or industry sector needs
- K. Develop, convene, or implement sector partnerships
- L. Provide information regarding assistive technology and communication accommodations
- M. Conduct job fairs
- N. Use of IowaWORKS centers for recruiting and interviewing job applicants

Attachment C-1: Career Services

Partner	Program	Method of Providing Service				
		In Center Full Time	In Center Part Time	Partner Program Provides Full Time	Partner Program Provides Part Time	Direct Linkage
The National ABLE Network, Inc.	Title I –Adult	Basic: A,B,C,D,E,F,G,H,I,J,K,L Individual: A, B, C, D, E, F, G, H, I, J,				
The National ABLE Network, Inc.	Title I - Dislocated Worker	Basic: A,B,C,D,E,F,G,H,I,J,K,L Individual: A, B, C, D, E, F, G, H, I, J,				
Youth & Shelter Services	Title I – Youth and Young Adult	Basic: A,B,C,D,E,F,G,H,I,J,K,L Individual: A, B, C, D, E, F, G, H, I, J,				
Iowa Workforce Development	Title II - Adult Education & Literacy					Basic: A, B, C, D, E, F, G, H, I, J, K, L Individualized: A, B, D, E, F, G, J
Iowa Workforce Development (IWD)	Title III - Wagner Peyser	Basic: B,D,E,F,G,H,I,J K,L Individual: A,B,C,D,F,G				
Iowa Department for the Blind	Title IV - Rehabilitation Act of 1973					Basic: B, C, L Individual: D, E, F, H, I

Iowa Vocational Rehabilitation Services	Title IV - Rehabilitation Act of 1973	Basic: B, C, L Individual: D, E, F, G, H, I				
IWD	Trade Adjustment Assistance (TAA)	Basic: A, B, C, D, E, F, G, H, I, J, K, L Individual: A,B,C,D,F,G,H				
The National ABLE Network, Inc. And AARP Foundation	Senior Community Services Employment Program (SCSEP)		Basic: A, B, C, D Individual: A, B, F,G, H			
Job Corp	Job Corps					
Indian Council	Native American Programs		Basic: A, B, C, D, E, F, G, H, I, J, K, L			
Proteus	National Farmworker Jobs Program (NFJG)	Basic: A, B, C, D, E, F, G, H, I, J, K, L Individual: A, B,D, F,G				
IWD	Temporary Assistance for Needy Families (TANF) - PROMISE Jobs	Basic: B, C, D, E, F, G, H, I, K, L Individual: A, B, D, F, G, H				Basic: A, J Individual: C, E, I, J
IWD	Unemployment Compensation					Basic: D, E, F,J
IWD	Jobs for Veterans State Grant (JVSG)	Basic: B, D, E, F, G, H, I, J, L Individual: A, B, C, D,				
IWD	Reentry Employment	Basic: B, D, E, F, G, H, I, J, Individual: A, B, C, D				

	Opportunities (REO)					
IWD	RESEA	Basic: A, B, C, D, E, F, I, Individual: B, F				
DMACC	Career and Technical Education			Basic: B, C, E, F, K, L Individual: D, F, H, J		

Attachment C-2: Training Services

Partner	Program	Method of Providing Service				
		In Center Full Time	In Center Part Time	Partner Program Provides Full Time	Partner Program Provides Part Time	Direct Linkage
The National ABLE Network, Inc.	Title I - Adult	A, B, C, D, E, F, G, H, I		J		
The National ABLE Network, Inc.	Title I - Dislocated Worker	A, B, C, D, E, F, G, H, I		J		
Youth & Shelter Services	Title I – Youth and Young Adult	A, B, C, D, E, F, G, H, I		J		
Iowa Workforce Development	Title II - Adult Education & Literacy			G		
Iowa Workforce Development (IWD)	Title III - Wagner Peyser	n/a				
Iowa Department for the Blind	Title IV - Rehabilitation Act of 1973					A, B, C, D, E
Iowa Vocational Rehabilitation Services	Title IV - Rehabilitation Act of 1973	A, B, C, D, E				
IWD	Trade Adjustment Assistance (TAA)	A, B, C, D, E, F, G, H, I				

The National ABLE Network, Inc. And AARP Foundation	Senior Community Services Employment Program (SCSEP)		D			
Job Corp	Job Corps					
None	YouthBuild					
Indian Council	Native American Programs		A, B, C, D, E, F, G,H, I			
Proteus	National Farmworker Jobs Program (NFJG)	n/a				
IWD	Temporary Assistance for Needy Families (TANF) - PROMISE Jobs	n/a				
IWD	Unemployment Compensation	n/a				
IWD	Jobs for Veterans State Grant (JVSG)	n/a				
IWD	Reentry Employment Opportunities (REO)	n/a				
IWD	RESEA	n/a				
DMACC	Career and Technical Education			A, D, F, H		

Attachment C-3: Youth Services

Partner	Program	Method of Providing Service				
		In Center Full Time	In Center Part Time	Partner Program Provides Full Time	Partner Program Provides Part Time	Direct Linkage
The National ABLE Network, Inc.	Title I - Adult			A, B, C, D, E, F, G, H, I, J, K, L, M, N		
The National ABLE Network, Inc.	Title I - Dislocated Worker			A, B, C, D, E, F, G, H, I, J, K, L, M, N		
Youth & Shelter Services	Title I – Youth and Young Adult	C, D, E, F, G, H, I, J, K, L, M, N		A, B		
Iowa Workforce Development	Title II - Adult Education & Literacy	n/a				
Iowa Workforce Development (IWD)	Title III - Wagner Peyser	n/a				
Iowa Department for the Blind	Title IV - Rehabilitation Act of 1973					C, D, E, F, J, K, L, M, N
Iowa Vocational Rehabilitation Services	Title IV- Rehabilitation Act of 1973	C, D, E, F, J, K, L, M, N				
IWD	Trade Adjustment Assistance (TAA)	n/a				

The National ABLE Network, Inc. And AARP Foundation	Senior Community Services Employment Program (SCSEP)	n/a				
Job Corp	Job Corps					
None	YouthBuild					
Indian Council	Native American Programs		A, B, C, D, E, F, G, H, I, J, K, L, M, N			
Proteus	National Farmworker Jobs Program (NFJG)	n/a				
IWD	Temporary Assistance for Needy Families (TANF)- PROMISE Jobs	n/a				
IWD	Unemployment Compensation	n/a				
IWD	Jobs for Veterans State Grant (JVSG)	n/a				
IWD	Reentry Employment Opportunities (REO)	n/a				
IWD	RESEA	n/a				
DMACC	Career and Technical Education			C, D, F, H, M, N		

Attachment C-4: Business Services

Partner	Program	Method of Providing Service				
		In Center Full Time	In Center Part Time	Partner Program Provides Full Time	Partner Program Provides Part Time	Direct Linkage
The National ABLE Network, Inc.	Title I - Adult	A, B, C, D, E, F, G,H, I, J, K, L, M, N				
The National ABLE Network, Inc.	Title I - Dislocated Worker	A, B, C, D, E, F, G, H, I, J, K, L, M, N				
Youth & Shelter Services	Title I – Youth and Young Adult	A, B, C, D, E, F, G, J, K, L, M, N		H, I		
Iowa Workforce Development	Title II - Adult Education & Literacy					
Iowa Workforce Development (IWD)	Title III - Wagner Peyser	A, B, D, F, G, H, I, J, K, L, M, N				
Iowa Department for the Blind	Title IV - Rehabilitation Act of 1973					C, G, L, K
Iowa Vocational Rehabilitation Services	Title IV - Rehabilitation Act of 1973	C, G, L, K				
IWD	Trade Adjustment Assistance (TAA)	n/a				

The National ABLE Network, Inc. And AARP Foundation	Senior Community Services Employment Program (SCSEP)					
Job Corp	Job Corps	n/a				
None	YouthBuild	n/a				
Indian Council	Native American Programs		A, B, C, D, E, F, G, H, I, J, K, L, M, N			
Proteus	National Farmworker Jobs Program (NFJG)	n/a				
IWD	Temporary Assistance for Needy Families (TANF) - PROMISE Jobs	n/a				
IWD	Unemployment Compensation	n/a				
IWD	Jobs for Veterans State Grant (JVSG)	A, B, C, D, F, G, N				
IWD	Reentry Employment Opportunities (REO)	B, C, D, F, G, M, N				
IWD	RESEA					
DMACC	Career and Technical Education			D, E, F, G, J, K, L		

Attachment C-5: Services not in Comprehensive or Affiliate Locations

Partner	Program	Service	Explanation
Iowa Department for the Blind	Title IV - Rehabilitation Act of 1973	All	Provides services through dedicated facility.

Des Moines Area Community College	Career and Technical Education	All	
Des Moines Area Community College	AEFLA	High School Equivalency and English Language Acquisition	Offered at 12 area campuses and on-line
Job Corp	Job Corp	All	Services offered at 1 of 2 Iowa based regional campuses, this one located in Ottumwa.

Attachment D: Referral Process

LWDA: Central Iowa – Des Moines IowaWORKS

**IowaWORKS System Partners’
Referral Process**

Step I:

Review MOU page 8 and 10 for state guidance on “referrals” and “data sharing.”

Each partner must protect and accept liability for appropriate client and organizational liability related to customer information. This process is not intended to replace standard operation procedures for any individual IowaWORKS program partner.

Once a customer has expressed a desire to learn more about and/or receive services from another IowaWORKS partner program, a referral may be made.

When a customer referral needs to be made to another program, the referring agency staff member will complete the designated referral form as appropriate.

The Central Iowa Workforce Development Board has provided a One Stop Operator referral management tool.

Participation in using the One Stop Operator tool is voluntary among partners, but it will be the only electronic referral management system endorsed by the CIWDB through this MOU.

Step II:

At minimum, referral must include, but is not limited to, the following information on the referral form:

1. Customer first and last name
2. Customer contact information
3. Reason for referral
4. Referring staff member name
5. An open text box for more information.
6. Mode of obtaining customer consent.

Once the form is completed and submitted, an email will be sent to the partner agency staff’s email that was entered in the first box of the Referral form.

Step III:

The recipient partner program will contact the customer referred to within 72 business hours.

Method for Documenting Referrals:

Agency staff include a case note describing the referral and to whom the referral was directed. This information is tracked in the agencies’ respective case management systems. Wagner Peyser staff ensure a Wagner Peyser application has been completed and that a referral service has been requested.

Method for Tracking Status of Referrals:

Each program is responsible for tracking the outcomes of the referral in their respective case

management systems according to their standard operating procedures.

To support a seamless customer experience, all partners are encouraged to use the One Stop Operator tool. The tool will provide outcome and client tracking reports to support each partner. The One Stop Operator will provide support for the partners that use the One Stop Operator portal, including training.

Database(s) utilized for Documenting and Tracking Referrals:

Digital documentation of each referral using the One Stop Operator portal is maintained by the One-Stop Operator. Each Agency is responsible for tracking the outcomes of the referral in their respective case management systems according to their standard operating procedures.

If a Referral Form will be used, how will you ensure the form is accessible?

All partner staff have access to the referral form, will be offered training, and are encouraged to make referrals.

The staff One Stop Operator referral form is available by web link.

Other information necessary regarding referrals:

Check here if a Referral Form is attached.

Attachment E: Accessibility Plan

LWDA: Central Iowa – Des Moines IowaWORKS

**IowaWORKS System Partners’
Accessibility Plan**

How will partners ensure physical accessibility of the system?

Review the accessibility guidelines on Page 8 of the MOU.

The Central Iowa Workforce Development Board Disability Access Committee (DAC) conducts annual site audits of the IowaWORKS center. The site audits evaluate several factors for compliance and form recommendations for improvement.

The local Equal Opportunity Officer (EO) also audits the site for signage compliance and ensures the functionality and accessibility of assistive technology to staff and clients.

The One-Stop Operator partners with the DAC and EO to provide ongoing staff training and in-services to support accessibility. An annual training plan is created identifying the center's staff needs. An assistive technology manual has been created for staff utilization.

The CIWDB also certifies the local center according to state guidelines, and that certification process includes physical and programmatic accessibility.

Both internally and externally, the Center meets the latest standards of physical accessible design. The parking lot includes wheelchair van accessible parking, as well as curb ramps and exterior entrance ramps. All public entrances to the Center are wheelchair accessible and have automatic doors. Where there is not an accessible doorway, signs label where one can be found.

Internally, all Center routes are wheelchair accessible. Access to all computers, printed information and physical Center resources can be reached and accessed by wheelchair users, and additional staff assistance is available upon request for those individuals with additional mobility challenges.

To accommodate for barriers related to transportation, the Center is located on a Des Moines Area Regional Transit Authority (DART) route. With a stop located directly next to the Center, job seekers are able to easily access workshops and services via public transportation.

How will partners ensure virtual accessibility of the system?

The IowaWORKS website is available to all customers with an internet connection, and is a statewide tool powered by the IowaWORKS Geo Solutions Case Management System.

It is the responsibility of each partner producing additional materials under the IowaWORKS umbrella to ensure all virtual materials (websites, surveys, flyers, etc.) are compliant with Section 508 of the U.S. Department of Health and Human Services code and are frequently updated to ensure information accessed online is accurate. Virtual workshops, trainings, and other services conducted via video conferencing technology (Zoom, MS Teams, Google Meets, etc.) include Closed Captioning services for job seekers that are Deaf or hearing impaired.

How will partners ensure communications accessibility?

Staff fluent in American Sign Language (ASL) or bi-lingual and on-site at the IowaWORKS center are expected to make a good faith effort to assist clients at all times. Staff can also request an interpreter for classes, workshops, training, and scheduled appointments as necessary, through the CIWDB, or their own contracts and resources. Partners will be charged for direct costs incurred for their requests. All accommodations requests can be made through any Center staff.

Language Link is available for phone interpretation and video on demand interpretation as needed to supplement any existing partner contracts or gaps in for like services.

The CIWDB is creating a outreach tool kit that is both brand compliant and accessible. It will be housed on Canva and available to all partners.

How will partners ensure programmatic accessibility?

The Central Iowa Workforce Development Board Disability Access Committee (DAC) conducts annual site audits of the IowaWORKS center. The site audits evaluate several factors for compliance and form recommendations for improvement.

The One-Stop Operator partners with the DAC and EO to provide ongoing staff training and in-services to support accessibility. An annual training plan is created identifying the center's staff needs. An assistive technology manual has been created for staff utilization.

The CIWDB also certifies the local center according to state guidelines, and that certification process includes physical and programmatic accessibility.

Vocational Rehabilitation and Iowa Department for the Blind are available for consultation if accommodation questions arise, as well as the local EO officer. They are also available to provide training and refer to specific resources, as needed. If a job seeker has a need for a reasonable They can make a request to any staff. Staff provides the accommodation if easily available and/or discuss with management if further assistance is needed.

All job seekers are able to participate both physically and virtually in workshops and services offered through the Center and Partner agencies. All Partners agree that they will not discriminate in their employment practices or services on the basis of gender, gender identity and/or expression, age, race, religion, national origin, disability, veteran's status, or on the basis of any other classification protected under state or Federal law.

The local board has funding in place to support disability access needs that arise and are not able to be provided by individual programs funding streams. Requests can be made through the DAC committee.

Attachment F: Outreach Plan

LWDA: Central Iowa – Des Moines IowaWORKS

IowaWORKS System Partners’ Outreach Plan

Review Page 9-10 of the MOU on outreach.

Partner leadership meetings occur twice a month. Core partners are required to attend. Required partner attendance is optional. The agenda includes partner updates, continuous improvement discussions, partner referrals, cross training, event sharing, disability access, center certification and other topics. Team members rotate facilitation and note taking responsibilities.

Business team meetings occur monthly. Core partners must have a business team member attend and the Business Engagement Team members under Iowa Workforce Development. Information is shared about the employers that have been engaged in the previous month. Staff supporting job seekers provide information on work-based experience and placements needs of their customers. Team members rotate facilitation and note taking responsibilities.

A planning team meets monthly and is composed of business team members and program managers. The group strategizes employer and job seeker events for the next quarter. They also review the success of past events for continuous improvement. The group ensures a balance of events between Des Moines based and other parts of the workforce area.

Title I career planners provide outreach services at a number of community-based organizations that serve individuals with barriers. Organizations are both youth and adult serving organizations. They include correctional facilities, homeless shelters, alternative schools, community centers, libraries and other human services organizations.

Members of other non WIOA partners attend committee meetings to create linkages to services. Those include IJAG, United Way of Central Iowa, Story County Chamber, Boone Chamber, Children & Families of Iowa Support4Careers, WeLIFT Job Center, Avenue Scholars, Central Iowa Construction and Skilled Trades, and more depending on the topics being discussed.

A strategic communications assessment is underway (June 2024) for internal and external communication strategy to be further developed. Outcomes include a unified and segmented communication strategy for electronic communication and a brand toolkit accessible for all providers.

Attachment G: Data Sharing Training Plan

LWDA: Central Iowa – Des Moines IowaWORKS

IowaWORKS System Partners' Data Sharing Training Plan

All staff will be trained in the protection, use, and disclosure requirements governing Personal Identifying Information (PII) and any other confidential data for all applicable programs, including FERPA- protected education records, confidential information in UI records, and personal information in VR records.

Title I, III, and IV staff are required to complete data security training annually through the State of Iowa to ensure data security. Additionally, FERPA training is also required for Title II.

Minimal information is utilized in the referral process to ensure the receiving entity has enough to reach out to the customer without breaching data security guidelines.

Some programs may have information sharing agreements with one another at the local or state level.

Attachment H: Dispute Resolution Process

LWDA: Central Iowa – Des Moines IowaWORKS

**IowaWORKS System Partners’
Dispute Resolution Process**

Step I:

If a dispute arises involving the interpretation, implementation or enforcement of these policies, a complaint may be submitted in writing to the executive director to the board within 30 calendar days of the date of the event or condition that is alleged to be in violation of WIOA.

The parties shall meet, in person and in good faith, to make every reasonable attempt to resolve the problem within thirty (30) days of discovering a material dispute. The parties agree that informal dispute resolution, including mediation, should an in-person meeting prove unsuccessful, shall be attempted prior to seeking formal recourse.

Step II:

If local attempts to resolve the dispute have been unsuccessful, the agency with the dispute shall notify Iowa Workforce Development (IWD). In this manner, IWD serves as a gatekeeper and convener of the Core Partner Team who will seek resolution to the dispute. The agency with the dispute must send an email to WIOAgovernance@iwd.iowa.gov and follow these steps:

- Subject line of email: MOU Dispute Resolution: insert name of LWDA.
- In the body of the email or in a clearly identifiable attachment, clearly state the issue in dispute. Provide as much detail as possible.
- Attach to the email, the local Dispute Resolution Process as well as documentation that the local Dispute Resolution Process has been followed.

Step III:

Upon receipt of the Dispute Resolution email, IWD will

- Acknowledge the receipt of the email.
- Provide all documentation to the WIOA Core Partner Working Group.

Step IV:

Core Partner Team will review the dispute and notify the appropriate Parties of its decision within 14 days of receipt of the dispute.

Step V:

If the Core Partner Team decision is not satisfactory to the agency with the dispute, the agency may appeal to the State Workforce Development Board. No local dispute may go directly to the SWDB without first being addressed by the Core Partner Team.

Attachment I: Amendment/ Modification Process

LWDA: Central Iowa – Des Moines IowaWORKS

IowaWORKS System Partners' Amendment Process

Parties to the MOU may submit an amendment in writing to the local board executive director/staff via the contact information provided on the local board’s website. Board staff will present the amendment to the local board for consideration. The MOU partner may ask to or be invited to present the amendment at a board meeting. The local board will vote to accept or deny the amendment.

Attachment J: Termination Process

LWDA: Central Iowa – Des Moines IowaWORKS

IowaWORKS System Partners' Termination Process

Parties to the MOU may submit an amendment in writing to the local board executive director/staff via the contact information provided on the local board's website.

Board staff will present the amendment to the local board for consideration. The MOU partner may ask to or be invited to present the amendment at a board meeting. The local board will vote to accept or deny the amendment.

Attachment K: Negotiations/ Meetings Summaries

LWDA: Central Iowa – Des Moines IowaWORKS			
Topic	Attendees	Date	Decision Made/ Action Taken/Outcome
Kick Off E-Mail Sent	To all partners	4/16/2024	Schedule 1 on 1's / Project Introduction
Partner Individual Meetings			
Title II - Adult Education & Family Literacy	Eric Sundermeyer, Michelle Schott, Abby Zegers, John Windheuser, Cory Trader	5/1/2024	Information gathering and discussion
Title III - Wagner Peyser Act	William Berning, Linda Rouse	5/10/2024	Information gathering and discussion
Title IV - Rehabilitation Act of 1973	Kathleen Davis, Tina Palmer, Andrew Pulford	5/16/2024	Information gathering and discussion
Title IV - Rehabilitation Act of 1973	Jeffrey Haight	6/5/2024	Further negotiation and discussion – comparing cost allocation to other workforce areas.
Title IV - Rehabilitation Act of 1973	Cheri Meyers, Keri Osterhaus	4/29/2024	Information gathering and discussion
Career and Technical Education	Karen Swanson	6/5/2024	Information gathering and discussion
Senior Community Services Employment Program (SCSEP)	Kevin Schaefer	5/7/2024	Information gathering and discussion
Job Corps	Lindsay Cale	4/29/2024	Information gathering and discussion
Native American programs	Angel Peer	4/30/2024	Information gathering and discussion
National Farmworker Jobs Program	Daniel Zinnel	5/6/2024	Information gathering and discussion
State Unemployment Compensation Program	Scott Perkins	5/1/2024	Information gathering and discussion
Jobs for Veterans State Grant (JVSG)	Linda Rouse, Elizabeth Waigand	5/16/2024	Information gathering and discussion
ReEntry Employment Opportunities (REO) program	Linda Rouse, Elizabeth Waigand	5/16/2024	Information gathering and discussion
Temporary Assistance to Needy Families (TANF)	Kevin Lord	4/29/2024	Information gathering and discussion
RESEA	Michael Cockrum, Elizabeth Waigand	5/16/2024	Information gathering and discussion

Trade Adjustment Assistance (TAA) program	Wendy Greenman	4/29/2024	Information gathering and discussion
Draft Presentation Web Meeting 1 via Zoom	Attendees: Eric Kress, Lana Pol, William Berning, Amanda Fugate, Wendy Greenman, Heather Brooks, Alejandra Sinecio, Samantha Marlatt, Terri Johanson, Keri Osterhaus, Cheri Myers, Jamie Norton, Tina Palmer, Kevin Lord, Lindsay Cale, Andrew Pulford.		5/30/2024 - 9 am CST
Draft Presentation Web Meeting 2 via Zoom	Attendees: Eric Kress, Lana Pol, Elizabeth Waigand, Linda Rouse, Angel Peer.		5/30/2024 - 1 pm CST
Draft Presentation Recordings Sent Out	All partners		5/30/2024 - 2:30 pm CST
Draft MOU and IFA sent out to Partners	All partners		6/4/2024
Submitted Revised Draft to Wendy Greenman to coordinate with state agency signatories for approval.	6/19/2024		
Submitted for Signatures	7/27/2024		Sent via DocuSign
Received Feedback from Wendy Greenman, IWD	7/30/2024		Requested changes to cost allocation for internet to FTE; and clarification on printers and copiers cost sharing.
Submitted Response to Wendy Greenman, IWD	7/30/2024		Changed cost allocation to FTE. Removed printers and copiers from the IFA.
CIWD Board Approval	8/8/2024		Full Board Approval
Received approval from Wendy Greenman, IWD	8/14/2024		Reported IWD signors will approve with those changes
Chief Elected Board Approval	8/15/2024		Approval by Board of County Supervisors for the Local Workforce Area
Submitted Revisions for Signatures	9/11/2024		Sending via DocuSign

Attachment L: IFA Analysis Excel Document

The IFA Analysis Excel Document will be provided by the IWD Fiscal Management team.

Allocation Bases per Cost Item Central Iowa					
Cost Category	Cost Pool	Cost Item	Allocation Base	Notes	Total Estimated Cost
Infrastructure Costs	Rent, utilities, and occupancy costs including snow lawn, and janitorial	Direct use allocation based on office and cubicles used for staff	Sub-tenant agreements with IWD.	Proportional use cost based on Direct Square Footage	\$434,164*
		Shared usage spaces	Sub-tenant agreements with IWD.	Proportional use cost based on Square Footage of partners that utilize those spaces.	*
		Common Customer Ares	Sub-tenant agreements with IWD.	Proportional use cost based on Square Footage	*
Infrastructure Costs	Internet and Phone	Direct use by staff	Sub-tenant agreements with IWD.	Proportional use cost based on Full Time Equivalency LESS IVRS staff.	\$7,993
Infrastructure Costs	Internet and Phone	Common Customer Areas	Sub-tenant agreements with IWD.	Proportional use cost based on Full Time Equivalency LESS IVRS staff.	\$1,509
Infrastructure Costs	Rentals / copiers and Office Supplies	Direct use by staff	NONE	Partners may choose to contract directly or cost share with their sub-tenant agreement. If cost shared based on FTE of user programs	
Infrastructure Costs	Outside Services and Outside Services Repair	Services benefiting all users – such as alarm monitoring, inspections, safety	Square Footage		\$765
Infrastructure Costs	Shared Printing Costs	Printing costs for SHARED center activities for IowaWORKS signs and outreach.	Square Footage		\$8,652

Infrastructure Costs	IT Equipment and Software, Network Maintenance	Equipment benefiting bandwidth or connectivity for center site preparation – Network or customer use	Square Footage		\$2,343
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Notes:

*Partners that sign sub-tenant agreements should identify inclusions prior to executing those agreements. Partners are responsible for reviewing sub-tenant cost reconciliation invoices and notifying of any inaccuracies.

*Cost sharing is central to the One-Stop Job Center model and is encouraged when possible.

*No shared or career services have been identified for this Infrastructure Funding Agreement. Future versions should explore opportunities for inclusion.

Estimated Partner Costs

Partner Program	Square Footage Allocation Pool Costs	Phone Internet Port Allocation Pool Costs	Total	Notes
Title I - Adult	\$28,854	\$1,941	\$30,795.26	
Title I - Dislocated Worker	\$26,261	\$1,294	\$27,555.02	
Title I - Youth	\$2,593	\$323	\$2,916.78	
Title III - Wagner Peyser Act; State Unemployment Compensation Program; ReEntry Employment Opportunities (REO) program; RESEA	\$232,523	\$12,292	\$244,814.64	Iowa Workforce Development will reconcile costs among all IWD administered programs.
Title IV - Rehabilitation Act of 1973	\$46,648	\$-	\$45,743.21	
Title IV - Rehabilitation Act of 1973 Dept Blind	\$-	\$-	\$-	In-Kind
Native American programs	\$3,187	\$323	\$3,510.42	
National Farmworker Jobs Program	\$-	\$323	\$323.47	
Jobs for Veterans State Grant (JVSG)	\$7,842	\$647	\$8,489.35	
Temporary Assistance to Needy Families (TANF)	\$72,050	\$5,175	\$77,225.7	

Trade Adjustment Assistance (TAA) program	\$-	\$-	\$-	In-Kind
Job Corps	\$3,468	\$323	\$3,791.63	
Title II	\$2,593	\$323		
SCSEP	\$19,903	\$1,941		
Career and Technical Education	\$-	\$-	\$-	In-Kind
	\$445,924.00	\$24,907.00	\$446,070.56	

Partner On-Site Representation Schedule Used for Determining Cost Allocation							
Partner Program	Total Square Footage	Direct Square Footage	% of Direct Square Footage	Shared Space applicable Footage	% of Square Footage	# Full Time Equivalency	% of FTE
Title I - Adult	923.50	653.5	0.06	270.00	6.47%	6	0.06
Title I - Dislocated Worker	840.50	570.5	0.05	270.00	5.89%	4	0.04
Title I - Youth	83.00	83	0.01	0.00	0.58%	1	0.01
Title III - Wagner Peyser Act; State Unemployment Compensation Program; ReEntry Employment Opportunities (REO) program; RESEA	7442.00	4887	0.47	2555.00	52.14%	38	0.38
Title IV - Rehabilitation Act of 1973	1493.00	1443	0.14	50.00	10.46%	18	0.18
Title IV - Rehabilitation Act of 1973 (Dept for the Blind)	0.00	0	0.00	0.00	0.00%	0	0.00
Native American programs	102.00	102	0.01	0.00	0.71%	0	0.00
National Farmworker Jobs Program	0.00	0	0.00	0.00	0.00%	1	0.01
Jobs for Veterans State Grant (JVSG)	251.00	251	0.02	0.00	1.76%	1	0.01
Temporary Assistance to Needy Families (TANF)	2306.00	1632	0.16	674.00	16.16%	0	0.00
Job Corps	111.00	102	0.01	9.00	0.78%	2	0.02

Title II - Adult Education & Family Literacy	83.00	83	0.01	0.00	0.58%	0	0.00
Senior Community Services Employment Program (SCSEP) - AARP only	637.00	637	0.06	0.00	4.46%	0	0.00
Career and Technical Education	0	0	0.00	0.00	0.00%	16	0.16
Totals	14,272	10,444		3,828		101	
				13,312	<i>common square footage - applied to those officed at center only</i>		
				4699	<u>Splitting between WF, WF/Pj and Title I</u>		
				870	<i>Shared by WF, WF/PJ, TI, IVRS, Job Corp, VRSI</i>		
				2403	<i>Shared by WF, WF/PJ, TI, IVRS</i>		
				556	<i>Shared by WF, WF/PJ, TI</i>		

Signature Page

By signing my name below, I, _____, certify that I have read the information contained in this Memorandum of Understanding (MOU). All of my questions have been answered satisfactorily. My signature certifies my understanding of the terms outlined herein and agreement with this MOU. Further, I also certify that I have the legal authority to bind my agency to the term of this MOU.

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either:

- a) In three years
- b) Upon amendment, modification, or termination, or
- c) On date checked in Effective Period of this MOU, whichever occurs earlier.

Signature

Date

Print Name

Title

Partner Agency/ Program(s) Represented

Definitions

Affiliate Site – see [IWD Policy 1.4.9- Characteristics of the One Stop Delivery System](#)

Additional Partner – Per WIOA 121(b)(2), an entity that carries out a program not identified as required under WIOA that is approved by the LWDB and the CLEO may be included as an IowaWORKS partner in a local area.

Chief Lead Elected Official – identified in WIOA Section 3 Definitions (9) as the chief elected officer of a unit of general local government in a local area or the individual designated under a local agreement pursuant to WIOA Section 107(c)(1)(B). [IWD Policy 1.2.1 CEO Roles and Responsibilities](#)

Career Services – The services which shall be available, at a minimum, to individuals who are adults or dislocated workers through the IowaWORKS center system in each local area. The career services that must be provided as part of the IowaWORKS center system are listed in WIOA Section 134(c)(2).

Comprehensive One Stop Center – see [IWD Policy 1.4.9- Characteristics of the One Stop Delivery System](#)

Direct Linkage – a direct connection at the center within a reasonable time by phone or through a real time web based communication to a program staff member who can provide program information or services to the customer. A direct linkage cannot exclusively be providing a phone number or computer website or providing information, pamphlets, or materials.

Iowa State Workforce Development Board – Established by the Iowa Governor under {Executive Order} to assist the Governor in creating an integrated statewide strategic plan for workforce development which will link workforce policies, education and training programs, and funding streams with the economic needs of Iowa and in complying with the provisions and requirements of WIOA Section 101.

Local Workforce Development Board (LWDB) – The board created by the CLEO pursuant to WIOA Section 107 with responsibility for the development of the local plan and for oversight of the workforce development activities in the local area. No reference to “the Board” or “the local Board” shall be interpreted as any board other than the Local Workforce Development Board.

Memorandum of Understanding (MOU) Agreement Period – the MOU must not be for a period to exceed three years. Additionally, per WIOA 121(c)(2)(v), the MOU must contain:

- A. the duration of the MOU
- B. procedures for amending the MOU during the duration of the MOU
- C. assurance that such memorandum shall be reviewed not less than once every three-year period to ensure appropriate funding and delivery of services.

IowaWORKS One-Stop Delivery System – a collaborative effort among public service agencies, non-profit organizations, and private entities that administer workforce investment, educational, and other human resource programs to make the variety of services available via those programs more accessible to eligible job seeker and employer customers.

IowaWORKS One Stop Operator – an entity or consortium of entities competitively selected in accordance with WIOA section 121(d) to operate an IowaWORKS site and to perform service delivery activities in accordance with all applicable Federal, state, and local laws, regulations, rules, policies, plans, and the terms of this MOU.

Required Partner – an entity that carries out one or more of the programs or activities identified under WIOA Section 121 (b)(1) and is required under that Section to participate in the IowaWORKS delivery system and to make career services under its program or activity available through the IowaWORKS system.

Training Services – services to adults and dislocated workers as described in WIOA section 143 (c)(3). These may include:

- A. Occupational skills training- including training for nontraditional employment
- B. On the job training
- C. Incumbent worker training
- D. Programs that combine workplace training with related instruction- which may include cooperative education programs
- E. Private sector training programs
- F. Skills upgrading and retraining
- G. Apprenticeships
- H. Entrepreneurial training
- I. Transitional jobs
- J. Job readiness training
- K. Adult education and literacy activities in combination with a training program
- L. Customized training

WIOA – The Workforce Innovation and Opportunity Act amends the Workforce Investment Act of 1998 to strengthen the United States’ workforce development system through innovation in, and alignment and improvement of, employment, training, and education programs, and to promote individual and national economic growth, and for other purposes.

WIOA Local Plan – Per WIOA section 108, the local plan is a comprehensive four-year plan developed by each LWDB, in partnership with the CLEO and submitted to the Governor. The plan shall support the strategy described in the State plan. At the end of the first two-year period of the four-year local plan,

each LWDB shall review the local plan, and the LWDB, in partnership with the CLEO, shall prepare and submit modifications to the local plan to reflect changes in labor market and economic conditions or in other factors affecting the implementation of the local plan. Plans identify the respective local area's current and projected workforce investment needs, the IowaWORKS delivery system, performance standards, and strategies to address the workforce investment needs in consideration of performance standards per WIOA Section 116.

WIOA State Plan – the term “state plan,” used without further description, means a unified State plan under section 102 or a combined State plan under section 103.