



Mississippi Valley Workforce Development Board

Executive Committee Agenda

Tuesday March 5th, 2024, at 4:00 p.m.

Join Zoom Meeting

<https://us02web.zoom.us/j/89552429623?pwd=MC9UZkI1ZHdPdTVwRUQyS1RZbTF1dz09>

Meeting ID: 895 5242 9623 Passcode: 892172

One tap mobile: 16469313860,,89552429623#

Called to Order	Dennis Duke
Roll Call	Louise Butherus
*Consent Agenda	Dennis Duke
Excused Absences	
Approval of Agenda	
Approval of Previous Minutes	
Finance Committee Business	
*January Program Invoices (Page 5)	Shannon Weaver
*January One Stop Operator Invoice (Page 11)	Cheryl Tipsword
*Fiscal Agent Invoice (Page 12)	Miranda Swafford
New Business	
*MOU and IFA (Page 16)	Miranda Swafford
*Modified Deliverables (Page 82)	Miranda Swafford
*Mod Travel Policy (Page 84)	Miranda Swafford
*ADA Assessment Reports (Page 93)	Mandy Tripp
*Mod Rapid Response Policy (Page 98)	Tyler Lanz
*Mod Social Media Policy (Page 118)	Mandy Tripp
*Mod Individual Training Account policy (Page 123)	Miranda Swafford
*Financing (Page 130)	Miranda Swafford
Metrics Learning Discussion	All
Other Business	
Public Comment	
Adjourn	Dennis Duke

*Items Requiring a Vote ** Items Requiring a Roll Call Vote

Accommodations

Accommodations are available upon request for individuals with disabilities. If you need accommodation, please contact Mandy Tripp at assistant@mississippivalleyworkforce.org or at 1-844-967-5365 option 3.



Mississippi Valley Workforce Development Board

Executive Committee Meeting Minutes

Thursday, January 16, 2024, at 4:00 p.m.

Members Present: Dennis Duke, Jacob Nye, Cindy Whalen, Mandy Parchert, Matthew Nicol, and Kirby Phillips

Members Absent: Ryan Drew (unexcused)

CEOs Present: Jim Irwin

Staff Present: Miranda Swafford, Executive Director, Mandy Tripp, Compliance Officer, Tyler Lanz, Strategic Partnership Specialist, and Louise Butherus, Communications Assistant

Guest: Nick Clayton, One Stop Operator

CALLED TO ORDER

Duke called the meeting to order at 4:01 p.m.

QUORUM

The committee had a quorum to conduct business.

***CONSENT AGENDA**

The consent agenda included approval of the agenda and approval of previous meeting minutes. Nye made a motion to approve the consent agenda, seconded by Parchert, and the motion carried.

STANDING REPORTS

YOUTH COMMITTEE REPORT

Nye presented the Youth Committee report, highlighting some of the outreach strategies that are being undertaken by the Youth program and discussing performance metrics and deliverables.

OPERATIONS COMMITTEE REPORT

Nicol reviewed the Operations Committee report, summarizing information from the One Stop Operator reports, Adult and Dislocated worker program, and the Title III services.

FINANCE COMMITTEE REPORT

Lanz presented the Finance Committee report, reviewing the program, One Stop Operator, and fiscal agent invoices that were approved for October and November.

BUSINESS COMMITTEE REPORT

Parchert discussed the Business Committee report, highlighting three recent approvals for the Retrain & Retain grant. Parchert also reviewed a recent policy modification.

NEW BUSINESS

***ONE STOP OPERATOR KPI REPORT**

Clayton presented the key performance indicators (KPIs) for Q2, which ran from October 1, 2023 – December 31, 2023. The KPI to maintain a customer satisfaction rate of at least 85% was not met, prompting further discussion. Clayton advised the KPI was met for October and November, and attributes the lower rate in December to significantly increased traffic in the IowaWORKS centers, which has been attributed to ongoing issues with unemployment claims for seasonal and temporarily laid off workers. Nye inquired about the disconnect between the customer satisfaction rate being discussed and the one that is reported in the Youth Committee meetings. Swafford clarified that the survey being discussed is the IowaWORKS system survey, as opposed to the Title I service provider survey that is reported on in the Youth Committee meetings. Clayton advised that he filters state-specific comments from the survey results, and those comments are provided to IWD monthly. The state-specific comments are typically related to claims being backed up at the state level, issues with the IowaWORKS case management system not being user-friendly, and excessive wait times for the unemployment customer help line, all of which can cause customers' claims to be locked and them to miss out on payments. Clayton described some of the difficulties in discerning which comments are related to the state systems and which are related to the local area, as some customers' comments are vague and do not specify. In those cases, the results are included and applied to our local area customer satisfaction rate, which may contribute to the lower results as well. Clayton also advised the committee of his resignation. Clayton must show satisfactory progress in 11 out of 13 measures to be determined to have satisfactory performance. Nye made a motion to accept the One Stop Operator KPI report, seconded by Phillips, and the motion carried.

***RETRAIN & RETAIN POLICY MODIFICATION**

Lanz presented the modifications to the Retrain & Retain policy which would remove the Iowa residency requirement for employees receiving training under the Retrain & Retain Incumbent Worker Training Grant. Nicol made a motion to approve the policy modification, seconded by Nye, and the motion carried.

***RFPs**

Swafford reviewed the RFPs for the Adult/Dislocated Worker Program, Youth Program, and One Stop Operator Services. Swafford discussed that some members of the RFP committees had been in favor of pay-for-performance contracts to determine the percentage of profit that service providers are allowed to charge, but that the state does not have policy surrounding pay-for-performance contracts. Instead, the RFPs indicate that service providers will be able to charge 7% the first year, with the option to increase by 1% each of the following years up to the maximum of 10%, as long as they are meeting their goals. Swafford discussed that the RFPs also incorporate more reporting requirements, professional development opportunities for service provider staff,

and updated goals. Swafford advised that risk assessments will be conducted during contract negotiations as well. Nye made a motion to approve the Adult/Dislocated Worker Program, Youth Program, and One Stop Operator RFPs, seconded by Parchert, and the motion carried.

***MEALS PER DIEM REVISIONS**

Swafford presented the current travel policy for discussion of meal reimbursement and advised the committee about the limitations of strictly using the Federal per diem rate, namely the definition of daily travel as being longer than 12 hours. Irwin and Phillips offered to provide sample language, and Swafford will develop a revision to the travel policy. Nye motioned to table this topic until the next meeting, seconded by Phillips, and the motion carried.

HIRED & NON-OWNED AUTO COVERAGE

Lanz presented an updated quote for hired and non-owned auto coverage. Lanz has reached out to several insurance companies for quotes and has not had any luck. Some companies only offer this coverage in conjunction with general liability policies, while others only offer hired and non-owned coverage if it is contractually required by the employer of record. Swafford advised that we will be required to obtain quotes for general liability insurance at the end of the program year, and can re-visit this topic at that time.

OTHER BUSINESS

Louise Butherus has started as the board's Communications Assistant.

Nicol advised that he has resigned his role with the board and will be working with board staff on a transition.

Swafford reported that the board submitted three presentation proposals to the National Association of Workforce Boards Forum in March, and two of them have been accepted.

PUBLIC COMMENT

There was no public comment.

***ADJOURN**

Nye made a motion to adjourn, seconded by Whalen, and the motion carried. Duke adjourned the meeting at 4:56 p.m.

*Finance Committee Business

Documents included: January Program Invoice, Youth invoices, January OSO Invoice, and Fiscal agent invoice

Action Requested: Approve Invoices

**WORKFORCE INNOVATION AND OPPORTUNITY ACT
MONTHLY FINANCIAL STATUS REPORT**

GRANTEE NAME: Equus Workforce Solutions
Address: 805 N Whittinton Parkway, Louisville, KY 40222

Grantor: Mississippi Valley Workforce Area
GRANT NO:
PROJECT/ACTIVITY: WIOA Grant -Adult
Invoice Number: 37026-0124-AD

GRANT PERIOD: 7/1/2023 to 6/30/2024
REPORT PERIOD: 1/1/2024 to 1/31/2024

WIOA SUMMARY - Total Grant	ADULT(AD)
	886

CUMULATIVE COST TO DATE

SECTION II. EXPENDITURES	Approved Budget	Current Expenditures	Per Last Report Cumulative	Current Cumulative Cost	Grant Balance Remaining	Grant Percentage Expended
Administration:						
Salaries	\$ 340,909.92	\$ 15,087.48	\$ 131,324.39	\$ 146,411.87	\$ 194,498.05	40.95%
Payroll Taxes, Fringe/Work Comp	\$ 107,300.82	\$ 5,527.01	\$ 29,476.32	\$ 35,003.33	\$ 72,297.49	32.62%
Total Personnel Expenses	\$ 448,210.74	\$ 20,614.49	\$ 160,800.71	\$ 181,415.20	\$ 266,795.54	42.48%
Operating Expenses:						
Mileage & Travel	\$ 14,113.43	\$ 294.94	\$ 2,803.10	\$ 3,098.04	\$ 11,015.39	21.95%
Telephone, Postage, Supplies	\$ 6,578.20	\$ 332.35	\$ 2,290.32	\$ 2,622.67	\$ 3,955.53	39.87%
Outreach & Public Relations/Job Fairs	\$ 11,126.50	\$ 287.50	\$ -	\$ 287.50	\$ 10,839.00	2.58%
Reimbursable Equipment	\$ 2,250.00	\$ -	\$ -	\$ -	\$ 2,250.00	0.00%
Resource Sharing Allocation	\$ 13,802.00	\$ -	\$ 3,555.44	\$ 3,555.44	\$ 10,246.56	25.76%
Professional Services and Business Expenses	\$ 16,653.50	\$ 322.20	\$ 6,578.79	\$ 6,900.99	\$ 9,752.51	41.44%
Subtotal Personnel & Operating expenses	\$ 512,734.37	\$ 21,851.48	\$ 176,028.36	\$ 197,879.84	\$ 314,854.53	39.59%
Indirect Cost	\$ 53,478.20	\$ 2,279.11	\$ 18,359.76	\$ 20,638.87	\$ 32,839.34	39.59%
Management Fee	\$ 56,621.26	\$ 4,750.86	\$ 27,400.74	\$ 32,151.60	\$ 24,469.66	57.78%
Total Operating expenses	\$ 622,833.83	\$ 28,881.45	\$ 221,788.86	\$ 250,670.31	\$ 372,163.52	41.25%
Participant Expenses						
Work Based Learning	\$ 115,000.00	\$ 6,971.73	\$ 38,325.31	\$ 45,297.04	\$ 69,702.96	39.39%
Instructional Training	\$ 174,381.40	\$ 955.00	\$ 33,120.50	\$ 34,075.50	\$ 140,305.90	19.56%
Customer Support Service	\$ 50,000.00	\$ 4,880.17	\$ 14,035.37	\$ 18,915.54	\$ 31,084.46	37.83%
Individual Career Services - New Service	\$ 2,676.76	\$ 315.00	\$ 498.00	\$ 813.00	\$ 1,863.76	30.37%
On The Job Training	\$ 27,500.00	\$ -	\$ 4,624.31	\$ 4,624.31	\$ 22,875.69	16.92%
5% WEX Markup	\$ 5,750.00	\$ 348.59	\$ 1,916.27	\$ 2,264.86	\$ 3,485.14	39.39%
Total Participant Expenses	\$ 375,308.16	\$ 13,470.49	\$ 92,519.76	\$ 105,990.25	\$ 269,317.91	28.24%
Total WIOA Adult GRANT COST	\$ 998,141.99	\$ 42,351.94	\$ 314,308.62	\$ 356,660.56	\$ 641,481.44	35.73%

Client Wage Subsidy & Client Wage Tax \$ 6,971.73
WEX Markup 5% \$ 348.59
Total WEP Expenditures \$ 7,320.32

SECTION V.

I certify that to the best of my knowledge and belief this report is correct and complete, that all outlays & unpaid obligations are for the purposes set forth in the Grant Agreement and that supporting documentation is available and will be retained FOR AUDIT.

Prepared By(signature):	Typed Name & Title:	Cheryl Tipsword, Project Accountant
		2/9/2024
Approved By(signature): Shannon Weaver  2/14/24	Typed Name & Title:	Project Director Shannon Weaver
	Date Signed:	

**WORKFORCE INNOVATION AND OPPORTUNITY ACT
MONTHLY FINANCIAL STATUS REPORT**

GRANTEE NAME: Equus Workforce Solutions
Address: 805 N Whittinton Parkway, Louisville, KY 40222

Grantor:
GRANT NO:
PROJECT/ACTIVITY

Mississippi Valley Workforce Area

WIOA Grant -DW

Invoice Number

37026-0124-DW

GRANT PERIOD:

7/1/2023

6/30/2024

REPORT PERIOD:

1/1/2024

1/31/2024

WIOA SUMMARY - Total Grant	Dislocated Worker(DW)
	888

SECTION II. EXPENDITURES

CUMULATIVE COST TO DATE

	Approved Budget	Current Expenditures	Per Last Report Cumulative	Current Cumulative Cost	Grant Balance Remaining	Grant Percentage Expended
Administration:						
Salaries	\$ 273,719.68	\$ 14,312.50	\$ 117,675.84	\$ 131,988.34	\$ 141,731.34	48.22%
Payroll Taxes, Fringe/Work Comp	\$ 85,546.22	\$ 4,999.86	\$ 28,518.36	\$ 33,518.22	\$ 52,028.00	39.19%
Total Personnel Expenses	\$ 359,265.90	\$ 19,312.36	\$ 146,194.20	\$ 165,506.56	\$ 193,759.34	45.01%
Operating Expenses:						
Mileage & Travel	\$ 9,408.96	\$ 200.08	\$ 3,772.02	\$ 3,972.10	\$ 5,436.86	42.22%
Telephone, Postage, Supplies	\$ 6,218.80	\$ 260.46	\$ 1,928.68	\$ 2,189.14	\$ 4,029.66	35.96%
Outreach & Public Relations/Job Fairs	\$ 5,751.00	\$ 287.50	\$ 378.78	\$ 666.28	\$ 5,084.72	11.53%
Reimbursable Equipment	\$ 1,500.00	\$ -	\$ -	\$ -	\$ 1,500.00	0.00%
Resource Sharing Allocation	\$ 9,201.00	\$ -	\$ 2,816.44	\$ 2,816.44	\$ 6,384.56	30.61%
Professional Services and Business Expenses	\$ 14,333.29	\$ 252.07	\$ 5,292.47	\$ 5,544.54	\$ 8,788.75	38.68%
Subtotal Personnel & Operating expenses	\$ 405,678.95	\$ 20,312.47	\$ 160,382.59	\$ 180,695.06	\$ 224,983.89	44.54%
Indirect Cost	\$ 42,312.32	\$ 2,118.59	\$ 16,727.91	\$ 18,846.50	\$ 23,465.82	44.54%
Management Fee	\$ 44,799.13	\$ 3,702.74	\$ 21,712.29	\$ 25,415.03	\$ 19,384.10	56.73%
Total Operating expenses	\$ 492,790.40	\$ 26,133.80	\$ 198,822.79	\$ 224,956.59	\$ 267,833.81	45.65%
Participant Expenses						
Work Based Learning	\$ 76,000.00	\$ 584.79	\$ 16,751.26	\$ 17,336.05	\$ 58,663.95	22.81%
Instructional Training	\$ 103,500.00	\$ -	\$ 5,649.00	\$ 5,649.00	\$ 97,851.00	5.46%
Customer Support Service	\$ 46,950.00	\$ 3,727.77	\$ 32,928.83	\$ 36,656.60	\$ 10,293.40	18.08%
Individual Career Services - New Service	\$ 7,090.18	\$ 160.00	\$ -	\$ 160.00	\$ 6,930.18	2.25%
On The Job Training	\$ -	\$ -	\$ -	\$ -	\$ -	0.00%
5% WEX Markup	\$ 3,800.00	\$ 29.24	\$ 837.56	\$ 866.80	\$ 2,933.20	22.81%
Total Participant Expenses	\$ 237,340.18	\$ 4,501.80	\$ 56,166.65	\$ 60,668.45	\$ 176,671.73	25.56%
Total WIOA DW GRANT COST	\$ 730,130.58	\$ 30,635.60	\$ 254,989.44	\$ 285,625.04	\$ 444,505.54	39.12%

SECTION V.

I certify that to the best of my knowledge and belief this report is correct and complete, that all outlays & unpaid obligations are for the purposes set forth in the Grant Agreement and that supporting documentation is available and will be retained FOR AUDIT.

Prepared By(signature):	Typed Name & Title:	Cheryl Tipsword, Project Accountant
	Date signed	2/9/2024
Approved By(signature):	Typed Name & Title:	
Shannon Weaver 	Project Director	Shannon Weaver
	Date Signed:	

**WORKFORCE INNOVATION AND OPPORTUNITY ACT
MONTHLY FINANCIAL STATUS REPORT**

GRANTEE NAME: Equus Workforce Solutions
Address: 805 N Whittinton Parkway, Louisville, KY 40222

Grantor:
GRANT NO:
PROJECT/ACTIVITY

Mississippi Valley Workforce Area
WIOA Grant -Youth Combined

Invoice Number

36192-1123-Youth

GRANT PERIOD: 7/1/2023 6/30/2024
REPORT PERIOD: 1/1/2024 1/31/2024

WIOA SUMMARY - Total Grant	YOUTH COMBINED 890 & 892
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SECTION II. EXPENDITURES	CUMULATIVE COST TO DATE					Grant Balance Remaining	Grant Percentage Expended
	Approved Budget	Current Expenditures	Per Last Report Cumulative	Current Cumulative Cost			
Administration:							
Salaries	\$ 475,936.04	\$ 42,266.47	\$ 275,008.58	\$ 317,275.05	\$ 158,660.99	66.66%	
Payroll Taxes, Fringe/Work Comp	\$ 149,055.86	\$ 11,807.77	\$ 66,064.43	\$ 77,872.20	\$ 71,183.66	52.24%	
Total Personnel Expenses	\$ 624,991.90	\$ 54,074.24	\$ 341,073.01	\$ 395,147.25	\$ 229,844.65	67.22%	
Operating Expenses:							
Mileage & Travel	\$ 24,527.39	\$ 1,079.02	\$ 13,802.74	\$ 14,881.76	\$ 9,640.63	60.85%	
Telephone, Postage, Supplies	\$ 10,797.00	\$ 437.22	\$ 7,073.99	\$ 7,510.21	\$ 3,286.79	64.56%	
Outreach & Public Relations/Job Fairs	\$ 17,477.50	\$ -	\$ 4,068.00	\$ 4,068.00	\$ 13,409.50	23.50%	
Reimbursable Equipment	\$ 28,750.00	\$ -	\$ -	\$ -	\$ 28,750.00	0.00%	
Resource Sharing Allocation	\$ 23,693.53	\$ -	\$ 6,274.71	\$ 6,274.71	\$ 17,418.82	26.48%	
Professional Services and Business Expenses	\$ 30,188.22	\$ 1,124.51	\$ 15,181.83	\$ 16,306.34	\$ 13,881.88	54.00%	
Subtotal Personnel & Operating expenses	\$ 760,420.54	\$ 56,714.99	\$ 387,473.28	\$ 444,188.27	\$ 316,737.27	56.41%	
Indirect Cost	\$ 79,111.86	\$ 5,915.17	\$ 40,413.47	\$ 46,328.84	\$ 32,983.02	58.41%	
Management Fee	\$ 83,973.24	\$ 7,017.00	\$ 41,870.10	\$ 48,887.30	\$ 35,085.94	58.22%	
Total Operating expenses	\$ 923,705.64	\$ 69,647.56	\$ 469,756.85	\$ 539,404.41	\$ 384,301.23	59.40%	
Participant Expenses							
Work Based Learning	\$ 161,075.25	\$ (2,707.27)	\$ 37,412.19	\$ 34,704.92	\$ 126,370.33	78.44%	
Instructional Training	\$ 46,500.00	\$ 9,523.00	\$ 8,425.50	\$ 17,948.50	\$ 28,551.50	61.40%	
Customer Support service	\$ 50,000.00	\$ 1,316.81	\$ 21,095.32	\$ 22,412.13	\$ 27,587.87	55.18%	
Individual Career Services - New Service	\$ 9,257.01	\$ -	\$ 2,436.00	\$ 2,436.00	\$ 6,821.01	73.61%	
On The Job Training	\$ 50,000.00	\$ 528.75	\$ 18,507.02	\$ 19,035.77	\$ 30,964.23	61.87%	
Client Awards/Incentives	\$ 80,000.00	\$ 10,044.62	\$ 63,050.00	\$ 73,094.62	\$ 6,905.38	8.63%	
5% WEX Markup	\$ 8,053.76	\$ (135.36)	\$ 1,870.61	\$ 1,735.25	\$ 6,318.52	78.33%	
Total Participant Expenses	\$ 404,886.02	\$ 18,570.55	\$ 152,796.64	\$ 171,367.19	\$ 233,518.84	57.20%	
Total WIOA YOUTH GRANT COST	\$ 1,328,591.67	\$ 88,218.11	\$ 622,553.49	\$ 710,771.60	\$ 617,820.08	53.56%	

The Cumulative totals have been updated

Staff Wages	\$ 13,988.19	\$ 95,851.82	\$ 109,640.01	\$ 109,640.01
Client Wage Subsidy (WEP)	\$ (2,534.09)	\$ 34,226.59	\$ 31,692.50	\$ 31,692.50
Client Wage Taxes	\$ (173.18)	\$ 3,185.60	\$ 3,012.42	\$ 3,012.42
WEX Markup 5%	\$ (135.36)	\$ 1,870.61	\$ 1,735.25	\$ 1,735.25
On The Job Training	\$ 528.75	\$ 18,507.02	\$ 19,035.77	\$ 19,035.77
Client Awards / Incentives	\$ 2,500.00	\$ 17,050.00	\$ 19,550.00	\$ 19,550.00
Customer Support Service	\$ -	\$ 2,483.43	\$ 2,483.43	\$ 2,483.43
VR Headsets for WBL Training	\$ -	\$ -	\$ -	\$ -
Total WEP Expenditures	\$ 14,174.31	\$ 172,975.07	\$ 187,149.38	\$ 187,149.38
			\$ 142,154.32	20%
			\$ 44,995.06	over/(shortage)

SECTION V.

I certify that to the best of my knowledge and belief this report is correct and complete, that all outlays & unpaid obligations are for the purposes set forth in the Grant Agreement and that supporting documentation is available and will be retained FOR AUDIT

Prepared By(signature):	Typed Name & Title:	Cheryl Tipsword, Project Accountant
	Date signed:	2/19/2024
Approved By(signature):	Typed Name & Title:	
Shannon Weaver 	Project Director	Shannon Weaver
	Date Signed:	

**WORKFORCE INNOVATION AND OPPORTUNITY ACT
MONTHLY FINANCIAL STATUS REPORT**

GRANTEE NAME: Equus Workforce Solutions
Address: 805 N Whittinton Parkway, Louisville, KY 40222

Grantor:
GRANT NO:
PROJECT/ACTIVITY

Mississippi Valley Workforce Area

WIOA Grant -IN School Youth
YOUTH
36192-0124-WIOA Youth

Invoice Number

GRANT PERIOD: 7/1/2023 6/30/2024

REPORT PERIOD: 1/1/2024 1/31/2024

WIOA SUMMARY - Total Grant	YOUTH ISY ISY 890 & 884
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CUMULATIVE COST TO DATE

SECTION II. EXPENDITURES	Approved Budget	Current Expenditures	Per Last Report Cumulative	Current Cumulative Cost	Grant Balance Remaining	Grant Percentage Expended
Administration:						
Salaries	\$ 95,187.21	\$ 7,143.21	\$ 51,613.89	\$ 58,757.10	\$ 36,430.11	61.73%
Payroll Taxes, Fringe/Work Comp	\$ 29,811.17	\$ 2,078.00	\$ 12,905.72	\$ 14,983.72	\$ 14,827.45	50.26%
Total Personnel Expenses	\$ 124,998.38	\$ 9,221.21	\$ 64,519.61	\$ 73,740.82	\$ 51,257.56	58.95%
Operating Expenses:						
Mileage & Travel	\$ 5,704.48	\$ 178.12	\$ 2,584.58	\$ 2,762.70	\$ 2,941.78	48.43%
Telephone, Postage, Supplies	\$ 2,859.40	\$ 86.91	\$ 1,673.89	\$ 1,760.80	\$ 1,098.60	61.08%
Outreach & Public Relations/Job Fairs	\$ 3,495.50	\$ -	\$ 882.28	\$ 882.28	\$ 2,613.22	25.24%
Reimbursable Equipment	\$ 5,750.00	\$ -	\$ -	\$ -	\$ 5,750.00	0.00%
Resource Sharing Allocation	\$ 5,290.79	\$ -	\$ 1,190.57	\$ 1,190.57	\$ 4,100.22	22.86%
Professional Services and Business Expenses	\$ 7,237.64	\$ 171.06	\$ 2,846.53	\$ 3,017.59	\$ 4,220.05	41.69%
Subtotal Personnel & Operating expenses	\$ 155,336.19	\$ 9,657.30	\$ 73,697.46	\$ 83,354.76	\$ 71,981.43	53.66%
Indirect Cost	\$ 16,201.56	\$ 1,007.26	\$ 7,686.64	\$ 8,693.90	\$ 7,507.67	53.66%
Management Fee	\$ 17,153.78	\$ 1,468.77	\$ 8,341.18	\$ 9,809.95	\$ 7,343.83	57.19%
Total Operating expenses	\$ 188,691.53	\$ 12,133.33	\$ 89,725.28	\$ 101,858.61	\$ 86,832.92	51.98%
Participant Expenses						
Work Based Learning	\$ 30,000.00	\$ (4,381.43)	\$ 19,117.53	\$ 14,736.10	\$ 15,263.90	49.12%
Instructional Training	\$ -	\$ -	\$ -	\$ -	\$ -	0.00%
Customer Support service	\$ 10,000.00	\$ 70.00	\$ 1,423.29	\$ 1,493.29	\$ 8,506.71	14.93%
Individual Career Services - New Service	\$ 3,509.29	\$ -	\$ -	\$ -	\$ 3,509.29	0.00%
On The Job Training	\$ 25,000.00	\$ 528.75	\$ 12,876.16	\$ 13,404.91	\$ 11,595.09	51.62%
Client Awards/Incentives	\$ 25,000.00	\$ 4,420.00	\$ 13,500.00	\$ 17,920.00	\$ 7,080.00	71.68%
5% WEX Markup	\$ 1,500.00	\$ (219.07)	\$ 955.88	\$ 736.81	\$ 763.19	49.12%
Total Participant Expenses	\$ 95,009.29	\$ 418.25	\$ 47,872.86	\$ 48,291.11	\$ 46,718.18	50.83%
Total WIOA YOUTH ISY GRANT COST	\$ 283,700.82	\$ 12,551.57	\$ 137,598.14	\$ 150,149.71	\$ 133,551.11	52.93%

The Cumulative totals have been updated

Cumulative

Staff Wages	\$ 2,475.40	\$ 19,348.93	\$ 21,824.33	\$ 21,824.33
Client Wage Subsidy (WEP)	\$ (4,068.78)	\$ 17,497.87	\$ 13,429.09	\$ 13,429.09
Client Wage Taxes	\$ (312.65)	\$ 1,619.66	\$ 1,307.01	\$ 1,307.01
WEX Markup 5%	\$ (219.07)	\$ 955.88	\$ 736.81	\$ 736.81
On The Job Training	\$ 528.75	\$ 12,876.16	\$ 13,404.91	\$ 13,404.91
Client Awards / Incentives	\$ 500.00	\$ 3,000.00	\$ 3,500.00	\$ 3,500.00
Customer Support Services	\$ -	\$ 461.49	\$ 461.49	\$ 461.49
Looked File Cabinets for VR Headsets for WBL Training	\$ -	\$ -	\$ -	\$ -

Total WEP Expenditures \$ (1,096.35) \$ 55,759.99 \$ 54,663.64 \$ 54,663.64 -8.73%

SECTION V.

I certify that to the best of my knowledge and belief this report is correct and complete, that all outlays & unpaid obligations are for the purposes set forth in the Grant Agreement and that supporting documentation is available and will be retained FOR AUDIT.

Prepared By(signature):	Typed Name & Title:	Cheryl Tipsword, Project Accountant
	Date signed:	2/19/2024
Approved By(signature):	Typed Name & Title:	
Shannon Weaver <i>Shannon Weaver</i>	Project Director	Shannon Weaver
	Date Signed:	

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**WORKFORCE INNOVATION AND OPPORTUNITY ACT
MONTHLY FINANCIAL STATUS REPORT**

GRANTEE NAME: Equus Workforce Solutions
Address: 805 N Whittinton Parkway, Louisville, KY 40222

Grantor:
GRANT NO:
PROJECT/ACTIVITY

Mississippi Valley Workforce Area
WIOA Grant - Out of School Youth
YOUTH
36192-0124-WIOA Youth

Invoice Number

GRANT PERIOD: 7/1/2023 6/30/2024

REPORT PERIOD: 1/1/2024 1/31/2024

WIOA SUMMARY - Total Grant	YOUTH OSY OSY 892 & 885
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SECTION II. EXPENDITURES

	Approved Budget	Current Expenditures	CUMULATIVE COST TO DATE		Grant Balance Remaining	Grant Percentage Expended
			Per Last Report Cumulative	Current Cumulative Cost		
Administration:						
Salaries	\$ 380,748.83	\$ 35,123.26	\$ 223,394.69	\$ 258,517.95	\$ 122,230.88	67.90%
Payroll Taxes, Fringe/Work Comp	\$ 119,244.69	\$ 9,729.77	\$ 53,158.71	\$ 62,888.48	\$ 56,356.21	52.74%
Total Personnel Expenses	\$ 499,993.52	\$ 44,853.03	\$ 276,553.40	\$ 321,406.43	\$ 178,587.09	64.28%
Operating Expenses:						
Mileage & Travel	\$ 18,817.91	\$ 900.90	\$ 11,218.16	\$ 12,119.06	\$ 6,698.85	64.40%
Telephone, Postage, Supplies	\$ 7,937.60	\$ 350.31	\$ 5,399.10	\$ 5,749.41	\$ 2,188.19	72.43%
Outreach & Public Relations/Job Fairs	\$ 13,987.00	\$ -	\$ 3,185.72	\$ 3,185.72	\$ 10,796.28	22.78%
Reimbursable Equipment	\$ 23,000.00	\$ -	\$ -	\$ -	\$ 23,000.00	0.00%
Resource Sharing Allocation	\$ 18,402.74	\$ -	\$ 5,084.14	\$ 5,084.14	\$ 13,318.60	27.63%
Professional Services and Business Expenses	\$ 22,950.58	\$ 953.45	\$ 12,335.30	\$ 13,288.75	\$ 9,661.83	51.90%
Subtotal Personnel & Operating expenses	\$ 605,084.35	\$ 47,057.69	\$ 313,775.82	\$ 360,833.51	\$ 244,250.84	59.43%
Indirect Cost	\$ 63,110.30	\$ 4,908.12	\$ 32,726.82	\$ 37,634.94	\$ 25,475.36	59.43%
Management Fee	\$ 66,819.46	\$ 5,548.43	\$ 33,528.92	\$ 39,077.35	\$ 27,742.11	58.48%
Total Operating expenses	\$ 735,014.11	\$ 57,514.24	\$ 380,031.56	\$ 437,545.80	\$ 297,468.32	59.53%
Participant Expenses						
Work Based Learning	\$ 131,075.25	\$ 1,674.16	\$ 18,294.66	\$ 19,968.82	\$ 111,106.43	55.23%
Instructional Training	\$ 46,500.00	\$ 9,523.00	\$ 8,425.50	\$ 17,948.50	\$ 28,551.50	38.60%
Customer Support service	\$ 40,000.00	\$ 1,246.81	\$ 19,672.03	\$ 20,918.84	\$ 19,081.16	52.30%
Individual Career Services - New Service	\$ 5,747.72	\$ -	\$ 2,436.00	\$ 2,436.00	\$ 3,311.72	42.38%
On The Job Training	\$ 25,000.00	\$ -	\$ 5,630.86	\$ 5,630.86	\$ 19,369.14	22.52%
Client Awards/Incentives	\$ 55,000.00	\$ 5,624.62	\$ 49,550.00	\$ 55,174.62	\$ (174.62)	100.32%
5% WEX Markup	\$ 6,553.76	\$ 83.71	\$ 914.73	\$ 998.44	\$ 5,555.32	55.23%
Total Participant Expenses	\$ 309,876.73	\$ 18,152.30	\$ 104,923.78	\$ 123,076.08	\$ 186,800.65	59.72%
Total WIOA YOUTH OSY GRANT COST	\$ 1,044,890.84	\$ 75,666.54	\$ 484,955.34	\$ 560,521.88	\$ 484,268.97	53.65%

The Cumulative totals have been updated

Staff Wages	\$ 11,512.79	\$ 76,302.89	\$ 87,815.68	\$ 87,815.68
Client Wage Subsidy (WEP)	\$ 1,534.69	\$ 16,728.72	\$ 18,263.41	\$ 18,263.41
Client Wage Taxes	\$ 139.47	\$ 1,565.94	\$ 1,705.41	\$ 1,705.41
WEX Markup 5%	\$ 83.71	\$ 914.73	\$ 998.44	\$ 998.44
On the Job Training	\$ -	\$ 5,630.86	\$ 5,630.86	\$ 5,630.86
Client Awards / Incentives	\$ 2,000.00	\$ 14,050.00	\$ 16,050.00	\$ 16,050.00
Customer Support Service	\$ -	\$ 2,021.94	\$ 2,021.94	\$ 2,021.94
Looked File Cabinets for VR Headsets for WBL Training	\$ -	\$ -	\$ -	\$ -

Total WEP Expenditures \$ 15,270.66 \$ 117,215.08 \$ 132,485.74 \$ 132,485.74 **20.18%**

SECTION V.

I certify that to the best of my knowledge and belief this report is correct and complete, that all outlays & unpaid obligations are for the purposes set forth in the Grant Agreement and that supporting documentation is available and will be retained FOR AUDIT.

Prepared By(signature):	Typed Name & Title:	Cheryl Tipsword, Project Accountant
	Date signed:	2/19/2024
Approved By(signature):	Typed Name & Title:	
Shannon Weaver <i>Shannon Weaver 2/20/24</i>	Project Director	Shannon Weaver
	Date Signed:	



Central Iowa Detention
2317 Rick Collins Way
Eldora, IA 50627

Coordination Services

Date	Invoice #
2/8/2024	48991

Mississippi Valley Workforce Development
Miranda Swafford

Month & Year & Service	Jan 24 MV
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DESCRIPTION	AMOUNT
Fiscal Services	4,207.00
Total	\$4,207.00

If you have any questions about this Invoice, please call (641) 858-3852 and ask for Justin Cornish. Thank you.

Central Iowa Juvenile Detention Center
Mississippi Valley Workforce Development Fiscal Time Tracking

		Kassie Ruth	Tony Reed	Justin Cornish	Travis Walker
	Pay Change Month=	September	March	August	August
	Hourly Pay=	44.36	93.04	52.80	62.02
	Hours This Month=	32.50	3.50	1.50	1.25
	Wages=	\$ 1,441.70	\$ 325.64	\$ 79.20	\$ 77.53
per Hr. \$ 10.67	Health & Life Ins.=	\$ 346.78	\$ 37.35	\$ 16.01	\$ 13.34
9.44%	IPERS=	\$ 136.10	\$ 30.74	\$ 7.48	\$ 7.32
1.45%	Medicare=	\$ 20.90	\$ 4.72	\$ 1.15	\$ 1.12
6.20%	Social Security=	\$ 89.39	\$ 20.19	\$ 4.91	\$ 4.81
1.68%	Work Comp.=	\$ 24.22	\$ 5.47	\$ 1.33	\$ 1.30
2.46%	Unemployment=	\$ 35.47	\$ 8.01	\$ 1.95	\$ 1.91
2.94%	Liability Insurance=	\$ 42.39	\$ 9.57	\$ 2.33	\$ 2.28
	PAYROLL COSTS=	\$ 2,137	\$ 442	\$ 114	\$ 110
Months	Annual	MONTHLY PAYROLL TOTAL=			\$ 2,803.00
12	\$ 720				Legal= \$ 60
12	\$ 2,448				Audit Prep & Audit= \$ 204
12	\$ 2,460				Supplies= \$ 205
12	\$ 9,900				Indirect= \$ 825
12 Months	Monthly	MONTHLY OTHER TOTAL=			\$ 4,097
\$ 59,796	\$ 4,600	MONTHLY BILL TOTAL=			\$ 4,207

Central Iowa Juvenile Detention Center
Mississippi Valley Workforce Development Fiscal Time Tracking

Jan-24

DATE	DAY	Kassie Ruth	Tony Reed	Justin Cornish	Travis Walker	Item
01/01/24	Mon					
01/02/24	Tue					
01/03/24	Wed					
01/04/24	Thu	2.00			0.50	drawdown, upload documents, deposit reconciliation, cut checks
01/05/24	Fri					
01/06/24	Sat	1.50				Bank reconciliation, deposit reconciliation, cut checks
01/07/24	Sun	2.50				December Reports, bill
01/08/24	Mon					
01/09/24	Tue	0.50				coorespondence with Equus
01/10/24	Wed					
01/11/24	Thu					
01/12/24	Fri	1.00	1.50	0.50		drawdown, upload documents
01/13/24	Sat	0.75				deposit reconciliation, cut checks
01/14/24	Sun					
01/15/24	Mon					
01/16/24	Tue	3.00				financials
01/17/24	Wed	3.00				financials
01/18/24	Thu	2.00				financials
01/19/24	Fri	4.00			0.50	fsr, drawdown prep, drawdown, upload documents
01/20/24	Sat					
01/21/24	Sun					
01/22/24	Mon					
01/23/24	Tue					
01/24/24	Wed	3.00	0.75			finance committee meeting, deposit reconciliation, cut checks, send documents to Mandy
01/25/24	Thu					
01/26/24	Fri	4.00	1.25	1.00	0.25	drawdown prep, drawdown, upload documents to IWD, deposit reconciliation, cut checks
01/27/24	Sat	3.00				deposit reconciliation, cut checks, Muscaine Co. Reconciliation, Credit Card reconciliation, cut check
01/28/24	Sun					
01/29/24	Mon					
01/30/24	Tue	1.75				correspondence, upload Equus documents, send documents to Mandy
01/31/24	Wed	0.50				coorespondence
Actual Hours=		32.50	3.50	1.50	1.25	
Proposed Hours=		32.69	4.33	3.03	1.30	

NEW BUSINESS

*MOU AND IFA

DOCUMENTS INCLUDED: MEMORANDUM OF
UNDERSTANDING

ACTION REQUESTED: APPROVE MOU AND IFA

Mississippi Valley Workforce Area Memorandum of Understanding

July 1, 2024 - June 30, 2027



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Iowa*WORKS* System Operations

This Memorandum of Understanding (MOU) is executed between the Mississippi Valley Workforce Area (MVWA) Local Workforce Development Board (MVWDB), the Iowa*WORKS* 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 Iowa*WORKS* Centers in the MVWA. The MVWDB, along with the CLEO, provides oversight of workforce services in the MVWA.

The MVWA includes the following counties: Jackson, Clinton, Scott, Muscatine, Louisa, Lee, Des Moines, and Henry.

The CLEOs for the MVWA are Jim Irwin who is a member of the Clinton County Board of Supervisors and co-CLEO Chuck Holmes, who is a member of the Lee County Board of Supervisors

The MVWDB selected the One Stop Operator, Equus Workforce Solutions 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.mississippivalleyworkforce.org/rfp> }.

Introduction

Congress enacted 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 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 purpose of this MOU is to define the parameters within which education, workforce, and other Partner programs and entities operating in the MVWA create a seamless, customer focused IowaWORKS Center that aligns service delivery across the board and enhances access to program services. By realizing one-stop opportunities together, Partners are able to build community-benefiting bridges, rather than silos of programmatic isolation. These partnerships will reduce administrative burden and costs and increase customer access and performance outcomes.

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.

Changing labor markets and advances in technology have revolutionized how businesses find talent and jobseekers look for work. Social media, online talent platforms, and professional networking sites are evolving rapidly, perpetuating shifts in labor market dynamics. This makes it imperative for the workforce system to continuously adapt and reframe strategies and policies designed to support employers and develop job seekers. The goal is to create integrated locations and a unified structure and process of proactive, transparent, and effective job seeker and business services, orchestrated by a seamless collaboration of talent development and support agencies.

Mission and Vision Statement

VISION - Create strong local economies by developing a future-ready workforce of skilled workers prepared to meet the needs of current and emerging industries.

MISSION - The Mississippi Valley Workforce Development Board (MVWDB) will achieve our vision through strengthening collaboration with local businesses and jobseekers. We will improve access to our dedicated workforce Partners through a fully integrated one-stop delivery system. Decisions will be data driven to enhance our local economies and quality of life for our communities.

IowaWORKS System Structure

The MVWA is made up of two comprehensive centers and currently has no affiliate centers. IowaWORKS System locations are listed in Attachment A-1 and Attachment A-2.

Partners/ Parties to this Agreement are listed in Attachment B.

The MVWDB selected the One Stop Operator, 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 process and selection process can be viewed on the MVWA website at www.mississippivalleyworkforce.org.

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’s 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 MVWDB and Partners develop and submit a Local Plan that includes a description of the activities that shall be undertaken within the local system.

¹ IWD Policy #1.2.1 CEO Roles and Responsibilities

- Approve all significant actions of the MVWDB 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
 - MVWDB Budget
 - MOU and Infrastructure Funding Agreement(s)
- In partnership with the MVWDB, 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 MVWDB is to serve as a strategic convener to promote and broker effective relationships throughout the MVWA. The MVWDB 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 MVWDB 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.

One Stop Operator³

The primary role of the One Stop Operator is to coordinate service delivery among Partners of the Iowa*WORKS* system. Below are the listed key performance indicators for the current One Stop Operator:

1. Document at least 5 hours quarterly learning and updating knowledge on core and required partner programs, or Iowa*WORKS* services.
2. Coordinate 3 core partner meetings quarterly and 1 required partner meeting quarterly to discuss ways to reach common goals (i.e., performance, financial, customer satisfaction), leverage resources across partner organizations, discuss programmatic and financial issues faced by the partners as well as any misunderstandings that may exist between participating partners (troubleshooting of issues), and share details on flagship programs, events, and initiatives and discuss ways to reduce duplication of services and further integration across programs. Organize and facilitate an annual one-stop partner meeting

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

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

- with the partner “decision makers” to agree on continuous improvement goals and objectives to be communicated to staff through their quarterly meetings.
3. Assist the board with ensuring that the Memorandum of Understanding and all Attachments with all one-stop partners is executed, adhered to by all parties, as well as tracking completion, updates and expiration of activities outlined. Systems and tools should be developed to show progress toward goals.
 4. Implement strategies to improve information sharing among partner programs and relationship building activities to assist in the integration of one-stop partner programs to include but not limited to a quarterly Newsletter for distribution to partners, including collection of relevant information, development of the newsletter, maintenance of the recipient list and distribution.
 5. Coordinate a minimum of 4 cross training activities for center staff/individuals each quarter and two in-person in-service days each program year. Create and manage an innovative solution to educate partners (and internal staff) on the services provided by Iowa*WORKS* as well as the other one-stop partners’ organizations.
 6. Maintain a customer satisfaction survey of at least 85% and provide updates regarding issues pertaining to customer complaints that are substantive to the required partners operating in the comprehensive, affiliate, and satellite One-Stop Centers.
 7. Collaborate on and oversee the center Wednesday morning meetings and manage meeting spaces, maintain the schedule and resolve conflicts related to use of the rooms.
 8. Have a physical presence at the Davenport Center at least 9 times quarterly.
 9. Submit monthly executive summary and monthly reports (including referrals, VOS numbers, hiring events, customer satisfaction levels and comments, cross training activities, continuous improvement activities, MOU updates, workshops, social media reach, accomplishments, improvements, challenges and recommendations to the board and CEOs and attend committee meetings to present and review reports.
 10. Meet with the executive director on a weekly basis.
 11. Participate in the boards social media strategy by gathering information from partners, scheduling meetings, posting for partners without access to the platforms, and develop outreach strategy for center partners as outlined in the MOU and adhere to MVWDB Branding Guide.
 12. Complete center Equal Opportunity Officer activities as directed by the EOO officer.
 13. Increase the co-located services through the Iowa*WORKS* Centers and those that are co-located electronically and/or shared space that is used on a scheduled basis.
 14. Complete an annual assessment of the One Stop Certification standards and recommend and implement continuous improvement activities as it relates to Certification processes.
 15. Update the WINTAC Continuum Model and complete required activities annually prior to the beginning of the program year.
 16. Review and update Iowa*WORKS* Standard Operating Procedures Guide to reflect new SOPs, local level policies and structure, including local core partner’s values/vision/mission.

Note: The One Stop Operator will not assist in the development, preparation and submission of Local plans. They cannot manage or assist in future competitive processes for selecting Operators or select or terminate One-Stop Operators, career services providers, or Youth providers. The Operator cannot negotiate local performance accountability measures or develop and submit budgets for activities of the MVWA. MVWDB is responsible for the negotiated performance measures, strategic planning, budgets, and One-Stop Operator oversight (including monitoring).

I IowaWORKS Partners⁴

The management of the one-stop system is the shared responsibility of the MVWDB, 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 MVWDB 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 MOU with the MVWDB.
4. Participate in the operation of the system.
5. Provide representation on the MVWDB, as required, and participate on committees of the MVWDB, as needed.
6. Each system Partner commits to cross-training of staff, as appropriate, and to providing other professional learning opportunities that promote continuous quality improvement.
7. System Partners will further promote system integration to the maximum extent feasible through effective communication, information sharing, and collaboration with the One Stop Operator.
8. The use of common and/or linked data management systems when applicable,
9. Participation in regularly scheduled Partner meetings to exchange information in support of the above and encourage program and staff integration.

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.

I Methods for providing access to each of the required services:

- Option 1 – Having a program staff member physically present at the American Job Center (AJC).

⁴ 20 CFR 678.420

- Option 2 – Having a staff member from a different Partner program physically present at the AJC 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 Iowa*WORKS* Center per local workforce development area. Each Partner's method of providing Basic Career Services in the Iowa*WORKS* System is identified in [Attachment C-1](#).

Individualized Career Services

Individualized career services must be provided after Iowa*WORKS* 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 Iowa*WORKS* System is identified in [Attachment C-1](#).

Training Services

Training services can be critical to the employment success of many adults and dislocated workers. Iowa*WORKS* 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 who are placed in unsubsidized employment, for up to 12 months after the first day of employment.

Youth Services

Services for youth, ages 14-24, 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 Iowa*WORKS* 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 Iowa*WORKS* 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 Iowa*WORKS* Centers and all Partner agencies is essential to meeting the requirements and goals of the Iowa*WORKS* 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** – Iowa*WORKS* 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 MVWDB 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 Iowa*WORKS* 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., NVDA and DRAGON) and assistive listening devices must be available to ensure physical and programmatic accessibility within the Iowa*WORKS* Center network.

The Parties to this MOU agree to participate on and with the Disability Access Committee (DAC) within the MVWA 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 Iowa*WORKS* 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 MVWDB 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 MVWDB '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 Iowa*WORKS* 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 MVWDB , 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 policies 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 Iowa*WORKS* 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 Iowa*WORKS* 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 34 CFR 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 20 CFR 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 MVWA MVWDB and the MVWA One Stop Operator have no responsibility and/or liability for any actions of the Iowa *WORKS* Center employees, agents, and/or assignees. Likewise, the Parties have no responsibility and/or liability for any actions of the MVWA MVWDB or the MVWA 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 TEGP 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 **Burlington and Davenport** Iowa*WORKS* Centers. The Parties to this Memorandum of Understanding (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 across Iowa*WORKS* 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 starting baseline budget that is necessary to maintain the **Davenport and Burlington** Iowa*WORKS* network as we work toward a fully compliant WIOA One Stop Operating Budget where all parties contribute. It includes the infrastructure costs required under WIOA and its implementing regulations.



Parties to this MOU understand 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. All partners commit to entering into further IFA negotiations after WIOA re-authorization has been passed and any accompanying law changes become effective.

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.

One-Stop Operating Budgets

The below budgets were developed using historical center expenditures from PY22 and were increased by 5% in each line item to adjust for increases in expenses due to inflation.

Davenport IowaWORKS Center	
Cost Item	Total
Electricity	10053.246
Gas	5455.653
Sewer	2805.957
Water	7131.2115
Postage	4545.4185
Custodial	24918.275
Printing	8311.023
Assistive Technology	2,000
Building Supplies	4129.0305
Other Office Supplies	
Other Supplies	0
Sublease	390208.54
Paper Shredding	1563.9225
Network Maintenance	2286.732
Common Identifier Costs	1,500
Outreach	2,500
Equipment Rental	6358.4115
Communications Rental	10658.162
Telephone	3222.45
ICN Voice Usage	2866.5735
Long Distance	129.15
Pest Control	3988.677
Trash	10160.126

Maintenance	170.226
Security	503.8425
Total	505466.63

Burlington IowaWORKS Center	
Cost Item	Total
Electricity	17678.168
Gas	3274.8135
Postage	1050.2835
Custodial	23586.308
Printing	2506.203
Assistive Technology	2,000
Other Office Supplies	3713.598
Other Supplies	3342.444
Building Supplies	3342.4545
Sublease	301391.96
Paper Shredding	595.56
Network Maintenance	2040.2445
Common Identifier Costs	1,500
Outreach	2,625
Equipment Rental	2740.794
Communications Rental	6119.841
ICN Voice Usage	9332.6415
Long Distance	1340.2515
Maintenance	168
Total	388348.56

Cost Allocation Methodology

Partners in the **Davenport and Burlington** IowaWORKS Center that are to be physically co-located as of July 1, 2024, in the IowaWORKS Center are outlined in Attachment C-1 through C-4 of the MOU. These partners have committed to continuing cost sharing as currently being allocated by Iowa Workforce Development. All partners will pay their share of IFA costs based on historical cost allocation methodology. Iowa Workforce Development will bill each partner on a quarterly basis and clearly outline each cost and the methodology used. The board will receive a copy of all bills to each co-located partner.

Certain partners/programs in Attachment C-1 through 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 Iowa*WORKS* Center, their customers use the Iowa*WORKS* system to access services. We understand the necessity of each partner to pay their proportionate share and will strive to incorporate non-co-located partners cost share contributions during the next IFA negotiation cycle based on anticipated forthcoming federal policy changes.

Attachment A-1: IowaWORKS Office Locations

One Stop Operator	IowaWORKS Mississippi Valley
One Stop Operator	
Mailing Address	550 S Gear Avenue, Ste 35, W. Burlington, IA 52655
Operating Hours	8:00 a.m. – 4:30 p.m.
Phone	319-753-1671
Email	
Website	https://www.mississippivalleyworkforce.org

Comprehensive Center Name	Burlington IowaWORKS
Title III Operations Manager Name	Timothy Snyder
Mailing Address	550 S Gear Avenue, Ste 35, W. Burlington, IA
Operating Hours	8:00 a.m. – 4:30 p.m.
Phone	319-753-1671
Email	BurlingtonIowaWORKS@iwd.iowa.gov (link sends e-mail)
Website	https://www.iowaworks.gov

Comprehensive Center Name	Davenport IowaWORKS
Title III Operations Manager Name	Rick Ernst
Mailing Address	1801 E Kimberly Rd. Suite A, Davenport, IA 52807
Operating Hours	8:00 a.m. – 4:30 p.m.
Phone	563-445-3200
Email	DavenportIowaWORKS@iwd.iowa.gov (link sends e-mail)
Website	https://www.iowaworks.gov

Attachment A-2: Partners' Other Locations in the MVWA

Partner	Location	Address	City, State
EICC-AEL	Clinton Community College (CCC)	1000 Lincoln Blvd	Clinton, IA 52732
EICC-AEL	CCC Maquoketa Center	501 W Washington St	Maquoketa, IA 52060
EICC-AEL	Muscatine Community College	152 Colorado St	Muscatine, IA 52761
EICC-AEL	MCC West Liberty Center	119 E Third St	West Liberty, IA 52776
EICC-AEL	MCCC Columbus Junction Center	1208 Colton St	Columbus Junction, IA 52738
EICC-AEL	Scott Community College	2950 N Fairmount St	Davenport, IA 52804
EICC-AEL	DeWitt Center	817 E Industrial St	DeWitt, IA 52742
EICC-CTE	Clinton Community College (CCC)	1000 Lincoln Blvd	Clinton, IA 52732
EICC-CTE	DeWitt Center	817 E Industrial St	DeWitt, IA 52742
EICC-CTE	Clinton Community College	1000 Lincoln Blvd	Clinton, IA 52732
EICC-CTE	Clinton Maquoketa Center	501 W Washington Street	Maquoketa, IA 52060
EICC-CTE	Clinton Technology Center	1951 Manufacturing Drive	Clinton, IA 52732
EICC-CTE	John T Blong Technology Center	8500 Hillandale Rd	Davenport, IA 52806
EICC-CTE	Muscatine Ag Learning Center	3200 Lucas Street	Muscatine IA 52761
EICC-CTE	Muscatine Columbus Junction Center	1208 Colton Street	Columbus Junction, IA 52738
EICC-CTE	Muscatine Community College	152 Colorado Street	Muscatine, IA 52761
EICC-CTE	Scott Community College	500 Belmont Rd	Bettendorf, IA 52722
EICC-CTE	Scott Community College	101 W 3 rd Street	Davenport, IA 52801
EICC-CTE	The Button Factory	215 W Mississippi Drive	Muscatine, IA 52761
EICC-CTE	West Davenport Center	250 Fairmount Street	Davenport, IA 52802
EICC-CTE	West Liberty Center	119 E 3 rd street	West Liberty, IA 52776
EICC-CTE	Wilton Center	1215 Cypress Street	Wilton, IA 52778
IVRS	Vocational Rehabilitation	152 Colorado St	Muscatine, IA 52761
IVRS	Keokuk IHHS Office	307 Bank Street	Keokuk, IA 52632
IVRS	Southeastern Community College	1500 W Agency Rd Rm 109 D	West Burlington, IA 52655
IVRS	Vocational Rehabilitation	240 N Bluff Blvd	Clinton, IA 52732
JVSG	Mt. Pleasant Correctional Facility	1200 E Washington	Mt. Pleasant, IA 52641
REO	Mt. Pleasant Correctional Facility	1200 E Washington	Mt. Pleasant, IA 52641
SCC-AEL	Southeastern Community College	335 Messenger Rd	Keokuk, IA 52632
SCC-AEL	Southeastern Community College	712 6th Street	Fort Madison, IA 52627
SCC-AEL	Southeastern Community College	1500 West Agency Rd.	West Burlington, IA 52655
SCC-AEL	Southeastern Community College	335 Messenger Rd	Keokuk, IA 52632
SCC-AEL	Southeastern Community College	200 N Main Street	Mt. Pleasant, IA 52641
SCC-AEL	Southeastern Community College	712 6th Street	Ft. Madison, IA 52627
SCC-AEL	Iowa State Penitentiary	2111 330th Ave	Ft Madison, IA 52627

SCC-AEL	Mt. Pleasant Correctional Facility	1200 E Washington	Mt. Pleasant, IA 52641
SCC-CTE	Southeastern Community College	335 Messenger Rd	Keokuk, IA 52632
SCC-CTE	Southeastern Community College	1500 W Agency Rd.	West Burlington, IA 52655
SCC-CTE	Southeastern Community College	712 6th Street	Fort Madison, IA 52627
SCSEP	AARP Foundation	1035 W Kimberly Rd	Davenport, IA 52806

Attachment B: Partners/ Parties to this Agreement

Partner	Program	Signer's Name	Address	Phone
MVWDB	CLEO	Jim Irwin	1900 N 3 rd St PO Box 2957 Clinton, IA 52732	563-340-4025
MVWDB	MVWDB Board Chair	Dennis Duke	1312 Sioux Burlington, IA 52601	319-759-6826
Equus Workforce Solutions	Title I Adult	Mark Douglass	9200 Shelbyville Rd Ste 210 Louisville, KY 40222	502-630-7307
Equus Workforce Solutions	Title I DW	Mark Douglass	9200 Shelbyville Rd Ste 210 Louisville, KY 40222	502-630-7307
Equus Workforce Solutions	Title I Youth	Mark Douglass	9200 Shelbyville Rd Ste 210, Louisville, KY 40222	502-630-7307
IWD	Title II AEL - SCC	Kyle Clabby-Kane	400 East 14th Street Des Moines, IA 50319-0146	515-281-3640
IWD	Title II AEL - EICC	Kyle Clabby-Kane	400 East 14th Street Des Moines, IA 50319-0146	515-281-3640
IWD	Title III Wagner-Peyser	Linda Rouse	1000 E. Grand Ave. Des Moines, IA 50319	641-680-3591
Iowa Dept. f/t Blind	Title IV Rehabilitation Act of 1973	Keri Osterhaus	524 4 th St. Des Moines, IA 50309	515-205-8583
IVRS	Title IV Rehabilitation Act of 1973	James Williams	510 East 12th Street Des Moines, Iowa 50319	515-326-1785
Iowa Dept. of Ed	Career and Technical Education - EICC	Matt Schmit EICC	8500 Hillandale Rd Davenport, IA 52806	563-441-4125
		Dennis Harden Iowa Department of Ed	400 E. 14th Street Des Moines, IA 50319	515-314-7852
Iowa Dept. of Ed	Career and Technical Education SCC	Ashlee Spannagel – SCC	1500 W. Agency Rd West Burlington, IA 52655	319-208-5380
		Dennis Harden – Iowa Department of Ed	400 E. 14th Street Des Moines, IA 50319	515-314-7852
IWD	Trade Adjustment Assistance (TAA)	Michelle McNertney	1000 E. Grand Ave. Des Moines, IA 50319	515-805-7320
AARP Foundation	SCSEP	IWD	1000 E. Grand Ave. Des Moines, IA 50319	
National Able Network	SCSEP	Matt Weis	567 W Lake St Suite 1150 Chicago, IL 60661	312-994-4285
CA Indian Manpower	Native American Programs	Dr. Lorenda T. Sanchez	4851 A N. Milwaukee Ave Chicago, IL 60630	773-736-1668
Proteus	National Farmworker Jobs Program (NFJG)	Daniel Hoffman-Zinnel	1548 S Gilbert St. Iowa City, IA 52240	319-248-0178

IWD	Temporary Assistance for Needy Families (TANF) - PROMISE Jobs	Jeremy Ritchie	1801 E Kimberly Rd -A Davenport, IA 52807	563-445-3200
IWD	Unemployment Compensation	Linda Rouse	1000 E. Grand Ave. Des Moines, IA 50319	641-680-3591
IWD	Jobs for Veterans State Grant (JVSG)	Jamie Norton	1000 E. Grand Ave. Des Moines, IA 50319	515-725-5452
IWD	Reentry Employment Opportunities (REO)	Linda Rouse	1000 E. Grand Ave. Des Moines, IA 50319	563-468-3110
IWD	RESEA	Elizabeth Waigand	1000 E. Grand Ave. Des Moines, IA 50319	515-725-3637
IWD	RCM	Elizabeth Waigand	1000 E. Grand Ave. Des Moines, IA 50319	515-725-3637
IWD	Home Base Iowa	Jamie Norton	1000 E. Grand Ave. Des Moines, IA 50319	515-752-5452

Attachment C: Partner Services List

Each Partner should identify in Attachments C-1 – C-4 which services listed below are provided directly through their program only. Basic definitions of these services may vary from Partner to partner.

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 Iowa *WORKS* Centers for recruiting and interviewing job applicants

Attachment C-1: Career Services

Davenport IowaWORKS Career Services

Partner	Program	In Center Full-Time	In Center Part-Time	Partner Provides FT	Partner Provides PT	Direct Linkage
Equus	Title I Adult	B=A-G,I-L I=A,B,D,F-H F=A				
Equus	Title I DW	B=A-G,I-L I=A,B,D,F-H F=A				
Equus	Title I Youth	B=A-G,I-L I=A,B,D,F-H F=A				
IWD	Title II AEL		B=A-C,G,I,K,L I=A,B,D-G,I,J F=A			
IWD	Title III Wagner-Peyser	B=B-F,H-L I=A,B,D-G				
Iowa Dept f/t Blind	Title IV Rehabilitation Act of 1973			B=A-G,I,K,L I=A,B,D-I F=A		
Iowa VR Services	Title IV Rehabilitation Act of 1973	B=A-I,K,L I=A,B,D,F-I F=A				
Iowa Dept of Ed	Career and Technical Education – EICC			B=D-F,K,L I=D-F,H,J		
IWD	Trade Adjustment Assistance (TAA)	B=A-L I=A-H				
AARP	Senior Community Service Employment Program		B=A-C,G,I,K,L I=B,D,F-H F=A			
CA Indian Manpower Consortium	Native American Programs			B=A-L I=A,B,D-H F=A		
Proteus	National Farmworker Jobs Program (NFJG)			B=A-L I=A-J F=A		

IWD	Temporary Assistance for Needy Families (TANF) -	B=B-G,I-L I=A,B,D,F-H				
IWD	Unemployment Compensation	B=A,B,F,H-L I=A,B,D-G				
IWD	Jobs for Veterans State Grant (JVSG)	B=B-F,I,K,L I=A,B,D,F,G,I				
IWD	Reentry Employment Opportunities (REO)			B=B-I,K I=A-D,F-H		
IWD	RESEA	B=B-F,I-L I=B,D,F				
IWD	RCM	B=B-E,I-K I=B,D,F				
IWD	Home Base Iowa	B=A-F,I,K,L I=A,B,D,F,G,I F=A				

Burlington IowaWORKS Career Services

Partner	Program	In Center Full-Time	In Center Part-Time	Partner Provides FT	Partner Provides PT	Direct Linkage
Equus	Title I Adult	B=A-G,I-L I=A,B,D,F-H F=A				
Equus	Title I DW	B=A-G,I-L I=A,B,D,F-H F=A				
Equus	Title I Youth	B=A-G,I-L I=A,B,D,F-H F=A				
IWD	Title II Adult Education and Literacy-SCC			A-C,E,G,I,K I=A,B,D-F,J F=A		
Iowa Department of ED	Career and Technical Education – SCC			B=A,D-F,I,K-L I=D,F,H		
IWD	Title III Wagner-Peyser	B=B-F,H-L I=A,B,D-G				
Iowa Dept f/t Blind	Title IV Rehabilitation Act of 1973			B=A-G,I,K,L I=A,B,D-I F=A		
Iowa VR Services	Title IV Rehabilitation Act of 1973	B=A-I,K,L I=A,B,D,F,G-I				
AARP	Senior Community Service Employment Program			B=A-C,G,I,K,L I=B,D,F-H F=A		
Proteus	National Farmworker Jobs Program (NFJG)		B=A-L I=A-J F=A			
IWD	Temporary Assistance for Needy Families (TANF) -	B=B-G,I-L I=A,B,D,F-H				
IWD	Unemployment Compensation	B=A,B,F,H-L I=A,B,D-G				
IWD	Jobs for Veterans State Grant (JVSG)	B=B-F,I,K,L I=A,B,D,F,G,I F=A				
IWD	Reentry Employment			B=B-I,K I=A-D,F-H		

	Opportunities (REO)					
IWD	RESEA	B=B-F,I-L I=B,D,F				
IWD	RCM	B=B-E,I-K I=B,D,F				
IWD	Home Base Iowa	B=A-F,I,K,L I=A,B,D,F,G,I F=A				
IWD	Trade Adjustment Assistance (TAA)			B=A-L I=A-H		
National Able	SCSEP					B=A-F,I,K,L I=A-J F=A

Attachment C-2: Training Services

Davenport Iowa *WORKS* Training Services

Partner	Program	In Center FT	In Center PT	Partner Provides FT	Partner Provides PT	Direct Linkage
Equus	Title I Adult	A-F,H				
Equus	Title I DW	A-F,H				
Equus	Title I Youth	A-F,H				
IWD	Title II Adult Education and Literacy		A,D,F,G,I			
Iowa Dept f/t Blind	Title IV Rehabilitation Act of 1973			A-F,H		
Iowa VR Services	Title IV Rehabilitation Act of 1973	A-F				
Iowa Dept of Ed	Career and Technical Education – EICC			C,D,F-H		
IWD	Trade Adjustment Assistance (TAA)	A,B,F				
AARP	Senior Community Service Employment Program (SCSEP)		A,B,E,F			
CA Indian Manpower Consortium	Native American Programs			A-G		
Proteus	National Farmworker Jobs Program (NFJG)			A,B,D-H		
IWD	Reentry Employment Opportunities (REO)			A,H		
IWD	Temporary Assistance for Needy Families (TANF)	A-F,H,I				

Burlington IowaWORKS Training Services

Partner	Program	In Center FT	In Center PT	Partner Provides FT	Partner Provides PT	Direct Linkage
Equus	Title I Adult	A-F, H				
Equus	Title I DW	A-F, H				
Equus	Title I Youth	A-F, H				
Iowa Dept f/t Blind	Title IV Rehabilitation Act of 1973			A-F,H		
Iowa VR Services	Title IV Rehabilitation Act of 1973	A-F				
Iowa Dept of Ed	Career and Technical Education-SCC			A-D,F,H		
AARP	Senior Community Service Employment Program (SCSEP)		A,B,E,F			
Proteus	National Farmworker Jobs Program (NFJG)		A,B,D-H			
IWD	Reentry Employment Opportunities (REO)			A,H		
IWD	Title II Adult Education and Literacy			D,F,G		
IWD	Trade Adjustment Assistance (TAA)			A,B,F		
IWD	Temporary Assistance for Needy Families (TANF)	A-F, H,I				

National Able Network	SCSEP					A,B,F
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Attachment C-3: Youth Services

Davenport IowaWORKS Youth Services

Partner	Program	In Center FT	In Center PT	Partner Provides FT	Partner Provides PT	Direct Linkage
Equus	Title I Youth	A, C-N				
IWD	Title II Adult Education and Literacy		A,B,D,E,G-I			
IA Dept f/t Blind	Title IV Rehabilitation Act of 1973			A, C-N		
Iowa VR Services	Title IV Rehabilitation Act of 1973	A-E,G,J-N				
Iowa Dept of Ed	Career and Technical Education – EICC			A,C-E,G,I,J,L-N		
CA Indian Manpower Consortium	Native American Programs			A,C,D,F-M		
Proteus	National Farmworker Jobs Program (NFJG)			B-N		
IWD	Temporary Assistance for Needy Families (TANF)	C,D,F-H,J-M				
IWD	Trade Adjustment Assistance (TAA)	D,M				

Burlington IowaWORKS Youth Services

Partner	Program	In Center FT	In Center PT	Partner Provides FT	Partner Provides PT	Direct Linkage
Equus	Title I Youth	A, C-N				
IWD	Title II Adult Education and Literacy			A,E,G-I,N		
IWD	Career and Technical Education – SCC			A,C-E,G,I-J,L-N		
Iowa Dept f/t Blind	Title IV Rehabilitation Act of 1973			A,C-N		
Iowa VR Services	Title IV Rehabilitation Act of 1973	A-E,G,J,L-N				
Proteus	National Farmworker Jobs Program (NFJG)		B-N			
IWD	Trade Adjustment Assistance (TAA)			D,M		
IWD	Temporary Assistance for Needy Families (TANF)	C,D,F-H,J-M				

Attachment C-4: Business Services

Davenport IowaWORKS Business Services

Partner	Program	In Center FT	In Center PT	Partner Provides FT	Partner Provides PT	Direct Linkage
Equus	Title I Adult	A-H,J,L-N				
Equus	Title I DW	A-H,J,L-N				
Equus	Title I Youth	A-H,J,L-N				
IWD	Title II Adult Education and Literacy		E,I			
IWD	Title III Wagner-Peyser	A-N				
Iowa Dept f/t Blind	Title IV Rehabilitation Act of 1973			A,C-E,G,J,L,N		
Iowa VR Services	Title IV Rehabilitation Act of 1973	A-G,J-N				
CA Indian Manpower Consortium	Native American Programs			A-H,J-N		
IWD	Jobs for Veterans State Grant (JVSG)	A-N				
IWD	Reentry Employment Opportunities (REO)			B-D,F,G, K-M		
IWD	Home Base Iowa	D,G,M				

Burlington IowaWORKS Business Services

Partner	Program	In Center FT	In Center PT	Partner Provides FT	Partner Provides PT	Direct Linkage
Equus	Title I Adult	A-H,J,L-N				
Equus	Title I DW	A-H,J,L-N				
Equus	Title I Youth	A-H,J,L-N				
IWD	Title II Adult Education and Literacy			J		
Iowa Dept of Ed	Career and Technical Education – SCC			B,E,J,K,M		
IWD	Title III Wagner-Peyser	A-H,K-N				
Iowa Dept f/t Blind	Title IV Rehabilitation Act of 1973	A,C-E,G,J,L,N		A,C-E,G,J,L,N		
Iowa VR Services	Title IV Rehabilitation Act of 1973	A,C-E,G,J,L				
IWD	Jobs for Veterans State Grant (JVSG)	A-N				
IWD	Reentry Employment Opportunities (REO)			B-D,F,G, K-M		
IWD	Home Base Iowa	D,G,M				

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

Partner	Program	Service	Explanation
IWD	Re-entry	B=B-I,K I=A-D,F-H T=A,H Bu=B-D,F,G,K-M	Services are limited to provide while incarcerated, then connected with local AJC after release.
IWD	Title II AEL - EICC	B=A-C,G,I,K,L I=A,B,D-G,I,J F=A T=A,D,F,G,I Y=A,B,D,E,G-I Bu=E,I	Services are provided at several locations in the local area. Center staff are also cross trained in services and processes to connect customers to services.
IWD	Title II AEL - SCC	B=A-C,E,G,I,K I=A,B,D-F,J F=A T=D,F,G Y=A,E,G-I,N Bu=J	Services are provided at several locations in the local area. Center staff are also cross trained in services and processes to connect customers to services.
IDB	Title IV Rehabilitation Act 1973	B=A-G,I,K,L I=A,B,D-I F=A T=A-F,H Y=A,C-N Bu=A,C-E,G,J,L,N	Services are provided in home by case manager and Vocational Rehabilitation Teachers. Center staff are also cross trained in services and processes to connect customers to services.
Iowa Department Of Education	Career and Technical Education - EICC	B=D-F,K,L I=D-F,H,J T=C,D,F-H Y=A,C-E,G,I,J,L-N	Services are provided at several locations in the local area. Center staff are also cross trained in services and processes to connect customers to services.
Iowa Department Of Education	Career and Technical Education - SCC	B=A,D-F,L I=D,F,H T=A-D,F,H Y=A,D-G,J,L,M Bu=B,E,J,M	Services are provided at several locations in the local area. Center staff are also cross trained in services and processes to connect customers to services.
AARP	SCSEP	B=A-C,G,I,K,L I=B,D,F-H F=A T=A,B,E,F	Services are provided at other locations in the local area. Center has part time staff that are available to make appointments

CA Indian Manpower Consortium	Native American Programs	B=A-L I=A,B,D-H F=A T=A-G Y=A,C,D,F-M Bu=A-H,J-N	Program representative can meet partner at different locations in the community. Center staff are cross trained in program to help get customers connected to services.
Proteus	National Farmworker Jobs Program	B=A-L I=A-J F=A T=A,B,D-H Y=B-N Bu=	Program representative can meet partner at different locations in the community. Center staff are cross trained in program to help get customers connected to services. Partner staff member is located part time in center and can meet public by appointment.
IWD	Trade Adjustment Assistance (TAA) (Burlington)	B=A-L I=A-H T=A,B,F	Program participants are co-enrolled with center staff and communicate with program representative.
National Able	SCSEP	B=A-F,I,K,L I=A-J F=A T= A,B,F	Services are provided in the community in only a small number of area counties.

Attachment D: Referral Process

IowaWORKS System Partners Referral Process

Purpose

The primary purpose of the referral system is to provide integrated and seamless delivery of services to workers, job seekers, and employers. In order to facilitate such a system, Partners agree to:

- Familiarize themselves with the basic participation requirements, as well as with the available services and benefits offered, for each of the System Partners' programs represented in the IowaWORKS Centers.
- Ensure that general information regarding one-stop center programs, services, activities and resources shall be made available to all customers as appropriate.
- Develop materials summarizing their program requirements and making them available for System Partners and customers.
- Provide substantive referrals –to customers who are eligible for supplemental and complementary services and benefits under Partner programs.
- Regularly evaluate ways to improve the referral process.
- Commit to robust and ongoing communication required for an effective referral process.
- Commit to actively follow up on the results of referrals and assuring that System Partner resources are being leveraged at an optimal level.

The referral process will help create a more seamless customer experience by providing convenience of services to individuals and businesses. This process will provide for a continuum of services and follow up to ensure Mississippi Valley Workforce Area (MVWA) customer needs have been met.

Job Seeker Referral Process

The One Stop Operator will oversee the job seeker referral process including the electronic referral system, the tracking of referrals, preparing reports, and ensuring follow up is completed. The referral system must be an accessible electronic platform to include but not limited to a Microsoft Form, UniteUs or another appropriate referral tracking system.

1. Partners referrals will be emailed to the partner's email address on file
2. The One Stop Operator will track referrals and perform follow up to ensure a successful referral is made.
3. Appropriate contact information for each workforce Partner program will be updated regularly by the One Stop Operator. This information will include name, address, phone, and email.
4. Each Partner program will identify a main contact for referrals and a backup individual.
5. Each Partner will develop an internal standard operating procedure (SOP) for referrals.
6. The One Stop Operator will monitor the SOPs of each Partner on a biannual basis.
7. A referral should be processed the same or the next business day.
8. The organization receiving the referral should attempt to make contact with the

participant within two business days. If contact is not made the organization will follow up weekly for four weeks until contact can be made. All contact and attempted contacts must be documented in Iowa*WORKS* or applicable partner case management system. Once contact has been made the organization should follow its internal referral process and document the result in the electronic system.

9. If the receiving partner is having trouble making contact with the participant, then they will reach back out to the referring partner to help make the connection.
10. The One Stop Operator will monitor the electronic referral system and maintain referrals in a database and ensure that follow ups are being completed and track the outcome of each referral.

Business Referral Process

The Business Service Team Lead will oversee the business service referral process including the electronic referral system, the tracking of referrals, preparing reports, and ensuring follow up is completed.

1. Electronic business referral forms will be completed by Business Team Members when a business's needs are identified.
2. Appropriate contact information for each workforce Partner program will be updated in the Form Flow and maintained by the Team Lead.
3. A referral should be processed within 24 business hours of meeting with the business.
4. The program receiving the referral should attempt to contact the business within two business days. If contact is not made, the program the business being referred to will follow up weekly for four weeks until contact can be made.
5. The Team Lead will follow up on the referral to see if a successful referral was made one month after the referral was placed.
6. The Business Team Lead will monitor the electronic referral system and maintain referrals in a database and ensure that follow ups are being completed and track the outcome of each referral.

Attachment E: Accessibility Plan

IowaWORKS System Partners Accessibility Plan

I. Introduction

This WIOA MOU Accessibility Plan outlines our commitment to ensuring access to services provided by the IowaWORKS Centers and Partner agencies within the Mississippi Valley Workforce Area (MVWA). We are dedicated to making information and resources equally accessible to all, whether through physical locations or virtual spaces. The Mississippi Valley Workforce Development Board (MVWDB) will oversee and implement this accessibility plan in partnership with the local Disability Access Committee (DAC) and the Equal Opportunity Officer.

II. Accessibility Commitment

All partners commit to providing accessibility in various forms, including physical, programmatic, virtual, and communication. The commitment includes:

- **Reasonable Accommodations:** Providing timely and reasonable accommodations for individuals with disabilities.
- **Policy Modifications:** Making reasonable modifications to policies, practices, and procedures to ensure inclusivity.
- **Integration:** Administering programs in the most integrated setting appropriate for all individuals.
- **Effective Communication:** Ensuring effective communication with persons with disabilities, equivalent to that with others and ensuring staff communicate with individuals with disabilities through their preferred mode of communication.
- **Accessible Locations:** Offering services in convenient, high-traffic, and accessible locations, with consideration for proximity to public transportation and parking availability.
- **Section 508 Compliance:** Ensuring that information is clearly marked and compliant with Section 508 of the U.S. Department of Health and Human Services code.
- **Plain Writing:** Complying with the Plain Writing Act of 2010 to enhance the clarity of information.
- **Regular Virtual Updates:** Updating virtual information regularly to ensure the dissemination of accurate and current details.
- **Communication Accommodations:** Providing accommodations for individuals with communication challenges, including those who are deaf or hard of hearing, have vision impairments, or speech-language impairments.
- **Inclusiveness Culture:** Maintaining a culture of inclusiveness among all partners.

- **Non-Discrimination:** Committing to non-discrimination in employment practices and services, with policies and procedures in place to address these issues.
- **Compliance Assurance:** Assuring compliance with all applicable state and federal laws and regulations regarding accessibility.
- **Monitoring Cooperation:** Cooperating with compliance monitoring at the local level to ensure physical and programmatic accessibility of IowaWORKS Center programs, services, technology, and materials.

III. Accessibility Implementation Plan

- **Assistive Technology Standards:** MVWDB has established minimum assistive technology standards for IowaWORKS Centers, annually evaluated by the Equal Opportunity Officer. Corrective action plans with timelines will be implemented if deficiencies are identified.
- **Quarterly Meetings and Training:** The One Stop Operator will conduct quarterly meetings for all required partners, offering accessibility training coordinated with the DAC. Training will cover required accommodations, accessibility improvements, and serving customers with disabilities, with continuous annual offerings.
- **Staff Training:** Staff at the centers will participate in biannual training on the use of assistive technology during in-service days. Staff will be trained on assisting individuals with disabilities and using necessary accommodations.
- **ADA Assessment:** An annual ADA assessment will be conducted at each center to ensure physical accessibility, led by the Equal Opportunity Officer in partnership with the Disability Access Committee.
- **Disability Employment Awareness Month:** Each IowaWORKS Center will host a National Disability Employment Awareness Month event or activity in October.
- **Resource Guide Update:** The IowaWORKS Center resource guide will be updated annually by the One Stop Operator to include a list of available assistive technology and brief instructions, readily accessible to staff.
- **DAC Participation:** All partners will be invited and encouraged to participate in regular DAC meetings.
- **Accessibility Challenges:** If a Partner program encounters accessibility challenges, they will contact the DAC for assistance.
- **Online Access:** MVWDB will collaborate with the State Workforce Development Board (SWDB) to ensure that job seekers and businesses have online access to the same information available in physical facilities.

This comprehensive plan demonstrates the Mississippi valley Workforce Area's WIOA partners commitment to accessibility and inclusivity, ensuring that all individuals, regardless of disabilities, can access and benefit from our workforce development services.

Attachment F: Outreach Plan

IowaWORKS System Partners Outreach Plan

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. It is understood that not all Partners provide all services and thus may not contribute to every target outreach group activity.

The MVWDB 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.
- Alignment with sector strategies and career pathways.
- Connections to Registered Apprenticeship.
- Focus on local area's job seekers, including targeted efforts for populations most at risk or most in need based on labor market information.
- Regular use of social media.
- An outreach toolkit available for all partners.
- Clear objectives and expected outcomes.

Outreach Plan and Steps

Partners will discuss and develop their outreach plan at quarterly Partner meetings. An outreach plan is an ongoing activity and will contribute to a continuous improvement model. With support from MVWDB staff, the One Stop Operator will oversee the Outreach Strategy. The following steps will be completed:

- System Partners will meet to outline their main outreach goals and objectives.
- Partners will identify the target populations.
- A message will be developed to relay to the target populations.
- Applicable Partner content will be gathered to create flyers/brochures/presentations.
- An outreach toolkit available for all Partners will be developed and distributed.
- A strategy will be developed identifying specific outlets and a plan and time frame for distribution.
- Distribute the message through targeted outlets (such as community organizations, businesses, and special events).
- Actively engage with prospective contacts through all outlets including social media.
- Evaluate the plan and areas for improvement and promising practices.

Business Services Team

All Partners who identified providing business services will provide a representative to serve on the local Business services Teams in each IowaWORKS Center. These teams will meet bi-weekly. These teams will focus on outreach areas including:

- Annually develop the local BST Strategic Plan with a emphasis on outreach strategies.
- Align with sector strategies and career pathways.
- Assist the MVWDB in strengthening connections to Registered Apprenticeship programs.
- Focus on outreach to human resource professionals.
- Focus on reducing employer fatigue through coordinated outreach

Social Media Outreach

The Mississippi Valley IowaWORKS Centers use HootSuite to manage all IowaWORKS social media accounts. There will be a social media posting schedule developed by the core partners and reviewed and updated regularly. Core Partners will also determine which staff in each center will have access to this platform and serve as point persons for postings and oversight of the social media accounts. The individuals who will have access to the HootSuite account will serve as the final approvals for postings and will be responsible for ensuring all elements of the MVWDB style guide are adhered to. All authorized individuals will complete the IWD social media training, HootSuite onboarding, and local social media training before being granted HootSuite access. All partners are encouraged to send postings to the 6 authorized individuals to be placed on the IowaWORKS Social Media schedule to promote an integrated system. Cross posting from partner programs is also encouraged.

Attachment G: Data Sharing Training Plan

IowaWORKS System Partner Data Sharing Training Plan

All Partner staff in the Mississippi Valley Workforce Area (MVWA) will be trained in the protection, use, and disclosure requirements governing Personally Identifiable Information (PII) and any other confidential data for all applicable programs, including FERPA- protected education records, confidential information in Unemployment Insurance (UI) records, and personal information in Vocational Rehabilitation (VR) records. A training will be developed by the core Partners and recorded to cover confidentiality and PII, FERPA, confidential information in UI records, and personal information in VR records

The One Stop Operator will hold quarterly Partner meetings and will cover this data sharing training annually. All trainings will be recorded and provided to all Partners to share with their staff. Each local program representative will sign an acknowledgement form that their staff have viewed the recorded training or that their staff have been provided training on confidentiality internally through their respective organization.

The Mississippi Valley Workforce Development Board (MVWDB) has a policy on PII, as required by WIOA. All customer PII will be properly secured in accordance with the MVWDB's policy and procedure regarding the safeguarding of PII. The MVWDB PII policy can be found at <https://www.mississippivalleyworkforce.org/policies-procedures>

Attachment H: Dispute Resolution Process Remove

Iowa*WORKS* System Partners Dispute Resolution Process

The following section outlines the WIOA dispute resolution process established for System Partners when they are unable to achieve an agreement essential for executing the MOU. (Please note that this process is distinct from the MVWDB Customer Grievance and Complaint Policy.) A dispute is considered to have reached the dispute resolution stage when an issue emerges during the development and negotiation of this MOU, and a satisfactory resolution is not readily attainable. It is the responsibility of the MVWDB Chair (or their representative) to oversee the MOU dispute resolution process to ensure the proper resolution of issues. Any party involved in the MOU may seek resolution through this procedure.

Good Faith Negotiations: All Parties are encouraged to actively engage in local negotiations with a sincere intention of reaching an agreement. In the event of a dispute, the first step is to attempt an informal resolution.

Local Formal Resolution Process

1. : If efforts at informal resolution prove unsuccessful, the formal dispute resolution process must be initiated by the party seeking resolution. The petitioner must send a notification regarding the conflict to the MVWDB Chair (or their designee) and all Parties to the MOU within 10 business days.
2. The MVWDB Chair (or their designee) will schedule a special meeting of the MVWDB Executive Committee within 20 business days to address the dispute. The Executive Committee will strive to mediate and resolve the dispute, with resolutions determined by a majority consensus of the present Executive Committee members.
3. The Executive Committee must furnish a written response and a dated summary of the proposed resolution to all Parties to the MOU within 10 days of reaching a decision.
4. The MVWDB Chair (or their designee) will contact the petitioner and the relevant Parties to confirm that all parties agree with the proposed resolution.
5. The decision of the Executive Committee will be considered final unless the petitioner decides to pursue further action through the state dispute resolution process.

State Dispute Resolution Process:

If local attempts to resolve the dispute are unsuccessful, the agency with the dispute must notify Iowa Workforce Development (IWD), which serves as the convener of the core partner team responsible for seeking resolution to the dispute. The agency with the dispute should send an email to WIOAgovernance@iwd.iowa.gov and follow these steps:

1. Subject line of email: MOU Dispute Resolution: [Insert name of LWDA].
2. In the body of the email or in a clearly identifiable attachment, clearly state the issue in dispute and provide as much detail as possible.
3. Attach the local Dispute Resolution Process documentation, along with evidence of its adherence.

Upon receiving the Dispute Resolution email, IWD will:

1. Acknowledge the receipt of the email.
2. Provide all documentation to the WIOA core partner working group.
3. The core partner team will review the dispute and notify the relevant Parties of its decision within 14 days of receiving the dispute.
4. If the agency with the dispute is not satisfied with the core partner team's decision, they may appeal to the State Workforce Development Board (SWDB). However, it's important to note that no local dispute may directly proceed to the SWDB without first being addressed by the core partner team.

Attachment I: Amendment/ Modification Process

IowaWORKS System Partners Amendment/Modification Process

Note: Amendments or modifications may only be proposed by partner program signatories.

Amendment: An amendment, which is adding new information, would only require the parties to review and agree to the new information added to the MOU.

Modification: A modification is making a change to existing information. Changes that trigger the MOU modification process include but are not limited to:

- A change of IowaWORKS center One Stop Operator, the administrative structure, or the physical location of an IowaWORKS center.
- A change that significantly alters negotiated terms to this MOU—including, but not limited to—changes in shared services, service delivery, referral methods, costs or cost sharing.
- A partner’s appeal to the State regarding infrastructure costs that results in a change to the one-stop partner’s infrastructure cost contributions.
- Any other change that will impact shared costs, which does not include updates to the budget as a result of reconciliation.

All parties agree that modifications involving changes with no impact on shared services, cost-sharing, or other negotiated terms need only be signed by authorized representatives of the MVWDB, the CLEO, and the affected partner(s). All other modifications will require the signatures of all parties.

Renewal

A renewal is an overall review and re-do of the MOU. Substantial changes, such as changes in partners or a change in CLEO will require renewal. A renewal would require a review and approval of the entire MOU by all parties.

Process

1. The party seeking an amendment or modification will submit a written request to the MVWDB that includes:
 - a. The requesting party’s name.
 - b. The reason(s) for the amendment or modification request.
 - c. Clearly detailed additions or sections identified for modification.
 - d. The desired date for the amendment or modification to become effective.
 - e. The signature of the requesting party’s authorized representative.
2. If the request is approved, the MVWDB will notify the remaining partners of the intent to amend or modify, and will allow 30 days from the date of the notice (unless another

timeframe is specified in the notice) for the remaining partners to review the requested changes and to submit a response to the MVWDB. No response by a partner will be considered approval of the requested changes.

3. Any partner with questions and/or concerns regarding the requested changes or additions must be submitted to the MVWDB in writing within the specified timeframe.
4. The MVWDB will provide a written response to the partner within 15 days of receipt of the partner's questions. The MVWDB will have the discretion to share questions/concerns with other partners and/or to schedule a meeting to achieve consensus on a final draft.
5. The final, approved amendment or modification draft will be signed by authorized representatives of the affected partners, then submitted to the MVWDB for the final signature unless it is an amendment or modification that requires the signatures of all parties, in which case, MVWDB must secure all local signatures
6. The amendment or modification may be signed in counterparts, meaning each signatory can sign a separate document as long as the MVWDB Chair (or designee) acquires signatures of each party and provides a complete copy of the amendment or modification with each partner's signature to all the other Parties.
7. The MVWDB will distribute copies of the fully executed amendment or modification to all parties and IWD.

Note: If the modification involves substitution of a party that will not impact any of the terms of the agreement, it can be accomplished by the original party and the new party entering into an MOU that includes the MVWDB wherein the new party assumes all of the rights and obligations of the original party. Upon execution, the MVWDB Chair (or designee) presents the agreement as a proposed modification to the MOU, and the remaining steps are followed. If determined that a Partner is unwilling to agree to the MOU modification, the MVWDB Chair (or designee) must ensure that the process in the Dispute Resolution section of the MOU is followed.

Additional Terms

- This writing is the entire agreement among the parties with respect to each party's role and responsibilities in the local workforce development system. All parties agree that any amendments to applicable laws or regulations cited herein will result in the correlative modification of this MOU without a formal, written amendment.
- All parties agree to communicate details of any amendments or modifications to their respective staff members whose responsibilities may be impacted by the changes and further agree to ensure that their staff members are referencing or utilizing the most current version of the MOU in the performance of their responsibilities.
- Amendments or modifications that will require the signatures of all parties must be executed no later than 90 days prior to the end of the MOU period. Amendments or modifications that require only the signatures of the MVWDB, the CLEO, and the affected partner(s) must be executed no later than 45 days from the end of the current State Fiscal Year to allow time for Purchase Order modifications.

Attachment J: Termination Process

IowaWORKS System Partners Termination Process

MOU Termination

This MOU will remain in effect until the end date specified in this MOU effective date section, unless:

1. All parties mutually agree to terminate this MOU.
2. Federal oversight agencies responsible for WIOA administration are unable to appropriate funds, or if funds are not otherwise made available for continued performance for any fiscal period succeeding the first fiscal period of this MOU. Any party unable to perform due to lack of funding shall promptly notify the other parties.
3. WIOA and the corresponding regulations are repealed; or
4. LWA designations are changed.

Non-Required Partner Separation

Any non-required partner may terminate its participation as a party to this MOU upon 60 days written notice to the MVWDB. In such an event:

1. MVWDB will provide written notice to all remaining partners and to IWD.
2. The MVWDB will review the budget to determine where adjustments can be made that will prevent an increase in the remaining partners' shared cost amounts.
3. The MVWDB will amend this MOU per Attachment I Amendment and Modification Process and the MVWDB will prepare a revised budget document.
4. All parties must agree to the revised budget or reconvene to negotiate a new budget within 60 days of the date notice was received from the separating partner.
5. Only individuals with signatory authority may authorize or request the termination of this MOU.

Any non-required partner that terminates its role as a party to this MOU is no longer eligible to participate as a partner in the local workforce development system. However, referrals may be made between the terminating partner and the remaining parties as necessary to ensure customers receive all available services needed.

Required Partners

Each required partner understands that participation as a party to this MOU is required under WIOA Section 121(b)(1)(A)(III) and any required partner that opts to terminate its participation as a party to this MOU:

1. Is still obligated as a required partner to provide access to program activities and services through a comprehensive IowaWORKS Center.
2. Will be subject to and will cause all other required local partners to be subject to, the state infrastructure funding mechanism.

3. Will be required to pay its proportionate share of infrastructure costs as determined under the state infrastructure funding mechanism.
4. Must be reported to Iowa Workforce Development (IWD) and to the state agency that administers the partner program, as applicable. For required partners that receive program funds directly from the DOL, the DOL will be notified.
5. May be subject to sanctions by the state and/or federal agency that administers the partner program.
6. Must make best efforts to find another entity that will fulfill the required partner role and/or will make recommendations to the MVWDB on budget adjustments or other means to defray a cost increase to the remaining partners.
7. Will send written notice of the intent to separate to IWD and to the state agency that administers the partner program, as applicable, prior to submitting written notice of the separation to the MVWDB. Required partners that receive funds directly from DOL must send written notice to the DOL Grant Officer assigned to the partner in addition to IWD.
8. Only individuals with signatory authority may authorize or request the termination of this MOU.

Formation of Successor MOU:

In the event of termination, the parties to the MOU must convene within thirty (30) days after the MOU's breach to discuss the formation of a successor MOU. During this discussion, allocated costs must be addressed.

Amendment Process:

Any party may request to terminate its inclusion in this MOU by following the amendment process identified in the Amendment Attachment first.

Periodic Review and Renewal:

All parties agree that this MOU shall be reviewed annually and renewed not less than once every three-year period to ensure appropriate funding and delivery of services.

Attachment K: Business Services Plan

IowaWORKS System Partners Business Services Plan

Introduction

The Mississippi Valley Workforce Development Board (MVWDB) provides this plan as guidance for the provision of Business Engagement and Business Services in the Mississippi Valley Workforce Area (MVWA). The purpose of this plan is to outline the strategic vision of business service provision in the MVWA and American Job Centers (AJC) (also called IowaWORKS Centers), which includes all mandated WIOA partners in providing services to business customers.

Plan

Through the IowaWORKS Centers the WIOA partners must develop, offer, and deliver quality business services that assist businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy. To support area employers and industry sectors most effectively, staff (including designated partner program staff) must:

- Have a clear understanding of industry skill needs
- Identify appropriate strategies for assisting employers and coordinate business services activities across IowaWORKS partner programs and local economic development agencies, as appropriate
- Incorporate an integrated and aligned business services strategy among IowaWORKS partners to present a unified voice for the American Job Center in its communications with employers to include branding the IowaWORKS system, delivering a universal message to identify IowaWORKS system, and establishing standardized services.

MVWA Goals

The goals of business engagement are to:

- Increase awareness of services and resources provided through the workforce system
- Increase the likelihood of employers hiring job seekers through the workforce system
- Create and strengthen career pathways aligned to business and industry demand
- Provide business intelligence to employers, intermediaries, and partners to ensure the workforce is relevant and useful
- Ensure strong talent pipelines for high demand occupations that allow business to grow and be successful
- Establish Mississippi Valley IowaWORKS as an integral partner that adds value to regional economic development efforts by making connections to workforce strategies, solutions, and cutting-edge labor market research and data.

To help achieve these goals MVWA WIOA Partners will increase business engagement by delivering value to our business customers by:

- Using data to effectively identify, engage and serve our businesses through

- integrated service delivery
- Reducing duplication of services
- Investing in technology and professional development.

Business Committee

The MVWDB's Business Committee will provide guidance and support to the WIOA partners in ensuring implementation of this plan. To ensure a strategic and focused approach to providing coordinated and consistent services to businesses the Business Committee will consist of cross-agency, cross county and industry members. This committee will convene regularly to provide a strategic direction, evaluate results, provide technical assistance, and recommend changes to program design to enhance service delivery.

Integrated Business Services Self-Assessment

This tool is a self-assessment to be completed by the local Business Service Teams annually by the start of each program year. This tool was created to help the local area teams drill down into how integrated and effective the business services are currently, and to determine where enhancements can be made. The assessment tool will assist the MVWDB as part of their strategic planning process. The tool is designed to be used as a framework to focus the conversation between workforce partners on how they will address the challenge of becoming more responsive to businesses as a collective unit and will help local areas determine what a "high-performing" integrated business services team looks like.

Business Services Team Structure and Function

The local Business Services Teams (BST) at minimum should include all partners who identified as providing business services in the local MOU. Including but not limited to WIOA core partners, including Wagner-Peyser, Business Engagement Consultants, Title I Adult/DW, Adult Education and Literacy, Vocational Rehabilitation, and other workforce partners. The core partners in MVWA will each designate at least one staff member that will serve on the BST. The goal of business services staff is to assist businesses in developing the long-term strength of their workforce. This is generally accomplished by considering the specific needs of the business, as expressed by the employer. Coordinated efforts should be focused on creating a streamlined business process and preventing duplicative services and contacts to businesses. When meeting with employers it is best for business service staff to carefully consider the specific needs of a company rather than rely on simply listing services.

Single Point of Contact Approach

Per the One Stop Certification Standards: "the Center's integrated business services team shares information across partners to better serve business customers, streamlines outreach to and communications with businesses, and utilizes a single point of contact approach with business customers to represent the integrated business services team." The single point of contact is not intended to be "one individual" responsible for all relationships in the MVWA through which all businesses must go to access workforce services. All members of the business services teams are expected to create these relationships with businesses in the community in a coordinated and targeted manner.

A "single point of contact protocol" means that there is no wrong door through which a business

customer enters. Any team member that initiates or receives the initial contact either directly works to meet the need or makes a referral on behalf of the customer and ensures that follow up has occurred. A Referral form and process has been created, see referral Attachment.

Reporting

The board designee will complete a monthly report developed in partnership with the local BST's to provide to the Business Committee and this report should track the following activities:

- Number of businesses served - Tracked by establishment
- Number of new business contacts
- Type of services provided
- Number of business referrals
- Business Service Team meeting activities and events
- Updates on the below listed activities.

In addition, annually at the beginning of each program year the MVWDB will confirm the local BSTs have the following in place and are committed to:

- A shared vision and strategy for business services and aligned with the current LWDB WIOA Plan
- Committed and planned team professional development opportunities
- A single point of contact and referral protocol documented
- A Written Communication Plan that includes:
 - A unified approach that is focused on the workforce system instead of a program specific approach
 - An outreach plan based on sector strategies identified in the LWDB WIOA plan
 - Identification of locally available resources, including channels for outreach, and how they will be used
 - The role of each partner in performing outreach activities
 - A method for determining effectiveness of local outreach efforts
- A description of additional partnerships the MVWDB should pursue to assist in communications and outreach to businesses including business roundtables, business advisory councils, or existing business programs through economic development entities
- Standardized timeframes to respond to business inquiries and subsequent contact, in order to deliver specialized and collaborative solutions to meet business customer needs
- A documented process to ensure partner staff within the AJC are aware of the protocol for business services referrals
- A Business Satisfaction Survey as developed by the One Stop Operator and the Business Committee
- MVWDB business service partners must have clear, convenient, and easily accessible content and outreach materials (including web-based content) for business customers that provides:
 - A list of all business products and services; and
 - Contact information for a business to contact through the identified “single point of contact” protocol

Attachment L: Negotiations/ Meeting Summary

Date of Meeting	Program	Notes
8/2/2023	All	Email to all developing a list of local negotiators and signers, provided IWD guidance and current MOU for review.
8/25/23	Job Corps	Will no longer be a partner on the mou.
8/28/2023	CTE – SCC	Reviewed services provided and completed attachments C-1 through C-5.
8/29/2023	EICC- AEL	Reviewed services provided and completed attachments C-1 through C-5.
8/29/2023	Title IV Burlington	Reviewed services provided and completed attachments C-1 through C-5.
8/31/2023	Title IV Davenport	Reviewed services provided and completed attachments C-1 through C-5.
8/31/2023	AARP	Reviewed services provided and completed attachments C-1 through C-5.
8/31/2023	Title III, UI	Met with Linda, Tim, Amy regarding Title III services provided in both centers, trade, and UI.
9/6/2023	California Indian Manpower	Reviewed services provided and completed attachments C-1 through C-5.
9/6/2023	Iowa Department for the Blind	Reviewed services provided and completed attachments C-1 through C-5. Going to send through clarification.
9/8/2023	RESEA/RCM	Reviewed services provided and completed attachments C-1 through C-5.
9/8/2023	EICC – CTE	Reviewed services provided and completed attachments C-1 through C-5.
9/11/2023	Title I	Reviewed services provided and completed attachments C-1 through C-5.
9/26/2023	TANF	Reviewed services provided and completed attachments C-1 through C-5.
9/28/2023	JVSG/HBI	Reviewed services provided and completed attachments C-1 through C-5.

10/12/2023	Reentry	Reviewed services provided and completed attachments C-1 through C-5.
10/16/2023	Trade	Reviewed services provided and completed attachments C-1 through C-5.
10/18/2023	Proteus	Emailed back the services and updated the tool with the services they provide.
10/20/2023	ALL	Reviewed PowerPoint and MOU asking for feedback on each attachment, video meeting of meeting sent out to all attendees.
1/22/2024	National Able Network	Reviewed services provided and completed attachments C-1 through C-5.
2/12/2024	IFA Negotiators	IFA draft center budgets were reviewed based on information from IWD finance.

Signature Page

By signing my name below, I, **{type name of signatory}**, 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 June 30, 2027, 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 MVWDB 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 (MVWDB) – 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 MVWDB, 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 MVWDB shall review the local plan, and the MVWDB , 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 Iowa*WORKS* 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.

*MODIFIED DELIVERABLES

DOCUMENTS INCLUDED: DELIVERABLE

ACTION REQUESTED: APPROVE
MODIFICATION

Adult/DW Program

Program Year 2023 Re-Negotiation of Deliverables

(July 1, 2023 – June 1, 2024)

Current Deliverables	Goal	Progress 12/31/2024	Renegotiated Goal
Work Based Learning (WBL)	40	9	30
Occupational Skills Training (Scholarships)	100	69	75
Enrollments	125	27	63
Sector Strategy Events Quarterly	4	4	4
Customer Satisfaction Level	90%	90%	90%

Overview

- FY24 funding was significantly delayed until mid-December contributing to a disruption in services available.
- Mandatory Trade co-enrollments are no longer contributing to our enrollment goals.
 - PY20 - 24 Trade Enrollments - 39% of all DW Enrollments
 - PY21 - 45 Trade Enrollments - 54% of all DW Enrollments
 - PY22 - 38 Trade Enrollments - 60% of all DW Enrollments
 - An average of 51% of all DW enrollments over the last 3 years have been Trade.

Time frame	Adult	DW	TAA
PY20	110	63	24
PY21	160	83	45
PY22	75	63	38
PY23	24	3	0

Grant Percentage Expended	Adult	DW
Operations	35%	40%
Participant	24%	23%
Total	31%	34%

Plan for Participant Investment

We will continue to financially support our currently enrolled participants in their training by providing assistance with transportation, books, testing, and other required expenses. As those individuals complete their training, we will help them look for internships, on-the-job training, and unsubsidized employment opportunities.

As we enroll new participants, we anticipate placing most of them into work-based learning or Occupational Skills Training (OST). Our numbers of work-based learnings have increased considerably in the last month, and we anticipate more starting. This will result in increased spending on wages. We are also focused on finding jobs that require more advanced skills and offer higher wages. In terms of OST, given that spring semester has already started in schools with traditional semesters, we will be focusing our outreach on programs with summer schedules or other schedules, such as CDL, CNA, and online.

*MOD TRAVEL POLICY

DOCUMENTS INCLUDED: REVISED TRAVEL POLICY

ACTION REQUESTED: APPROVE MODIFICATION



Mississippi Valley Workforce Development Board

Travel Policy

Approved: September 27, 2021

Effective Date: September 27, 2021

Amended Date: July 12, 2022

A. Purpose

1. Establish a travel policy for reimbursement of expenditures incurred in the performance of **duties** responsibilities that directly support the mission of the Mississippi Valley Workforce Development Board (MVWDB). MVWDB stakeholders covered by this policy include: board staff, board members, committee members, CEOs, and **board contractors** and subrecipients referred to as “representatives”.

B. Background

1. The Workforce Innovation and Opportunity Act (WIOA) allows reimbursement of travel costs incurred in the performance of administrative and program functions. Reasonable travel costs necessary to effectively manage the grant, provide oversight, and measure program effectiveness are allowable.

C. Policy

1. It is the policy of the MVWDB to reimburse representatives for travel expenses incurred in the performance of duties under WIOA. Such reimbursement must meet requirements outlined in the Code of Federal Regulations (CFR).

D. Guiding Principles

1. Reimbursement for travel is authorized for official MVWDB and nonprofit corporation business within the budgetary limits established in the annual budget.
2. Written permission must be obtained from executive director or board chair prior to travel unless specifically related to normally scheduled board, committee, CEO meetings, trainings, or routine MVWDB business within the Local Area.
3. A travel expense form must be completed by anyone requesting reimbursement.
4. CEOs can only request reimbursement when travel is outside the state of Iowa.
5. The completed form should be submitted to the MVWDB executive director or their designee for approval and processing. Expense forms should be submitted no less frequently than monthly. Additionally, all expenses are reviewed by the fiscal agent prior to processing.
6. The executive director’s expenses for travel outside the Mississippi Valley Workforce Area (MVWA) will be approved by the board chair prior to submittal to the fiscal agent for processing.

7. No reimbursement will be provided if the traveler receives reimbursement through other sources, double dipping is prohibited and subject to criminal and civil action to recover expenses.
8. All incurred expenses must be supported by adequate documentation. (Conference or meeting agendas, invoices, hotel bills, receipts, etc.) See 2 CFR Part 225.
9. Guard against questionable costs by using the “reasonable costs” as the standard for spending. (avoid extravagant meals/hotels for example).
10. The MVWDB is a fiscal recipient and is the custodian of federal funds, which must be safeguarded and used only for legitimate purposes to perform responsibilities that directly support the mission of the board.
11. “Reasonable costs. A cost is reasonable if, in its nature and amount, it does not exceed that which would be incurred by a prudent person under the circumstances prevailing at the time the decision was made to incur the cost.” 2 CFR Part 225 Appendix A.

E. Mode of Travel

1. MVWDB representatives are expected to select a mode of transportation, which is least expensive, taking into consideration both time and distance involved.
2. A receipt will be required for travel by common carrier such as air, rail, or bus. Reimbursements will be for actual costs incurred.
3. Air travel reservations should be made as far in advance as possible in order to take advantage of reduced fares.
4. Only the cost of the lowest coach class fare available for direct, non-stop flights from the airport nearest the representative’s home or office to the airport nearest the destination will be allowed.
5. One checked bag each way for a roundtrip fare is an allowable cost as well as the cost of a carry-on bag.
6. The use of rental cars should only be used under very specific circumstances and must have prior written approval from the MVWDB board chair.

F. Mileage Reimbursement

1. Miles driven should be calculated using the representatives home address as the starting point and should exclude personal commute miles. Return trips should use the site of the MVWDB involved business as the starting point and the representatives home address as the ending point.
2. The mileage reimbursement rate is calculated to assist with fuel costs as well as wear and tear on the automobile.
3. The current GSA mileage per diem rate will be used <https://www.gsa.gov/travel/plan-book/transportation-airfare-pov-etc/private-owned-vehicle-pov-mileage-reimbursement-rates>.
4. A Google map showing actual miles must be submitted with the travel reimbursement form.

G. Lodging

1. If the event in question is hosted at a hotel, the negotiated conference rate may be acceptable but should be approved in advance by the MVWDB executive director or designee if the rate exceeds the GSA per diem rate for lodging. Tips and room service fees are considered part of per diem and are not reimbursable.
2. Representatives traveling on behalf of MVWDB may be reimbursed at the single room rate for the reasonable cost of hotel accommodations. Convenience, the cost of staying in the city in which the hotel is located, and proximity to other venues on the representative's itinerary shall be considered in determining reasonableness.
3. Any lodging outside of the MVWA must be approved at least 14 days in advance by the executive director or designee.
4. The specific location rate will be determined using the GSA rate and adhered to whenever possible. When the GSA rate cannot be followed written explanation of why will be required.

H. Meals and Incidentals

1. The costs of meals and incidentals are allowable with conditions. However, in accordance with the authorities cited above, costs can be incurred only when necessary and reasonable for the proper and efficient performance and administration of a grant award. While the allowability of such costs is determined on a case-by case basis, it is important to consider:
 - a. The reasonableness of the aggregate costs to demonstrate that Boards have acted with due prudence in circumstances, considering their responsibilities to the government unit, its employees, the public at large, and state or Federal Government.
 - b. Aggregate costs periodically-e.g., over a 12-month period will be reviewed to identify needed changes to the policies in order to avoid incurring individual and aggregate costs that appear excessive or lavish.
 - c. Tips are allowable up to 20%.
 - d. No alcoholic beverages are permitted.
 - e. All meal receipts must be itemized.
 - f. Reasonableness of the cost of meals will be determined by comparing to the allowable GSA per diem rate for the specific area.
2. Examples of when a reasonable need arises to incur such costs include, but are not limited to, the following:
 - a. Allowable costs of M&I incidental to the cost of meetings and conferences where the primary purpose is the dissemination of technical information.
 - b. Costs of M&I incidental to the cost of meetings and conferences are allowable when the grantee incurs such costs in the process of conducting meetings or conferences with external customers and other professional colleagues outside of the entity's organization.
 - c. The cost of a "working lunch" with external customers and other colleagues is considered "reasonable and necessary" when there is adequate documentation on the reason of having the meeting during mealtime hours.

Per Diem Rates

A per diem allowance will be used for meals and incidentals. Meals and incidental costs should not be put on a board credit card during travel.

The General Services Administration establishes per diem rates for destinations within the lower 48 Continental United States. Per diem rates during overnight travel will be calculated by using the city/state/zip search at <https://www.gsa.gov/travel/plan-book/per-diem-rates>. The MVWDB utilizes the per diem rates from this website to determine reimbursement rates. It does not follow all per diem policies stated on this site. The per-diem rates are inclusive of tax and tip; no separate tip reimbursements will be made. For the first and last day of travel 75% of the per diem rate will be reimbursed.

Meals provided at hotel (such as breakfast) or at the conference will be subtracted from the per diem rate identified per meal (breakfast, lunch or dinner). If a continental breakfast is included with the cost of a hotel stay, it will count as the breakfast for that day and a separate per diem will not be reimbursed for that meal. For meals provided as part of a conference/meeting/etc., a separate per diem for those meals will not be provided unless there is a dietary restriction that cannot be accommodated by the venue. Unless specifically noted in the hotel and/or conference materials, the assumption will be made that breakfast will be provided by the hotel and lunch will be provided for conference events. If that ends up not occurring, the appropriate per diems can be added in when completing the Travel Expense Report. No receipts are required. If the actual cost of the meal exceeds the reimbursement amount, the difference is not reimbursed.

The specific meals to be reimbursed will be determined at the time of planning the travel details. M&I expenses will be reimbursed on the travel expense form following the completion of travel.

Daily Travel

Out of town travel that last for more than 4 hours will be reimbursed per meal following the following conditions:

- Travel that starts after 7:00 am will not be reimbursed for breakfast
- travel that ends by 12:00 pm will not be reimbursed for lunch;
- and travel that ends before 6:00 pm will not be reimbursed for dinner.

I. Miscellaneous Reimbursements:

1. Like all disbursements of WIOA funds, reimbursements should be adequately documented, reasonable, directly or indirectly allocable to one or more grants.
2. Miscellaneous expenses are those deemed necessary in the conduct of the official business of the MVWDB, which are not included in the categories of mode of travel, lodging, mileage, and meals.

- a. All miscellaneous expenses shall be claimed under the column heading "miscellaneous expense" on the travel form and be supported by sufficient documentation.
- b. A receipt for each and every transaction involving miscellaneous expenditures shall be provided.

c. Receipts are required for such things as:

- i. admission tickets
- ii. registration receipts
- iii. parking/taxi fees
- iv. stamp purchases
- v. supplies
- vi. telephone calls

3. Some of the more common miscellaneous expenses are:

- a. *Fax Copies* - Expenses incurred to send or receive information via fax for business purposes shall be allowed. An actual receipt must be attached to the travel payment.
- b. *Purchase of Supplies* - The purchase of stationery and all other similar supplies shall be allowed in emergencies warranting their use for handling of official business on official travel and shall be submitted and certified on a travel payment with the proper invoices or receipts attached.
- c. *Collision Damage Insurance* - When renting an auto for MVWDB business, collision damage insurance paid to the auto rental company is an allowable expense. To receive reimbursement, the actual receipt must be attached to the travel claim.
- d. *Laundry and Dry Cleaning* - Reasonable laundry and dry-cleaning expense is allowed when the employee's travel exceeds five (5) working days. Actual receipt or documentation on the hotel bill must be attached to the travel claim when it is the hotel facilities that are utilized. Laundry mats may be used to save money. Use of the laundromat should be properly documented on the claim.
- e. *Internet Access* - Internet access charges shall include an explanation for the business purpose on the claim.
- f. Cost of shuttle or Uber/Lyft services to and from the airport or the cost of airport parking
- g. Taxi services, Uber, Tolls, garage, and parking fees as a result of conducting WIOA business are reimbursable with receipt.

Commented [MS1]: feel these are covered in the following section

J. Credit Card Usage

- 1. MVWDB staff have the authority to use the MVWDB credit card while on business travel **except for meals** as long as the expenditures are within the guidelines outlined in this document and receipts are provided.
- 2. Should receipts not be furnished to MVWDB the staff will reimburse MVWDB for the associated costs within 30 days. .
- 3. When booking lodging, travel, conference fees, and other miscellaneous purchases, it may be necessary to use the MVWDB credit card. After written approval is received from the executive director for such expenses, the employee will be authorized to use the credit card

information.

4. It is imperative that the employee obtain a receipt at the time of purchase or at point of receiving the service.
 - a. That receipt will be given to the Executive Director **or designee** so he/she will be able to verify the credit card charges.
 - b. Upon verification of all charges the executive director will include all receipts when submitting the credit card bill to the fiscal agent for payment requests.

K. Travel Request Process and Procedure

1. Expenses will not be reimbursed unless the representative requesting reimbursement submits a written Expense Report.
2. The Expense Report, which shall be submitted at least monthly **or within two weeks of the completion of travel, if travel expense reimbursement is requested**, must include:
 - a. The representatives name.
 - b. **If reimbursement for travel is requested**, the date, **time**, origin, destination, and purpose of the trip, including a description of each MVWDB related activity during the trip.
 - c. The name and affiliation of all people for whom expenses are claimed (i.e., people on whom money is spent in order to conduct MVWDB business.
 - d. An itemized list of all expenses **except meals** for which reimbursement is requested.
3. Any delays in submission will cause delays in processing and timelines may be extended.
4. Board chair/board staff will verify the travel expense form to receipts and approve for processing within 5 business days.
5. Board staff will email travel expense form to the Fiscal Agent for processing.
6. All travel expense form payments will be processed and paid by the Fiscal Agent **within 30 days of receipt**.

L. Non-Reimbursable Expenditures

1. MVWDB maintains a strict policy that expenses in any category that could be perceived as lavish or excessive will not be reimbursed, as such expenses are inappropriate for reimbursement under federal grants and a nonprofit, charitable organization.
2. Expenses that are not reimbursable include, but are not limited to:

- a. Travel insurance.
- b. First class tickets or upgrades.
- c. Limousine travel.
- d. Movies, liquor, or bar costs.
- e. Spa or exercise charges.
- f. Clothing purchases.
- g. Valet service / car washes.
- h. Toiletry articles.
- i. Expenses for spouses, friends, or relatives.

M. Personal Travel

- 1. Representatives traveling on behalf of MVWDB may incorporate personal travel or business with their MVWDB related trips; however, personnel shall not arrange MVWDB travel at a time that is less advantageous to MVWDB or involving greater expense to MVWDB in order to accommodate personal travel plans.
- 2. Any additional expenses incurred as a result of personal travel, including but not limited to extra hotel nights, additional stopovers, meals or transportation, are the sole responsibility of the representative and will not be reimbursed by MVWDB.
- 3. Expenses associated with travel of a representatives spouse, family or friends will not be reimbursed by MVWDB. When combining personal and business travel it should be clearly identified on the travel expense form required.

N. Reasonable Accommodations

- 1. The Americans with Disabilities Act (ADA) and the Americans with Disabilities Act Amendments Act (ADAAA)—as well as relevant state law—require employers to provide reasonable accommodations to allow qualified individuals with disabilities to perform the essential functions of their jobs. It is the policy of the MVWDB to comply with all Federal and state laws concerning the employment of persons with disabilities.

Equal Opportunity Programs/Employer

Auxiliary aids and services are available upon request for individuals with disabilities

Travel Expense Form

Submitted By	
Date	
Origin	
Destination	

Date of Departure	Date of Return	Time of Departure	Time of Return	Purpose of Travel

Expenses (All expenses must be accompanied by itemized receipts except M&I)

Reimbursements

Expense Type	# of Receipts	Amount
Meals and Incidentals		
Mileage (\$0.67 per mile)		
Transportation		
Lodging		
Flights/Baggage		
Miscellaneous (Specify)		
Total		

I hereby certify that the above expenditures represent actual expenses (cash spent) for legitimate MVWDB business only and include no items of a personal nature. Falsification of this document is subject to disciplinary action, up to and including termination of employment.

Employee Signature _____ Date: _____

Executive Director/Board Chair Approve Not Approved

Signature: _____ Date: _____

Additional Comments:

*ADA ASSESSMENT REPORTS

DOCUMENTS INCLUDED: ASSESSMENT REPORT

ACTION REQUESTED: APPROVE REPORT



Mississippi Valley Workforce Development Board

ADA ASSESSMENTS

TO: Mississippi Valley Workforce Development Board

FROM: Mandy Tripp

DATE REPORT SUBMITTED: 2/7/24

SUBJECT: 550 S Gear Ave Suite 35, West Burlington, IA 52655 ADA Assessment Summary

DATE OF ASSESSMENT: 2/7/24

INDIVIDUAL(S) CONDUCTING ASSESSMENT: Mandy Tripp, Compliance Officer & Cynthia Whalen, IVRS Supervisor

PURPOSE

This report is to provide the Mississippi Valley Workforce Development Board (MVWDB) with an overview of the process used to assess accessibility for the Burlington Iowa *WORKS* Center as well as the results of the assessment including findings and solutions/corrective actions taken to address those findings. The completion and submission of this report to the MVWDB allows for appropriate oversight over center operations and compliance with the Americans with Disabilities Act (ADA) to provide equal access to services and programs offered.

PROCESS

Our team conducted the assessment using the ADA Checklist for Existing Facilities based on the 2010 ADA Standards for Accessible Design. We assessed the Approach and entrance to the center (including the parking lot); Center interior access to Services; Public Toilet Rooms; and Additional Access to include alarm systems and drinking fountains to complete the tool and determine where there exist any significant accessibility barriers.

SIGNIFICANT ACCESSIBILITY BARRIERS FOUND

Finding 1:

Signage

- The handicapped signs in the parking lot are low. They measured 58 and 55 inches
 - Recommendation: The handicapped signs need to be raised to 60 inches

Solution/Corrective Action: Review the recommendation with IWD as the lease holder.

Finding 2:

Toilet Room (Both Men's & Women's)

- The coat hook is 51" off above the floor in the accessible stall.
 - Recommend lowering the coat hook on the door to 48".



Mississippi Valley Workforce Development Board

ADA ASSESSMENTS

TO: Mississippi Valley Workforce Development Board

FROM: Mandy Tripp

DATE REPORT SUBMITTED: 1/25/2024

SUBJECT: 1801 E Kimberly RD Davenport, IA 52806 ADA Assessment Summary

DATE OF ASSESSMENT: 1/25/2024

INDIVIDUAL(S) CONDUCTING ASSESSMENT: Mandy Tripp, Compliance Officer & Chad Pratz, IVRS Supervisor

PURPOSE

This report is to provide the Mississippi Valley Workforce Development Board (MVWDB) with an overview of the process used to assess accessibility for the Davenport Iowa *WORKS* Center as well as the results of the assessment including findings and solutions/corrective actions taken to address those findings. The completion and submission of this report to the MVWDB allows for appropriate oversight over center operations and compliance with the Americans with Disabilities Act (ADA) to provide equal access to services and programs offered.

PROCESS

Our team conducted the assessment using the ADA Checklist for Existing Facilities based on the 2010 ADA Standards for Accessible Design. We assessed the Approach and entrance to the center (including the parking lot); Center interior access to Services; Public Toilet Rooms; and Additional Access to include alarm systems and drinking fountains to complete the tool and determine where there exist any significant accessibility barriers.

SIGNIFICANT ACCESSIBILITY BARRIERS FOUND

Finding 1:

Signage

- The parking lot has one van-accessible space on the west side of the building, but no signage.
 - Recommendation: Add van-accessible signage to the current handicapped space on the west side of the building. Van-accessible spaces must be at least 11 feet wide with an adjacent access aisle at least 5 feet wide OR the van-accessible space must be at least 8 feet wide with an adjacent access aisle at least 8 feet wide.
 - Appropriate signage indicating the Van Accessible space must be installed at the appropriate height.

- Missing a Handicapped Sign above a painted handicapped parking space on the west side of the building.
 - Add the missing handicapped parking sign above the painted space.
- The handicapped parking signs in the parking lot are low. They measured 43 and 55 inches.
 - Recommendation: The handicapped parking signs need to be raised to 60 inches.

Solution/Corrective Action: Review the recommendation with IWD as the leaseholder.

Finding 2:

Toilet Room (Both Men's & Women's)

- The coat hook is 63.5" off above the floor in the accessible stall.
 - Recommend lowering the coat hook on the door.
- The towel dispenser is too high at 56.5 inches and needs to be a max of 48".
 - Recommendation: Adjust dispenser height or replace or provide additional accessible dispensers

Solution/Corrective Action: Review the recommendation with IWD as the leaseholder.

Solution/Corrective Action: Review the recommendation with IWD as the lease holder.

Finding 3:

Toilet Room

- The entrance door requires 8# of pressure to open it.
 - Recommendation: loosen the door to allow 5# of pressure to open the door.

Solution/Corrective Action: Review the recommendation with IWD as the lease holder.

Finding 4:

Controls – light switches, security and intercom systems, emergency/alarm boxes, etc.

- The center front fire alarm has a display blocking the pathway to engage the pull alarm.
 - Recommendation: move the display.

Solution/Corrective Action: Review the recommendation with IWD as the lease holder.

*MOD RAPID RESPONSE REPORT

DOCUMENTS INCLUDED: RAPID RESPONSE REPORT WITH
MODIFICATIONS

ACTION REQUESTED: APPROVE MODIFICATIONS

Rapid Response Policy

Date Approved: October 25, 2021

Effective Date: October 25, 2021

Amended Date: N/A

Purpose

1. This policy provides guidance to the Iowa *WORKS* Centers in the Mississippi valley Workforce Area (MVWA) in providing Rapid Response activities and services to employers and workers who have been affected by lay-offs, plant closures, and down-sizing.
2. Under the Workforce Innovation and Opportunity Act (WIOA), Rapid Response activities are carried out in local areas by Local Workforce Development Boards working in conjunction with Iowa Workforce Development (IWD) and other stakeholders.
3. The purpose of Rapid Response is to promote economic recovery and vitality by developing an ongoing, comprehensive approach to identifying, planning for, or responding to layoffs and dislocations; in addition to preventing or minimizing their impacts on workers, businesses, and communities.

Policy

1. The Mississippi Valley Workforce Development Board (MVWDB) works in partnership with IWD to provide quality Rapid Response activities. Rapid Response activities in MVWA are intended to shorten the time between worker dislocation and reemployment by developing local strategies.
2. A successful Rapid Response system includes:
Information and direct reemployment services for workers.
Solutions to address the needs of businesses in transition, provided across the business lifecycle (expansion and contraction), including business engagement and layoff aversion strategies.
Facilitating connections, networks, and partners to provide assistance to dislocated workers and their families such as home heating assistance, legal aid, and financial advice.
Strategic planning, data gathering, and analysis designed to anticipate, prepare for, and manage economic change.
Develop layoff aversion strategies.

When Rapid Response is Required

1. Rapid Response services and activities, which encompass strategies necessary to plan for and respond to the needs of employers and affected workers, must be delivered as quickly as possible when one or more of the following circumstances occur:

- Announcement or notification of a permanent closure, regardless of number of workers.
- Announcement or notification of a mass layoff.
- A mass job dislocation resulting from a natural disaster or other disaster.
- Filing of a Trade Adjustment Assistance (TAA) petition.
- Worker Adjustment and Retraining Notification (WARN) Act notice has been filed.

Local Rapid Response Teams

The Local Rapid Response Team (LRRT) is comprised of individuals that provide information, resources, and services to assist affected employers and workers. The LRRTL oversees planning implementation, and tracking/reporting of Rapid Response services, including Layoff Aversion at the local level. The LRRTL must include representation from the following partner programs to include, but is not limited to:

- WIOA Title I
- Wagner Peyser – Title III
- Local Trade Coordinators
- Business Engagement representative

Additional partner programs may be added to the team based on the unique circumstances of an event and specific needs of the impacted business and workers. Examples include, but are not limited to:

- Department of Human Services
- Adult and Basic Education
- Iowa Vocational Rehabilitation Business Services representative
- Local Veterans Employment Representative (LVER)

A Local Rapid Response Team Lead (LRRTL) must be identified and responsibilities at a minimum, include:

- Engaging in regular two-way communication with the State Rapid Response Coordinator (SRRC) and local system partners.
- Coordinating business and job seeker services across partners; and
- Ensuring Rapid Response activities are reported accurately and timely in IowaWORKS and preparing accurate and timely reports for the LWDB.

Required Rapid Response Activities

1. Rapid Response teams must conduct immediate and on-site contact with the employer, representatives of the affected workers, and the local community, including an assessment and plans to address the:

- Layoff plans and timeline of the employer.
 - Background and probable assistance need of the affected workers.
 - Reemployment prospects for work.
 - Available resources to meet the short and long-term assistance needs of the affected workers.
2. Staff must provide information and access to unemployment compensation benefits and programs (such as Short-Time compensation), comprehensive one-stop delivery system services, available career and training activities, as well as information on the Trade Adjustment Act (TAA) program, the GI Bill, and other resources.
 3. Necessary services and resources must be delivered, to include workshops and classes, use of worker transition centers, and job fairs to support reemployment efforts for affected workers. Emergency assistance adapted to the particular layoff or disaster must also be provided. Staff must also deliver services to worker groups for which a petition for TAA has been filed. If activities needed exceed the capacity of the local area, the MVWDB may apply for additional assistance from IWD when available.
 4. Partnership between local Iowa *WORKS* staff, MVWDB staff, and Chief Elected Officials (CEO) is required to ensure a coordinated response to the dislocation event and as needed, obtain access to economic development assistance.
 5. Partnerships must also be established with other appropriate federal, state, and local agencies and officials, employer associations, technical councils, other industry business councils, labor organizations and other public and private organizations, as applicable, in order to:
 - Conduct strategic planning activities to develop strategies for addressing dislocation events and ensuring timely access to a broad range of necessary assistance.
 - Develop mechanisms for gathering and exchanging information and data relating to potential dislocations, resources available, and the customization of layoff aversion or Rapid Response activities, to ensure the ability to provide Rapid Response services as early as possible.

Layoff Aversion Activities

1. Layoff aversion consists of strategies and activities to prevent or minimize the duration of unemployment resulting from layoffs. An effective layoff aversion system allows states and local areas to play an active role in shaping and maintaining a competitive, resilient local workforce. WIOA requires states and local areas to include layoff aversion as an integral component of Rapid Response.
2. A sound layoff aversion infrastructure should include early warning systems, and can include close communication with employer representatives, industry groups, organized labor, utilities, or local media; and/or assessment of labor market trends and economic data to assess the health of businesses.
3. Employers must be informed about their legal responsibilities to issue advance notification of layoffs and closures.

Permissible Layoff Aversion Activities

1. Rapid Response programs have the discretion to determine which strategies and activities are applicable in given situations. Activities may include:

Providing assistance to employers in managing reductions in force, which may include early identification of firms at risk of layoffs, assessment of the needs of and options for at-risk firms, and the delivery of services to address these needs.

Ongoing engagement, partnership, and relationship-building activities with businesses in the community, in order to create an environment for successful layoff aversion efforts and to enable the provision of assistance to dislocated workers in obtaining reemployment as soon as possible.

Funding feasibility studies to determine if a company's operations may be sustained through a buyout or other means to avoid or minimize layoffs.

Developing, funding, and managing incumbent worker training programs or other worker upskilling approaches as part of a layoff aversion strategy or activity.

Connecting companies to:

- i. Short-Time compensation or other programs designed to prevent layoffs or to reemploy dislocated workers quickly, available under Unemployment Insurance programs.
- ii. Employer loan programs for employee skill upgrading.
- iii. Other Federal, State, and local resources as necessary to address other business needs that cannot be funded with resources provided under WIOA.

Establishing linkages with economic development activities at the federal, state, and local levels, including Federal Department of Commerce programs and available State and local business retention and expansion activities.

Partnering or contracting with business-focused organizations to assess risk to companies, propose strategies to address those risks, implement services, and measure impacts of services delivered.

Conducting analyses of the suppliers of an affected company to assess their risks and vulnerabilities from a potential closing or shift in production of their major customer.

Engaging in proactive measures to identify opportunities for potential economic transition and training needs in growing industry sectors or expanding businesses.

Connecting business and workers to short-term, on-the-job, or customized training programs and registered apprenticeships before or after layoff to help facilitate rapid employment.

2. IWD or MVWDB may devise other activities or strategies intended to minimize the negative impacts of dislocation on workers, businesses, and communities.

The left-hand column of the table below outlines layoff aversion strategies as included in the Federal Regulations at [20 CFR 682.320](#). The column on the right provides examples of how these strategies might be executed or applied by the public workforce system.

Regulations	Examples Practical Application
<p>Providing assistance to employers in managing reductions in force, which may include early identification of firms at risk of layoffs, assessment of the needs of and options for at risk firms, and the delivery of services to address these needs.</p> <p>Partnering and contracting with business- focused organizations to assess risks to companies, propose strategies to address those risks, implement services, and measure impacts of services delivered</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Help companies assess risk <input type="checkbox"/> Establish an early warning system <input type="checkbox"/> Customized services for companies deemed at risk <input type="checkbox"/> Work sharing <input type="checkbox"/> Temporary furloughs
<p>Ongoing engagement, partnership, and relationship building activities with businesses in the community, in order to create an environment for successful layoff aversion efforts and to enable the provision of assistance to dislocated workers in obtaining reemployment as soon as possible.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Build and maintain relationships with companies to facilitate communication <input type="checkbox"/> Human resources solutions
<p>Funding feasibility studies to determine if a company's operations may be sustained through a buyout or other means to avoid or minimize layoffs.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Customized solutions and studies
<p>Developing, funding, and managing incumbent worker training programs or other worker upskilling approaches as part of a layoff aversion strategy or activity.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Provide skills upgrade training to existing employees <input type="checkbox"/> Pay (or help to pay) for training on new equipment or product line <input type="checkbox"/> Coordinate services of various entities (e.g. community college, economic development groups) involved with the company
<p>Connecting businesses and workers to short term, on the job, or customized training programs and registered apprenticeships before or after layoff to help facilitate rapid re-employment.</p>	
<p>Connecting companies to</p> <ul style="list-style-type: none"> <input type="checkbox"/> Short time compensation or other programs designed to prevent layoffs or to reemploy dislocated workers quickly, available under UI programs; <input type="checkbox"/> Employer loan programs for employee skill upgrading; and <input type="checkbox"/> Other Federal, State, and local resources as necessary to address other business needs that 	<ul style="list-style-type: none"> <input type="checkbox"/> Inform companies of programs available which could reduce or prevent layoff <ul style="list-style-type: none"> <input type="checkbox"/> Workshare <input type="checkbox"/> Revolving loan funds <input type="checkbox"/> Access to capital <input type="checkbox"/> Tax credits <input type="checkbox"/> Financial management

cannot be funded with Rapid Response funds	
Establishing linkages with economic development activities	<input type="checkbox"/> Coordinate services of various entities (e.g. community college, economic development groups) involved with the company
Conducting analyses of the supplies of an affected company to assess their risks and vulnerabilities from a potential closing or shift in production	<input type="checkbox"/> Business process improvements <input type="checkbox"/> Connect to organizations such as Manufacturing Extension

	Partnership (MEP) for support with risk assessment and solution development
Engaging in proactive measures to identify opportunities for potential economic transition and training needs in growing industry sectors or expanding business; and	<input type="checkbox"/> Incumbent worker training <input type="checkbox"/> Customized training

Notification of Future Layoffs

In situations when Layoff Aversion strategies have been unsuccessful in assisting a business in retaining their workforce, and a public announcement has been made that the business will conduct layoffs or will close more than 180 days in the future from the time of the announcement, the following must be implemented:

- Quarterly check-ins must be conducted with the business up until 180 days prior to layoff, at which time more frequent contacts are expected to for further planning of service provision with the affected workers,
- All contacts must be documented in IowaWORKS under the Employer Profile with a case note; and
- Contact must include, but is not limited to, a plan for upcoming contacts, plan for services, and possible planning of a pre-Worker Information Meeting to offer Basic Career Services.

- Pre-Worker Information Meetings can be utilized to enroll individuals into appropriate programs, as necessary, and to provide Basic Career Services.

Pending the nature of the layoff or closure, the SRCC or the LRRT will conduct the quarterly contacts, as outlined above. Coordination between the SRCC and the LRRT is imperative to prepare for a seamless transition for workers.

For purposes of dislocated worker program eligibility, workers who are employed at a business which announces they are closing, are eligible for basic career services only until 180 days prior to the business closing, at which time they are then eligible for all other services.

Layoff Notification

In Iowa there are two types of WARNs which a company may file. A LWDA may also receive notification of a Local Non-WARN event and all three are alerts to start the Rapid Response process: Federal, State, or Local Non-WARN. The process should only be started when official notification is received from an employer.

If employees visit the IowaWORKS Centers and provide information about a possible layoff, the information should be confirmed with the company before any information is distributed to other staff members or any service is entered in the IowaWORKS system. Merely sending an email or leaving a voicemail does not constitute providing a service and no service code should be entered. However, a case note should be entered that contact was attempted and by what mode of communication.

If an employer denies RR services a case note stating that they did not wish to receive services should be entered in the system. This should not be documented in the system as a service as they never received confirmation from the employer that the layoff had happened.

	Size of Company	# of employees impacted	Required notice to employees
Federal	100 or more	Closing: 50 or more will be affected during a 30 –day period. Mass Layoff: when 500 or more employees or 33% of workforce will permanently lose their job during a 30-day period.	60 days
State	25 - 99	A permanent or temporary shutdown of mass layoff of 25 or more employees for a period exceeding 6 months.	30 days

Local Non-WARN

Below 25

Below 25

N/A

Iowa Workforce Development Process for WARN

1. When IWD receives a WARN:

- IWD Program Coordinator will confirm receipt of WARN with business and inform them that the local IowaWORKS Rapid Response Team will be in contact.
- IWD Program Coordinator will enter WARN into IowaWORKS generating a Rapid Response Number.
- IWD Program Coordinator will send an email to the MVWDB, local leadership, and LRRTL.
- IWD Program Coordinator will update the WARN log.

Local IowaWORKS Process for WARN

1. The MVWDB LRRTL will be the responsibility of the Title I Adult/DW service provider in the two IowaWORKS Centers. The Title I service provider will notify the MVWDB of which staff person will serve as the LRRTL in each center. The LRRTL will be responsible for ensuring entering required data and information is entered into the IowaWORKS case management system.

2. When a WARN is received the following process should be followed:

- Local LRRTL will make contact with the business to make them aware of Rapid Response activities and set an Employer Meeting within 48 hours of receiving notice of the WARN email from the IWD Program Coordinator.

If collective bargaining/union is involved, they need to be advised of services being provided for soon-to- be dislocated workers. Determine if the company will reach out to stewards, or if they prefer the RCC will contact and provide the Worker Information Meeting update.

Notes of outreach and communication with the employer should be maintained in IowaWORKS. Document the initial contact with the business under the Employer Profile under Activities using service E-11 Provided Rapid Response/Downsizing Assistance and add a case note with details of Employer Meeting date/time.

- Document in IowaWORKS under the Business Profile with Service E-11 Provided Rapid Response/Business Downsizing Assistance.
- Send calendar invite to local Rapid Response Team, MVWDB, Trade Coordinator, Union Representative, and any other partner program that may be appropriate for Employer Meeting. Meetings should be held in-person when possible.

Local IowaWORKS Process for Non-WARN

1. Local LRRTL makes contact with company to make them aware of Rapid Response, gather information on dislocation, and set Employer Meeting.
2. LRRTL will notify the MVWDB who will contact the IWD Program Coordinator to enter the information in Iowa*WORKS* to generate the Rapid Response Number.
3. LRRTL will document in Iowa*WORKS* under the Business Profile with Service E-11 Provided Rapid Response/Business Downsizing Assistance.
4. LRRTL will enter information on Local Layoff Rapid Response (new form).
5. LRRTL will send calendar invite to local Rapid Response Team, MVWDB, Trade Coordinator, and any other partner program that may be appropriate for Employer Meeting.

Employer Meetings

1. Send the Iowa*WORKS* website to company contact to distribute to workers to register and complete the Dislocated Worker Survey. (Ideally the surveys will be completed prior to the WIM).
2. Gather information about the workforce and the potential needs.
 - Layoff Plans and schedule.
 - Background and possible assistance needed for workers.
 - Re-employment prospects.
 - Available resources through business.
 - TAA eligibility.
 - Planning and delivery of other services such as workshops or job fairs.
3. Explain WIOA services.
4. Set Worker Information Meeting (WIM) by determining the best approach to deliver necessary resources and services.

Employer Information Meeting

The purpose of the Employer Information Meeting is to gather more detailed information about the pending layoff, demographics of the affected workforce and the types of services that the business and impacted workers will need. This information gathering typically happens through direct discussion with the employer. A Rapid Response Employer Questionnaire can be found in the Appendix of this policy as an outline for information to gather. The Employer Information Meeting is also an opportunity to introduce the employer to the Dislocated Worker Survey. The LRRTL requests a list of the impacted workers emails to send survey to or ask that the employer sends this survey to workers impacted by the pending layoff.

The survey includes questions regarding the workers' education, experience, work history and interest in services available through the public workforce system. The results of the Survey help the RLRRTL understand the needs of the impacted workers to appropriately design the Worker Information Meeting as well as plan

service delivery going forward. In fact, one of the key objectives of the Employer Information Meeting is a commitment from the employer to send out the Survey to appropriate workers.

The Employer Information Meeting is also a time to gather information on payout options to employees. Ask the employer for an unsigned template of the agreement workers are required to sign in order to get their payout/benefits. If the company can provide a document, it is forwarded to the IWD Legal team so they can issue interpretation. Companies will usually require an email request. The email can be worded as followed:

It would be helpful to understand payout arrangements for workers to make sure we know how the pay will/could impact their unemployment insurance. We would request from the company, a copy of a template letter employees are expected to sign which communicates the stipulations/expectations to receive a payout after the last day of work. It doesn't have to be signed by any employee, only a copy of an agreement. The Iowa Workforce Development Unemployment legal team will then determine if the pay is considered deductible or nondeductible from their unemployment. This helps with consistency of communication when explaining the unemployment to workers at the meeting.

No details of the downsizing or closure is shared with the media. It is the discretion of the company to do so. The Rapid Response Employer Information Meeting is confidential.

Attendees for the Employer Information Meeting should include from the LRRT the following individuals:

- LRRTL
- Title I Director or Designee
- IWD Operations Manager
- Trade Program Coordinator

Employer Information Meetings may happen in person, virtually, or via a telephone call. The LRRTL should send a calendar invite to all necessary attendees, including the employer and Union Representative (if applicable). The LRRTL will function as the lead in the meeting. A sample agenda for an Employer Information Meeting is contained in Appendix II.

Information gained via the Employer Information Meeting should inform the Rapid Response Service Delivery Plan which is included in the Appendix to this policy.

Service Delivery

Using the Rapid Response Service Delivery Plan document in this policy to guide discussion between partners, the LRRTL ensures that a plan is delivered to meet the needs of the affected workers. Services for the affected workers are divided into two categories: standard and expanded.

Standard Services are provided at the Worker Information Meeting. Based on the needs of the affected workers, Expanded Services may also be provided at the Worker Information Meeting.

Standard Services

Provision of information regarding:

- Unemployment Insurance
- Training Services
- Career Services
- Insurance and retirement
 - COBRA- USDOL Employment Benefit Security Administration
- Trade Adjustment Assistance
- Adult Education- based on need
- Vocational Rehabilitation- based on need
- Outline next steps for affected workers
 - Schedule appointment with Career Planner, etc.
 - Trade Navigator or Career Planner may set up Office Hours at company location

Expanded Services

Expanded Services includes the Standard Services plus additional activities developed and/or organized specifically for the affected workers of a specific dislocation event. Expanded Services can be delivered at the same event as the Worker Information Meeting(s) or at a different date, time, and location.

Examples of Expanded Services include, but are not limited to:

- Job Fair (can be provided in multiple formats: in-person, virtual, drive-through)
- Workshops
 - Resume writing
 - Interview Skills
 - Money Management

Rapid Response services (Standard and Expanded) are one on-ramp or entry point for an affected worker to access the myriad of services available to dislocated workers in the Iowa*WORKS* system.

Setting WIM

The Worker Information Meetings (WIM) must be tracked in IowaWORKS. The local LRRTL will decide who on the team will document the WIM in IowaWORKS. The LRRTL will oversee all necessary reporting in IowaWORKS is completed. Once the RLRRTL has determined the date and time of the WIM, the following steps must occur:

Event Category: Rapid Response.

RR Events: search for RR event number.

Location Type: On Site Event, Off Site Event, or Online Event.

Register attendees for WIM

Result WIM within 48 hours of completing the WIM assigning those who attended with the 110- Attended a Rapid Response Worker Information Meeting service

Worker Information Meetings (WIM)

1. Rapid Response teams will work with the affected workers to provide important information and services that enhance re-employment opportunities, including but not limited to:
 - Career counseling and job search assistance.
 - Resume preparation and reemployment-focused workshops.
 - Unemployment insurance benefits.
 - Information about education and training opportunities.
 - TAA overview.
 - Information on the impact of layoffs on health coverage and other benefits.
 - Partner resources.
 - Gather any Dislocated Workers Survey's that were not completed.

Equal Opportunity Programs/Employer – Auxiliary aids and services available upon request for individuals with disabilities

Categorization of Rapid Response Activities
Title 20 CFR Section 682.330

Activity	Required	Allowable	Prohibited
Conducting planning meeting with employer	X		
Assessing layoff aversion potential	X		
Conducting orientation meeting with employees	X		
Providing TAA orientation	X		
Delivering/ mailing Rapid Response informational materials	X		
Providing access to Iowa <i>WORKS</i> on-site, using company's or mobile facility	X		
Enabling participants to register with Iowa <i>WORKS</i> onsite	X		
Job fair or information expo focused on one or more dislocation events, at or not at the dislocation site	X		
Coordinating Labor-Management/Workforce Transition Committee	X		
Providing information about services available in the AJC and setting up systems to provide on-site access to information and services	X		
Providing training orientation on industry specific opportunities	X		
Providing resources for food, shelter, clothing, and other emergency assistance	X		
Conducting Business Engagement Activities	X		
Conducting Research on Business Activities	X		
Devising layoff aversion strategies with employer	X		
Providing layoff aversion technical assistance to employer	X		
Conducting business services workshops	X		
Training affected workers to upgrade skills for another position in company	X		
Attending Regional Roundtable		X	
Attending conferences		X	
Conducting interview technique workshops		X	
Conducting job search assistance and resume writing workshops		X	
Completing Unemployment Insurance applications			X
Job fair or information expo not related to a dislocation event			X

Appendix II- Employer Information Meeting Sample Agenda

IowaWORKS/Employer X Information Gathering Meeting

iv. Month Day, Year

2. Introductions
 - a. Employer introduces representatives
 - b. Local Rapid Response Team introduces members and functions
3. Meeting purpose
 - a. Learn more about the employer, their situation and workforce to develop a strategy for providing services and support for both the company and their impacted workers
4. Brief Rapid Response overview
 - a. Program is federally funded and no cost to employer or dislocated worker
 - b. Services can be accessed up to 6 months prior to layoff
 - c. Types of services available to businesses and impacted workers
 - d. Benefits to employers and impacted workers:
 - i. On-site workshops designed to meet the employer's needs
 - ii. If employer is using outplacement firm, program can complement their services
 - iii. Encourage employees to continue to work until layoff date (reduce attrition)
5. Discovery discussion
 - a. Challenges and circumstances causing layoff
 - i. Is there any support that could help prevent the layoff?
 - b. Dates for layoffs, numbers of workers, their occupations, skill levels, etc.
 - c. Primary or secondary competitors (for potential rapid reemployment)
6. Transitioning Worker Success Survey
 - a. Purpose of survey
 - b. Timing and process for survey implementation
 - c. How the data collected will be used
7. Worker Information Meeting
 - a. Benefits
 - i. Early intervention to help employees be prepared for career transition before layoff
 - b. Timing and location
 - c. Provide sample agenda
8. Next steps

Appendix IV- Rapid Response Service Delivery Plan

Company Name	
Address	
Contact Person/ Information	
Description of company	
Trade petition filed or certified	
Layoff Details <ul style="list-style-type: none"> <input type="checkbox"/> Number of affected workers <input type="checkbox"/> Anticipated layoff date(s) <input type="checkbox"/> Types of positions <input type="checkbox"/> Other 	
Demographics of affected workforce	
Summary of transferable skills of affected workers	
Companies in the area needing similar skills	
Workforce Information Meeting(s)	
Date(s)	
Time(s)	
Location	
Partners to attend	
Standard or Expanded? If expanded, provide description.	
Is additional funding needed to provide Expanded Services? If yes, please describe.	
TAA next steps	

Appendix VI- Rapid Response Employer Questionnaire

Rapid Response Planning- Employer Questionnaire

Company Name:

Layoff Basics	
Primary Contact/Title	
Date/s of planned layoff:	
Number laid off on each date:	
Shifts/worker hours of impacted workers:	
If applicable, union name and union contact information:	
Number of union employees: Number of non-union employees: Number with bumping right:	
Reason for layoff or closing:	<input type="checkbox"/> Business slowdown <input type="checkbox"/> Relocation <input type="checkbox"/> Foreign trade/completion <input type="checkbox"/> Natural Disaster <input type="checkbox"/> Bankruptcy <input type="checkbox"/> Takeover <input type="checkbox"/> Consolidation <input type="checkbox"/> Buy out <input type="checkbox"/> Automation <input type="checkbox"/> Other:
Affiliated companies affected by layoff: (security, trucking, janitorial, cafeteria, etc.)	
Trade Adjustment Assistance (TAA) Funding	

IWD will pursue Trade Adjustment Assistance (TAA) funding from the Department of Labor (DOL), as much as possible, to assist the dislocated worker group. The cooperation in answering questions will help the workers

access additional benefits to help them transition. TAA Program Coordinators will gather more details from employers in conjunction with this survey.

<p>Is the company headquarters in the US?</p> <p>Are there any international branches, subsidiaries, or parent companies located outside the US?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Are the positions being eliminated relocating elsewhere to be performed by other individuals? If so, where will they be located too, and do current employees have the option to apply for those positions?</p>	
<p>Are these layoffs necessary due to part or whole to decreases in sales due to global completion?</p>	
<p>Are the layoffs necessary due to part of whole to decreases in sales due to global competition?</p>	
<p>Influence to lines of service, distribution, supply/supply chain management contracts, and production; either directly or indirectly, due to foreign partnerships/business/trade:</p>	
<p>Transfers of business lines or production to another location, if applicable- specific area:</p>	
<p>Worker Demographics</p>	
<p>Counties/State that most employees live in:</p>	

Total Number of employees:	<ul style="list-style-type: none"> - Workers affected: Males Females - Temporary: - On contract: - Retiring: - Transfers/relocate: - Absorbed by new company: - Still in school: - Confirmed other employment:
Language barriers: (will we need an interpreter for meetings, workshops, etc.)	<input type="checkbox"/> Yes <input type="checkbox"/> No Language:
Physical/Mental Disabilities: (Technology accommodations needed)	
Average age of workforce:	<ul style="list-style-type: none"> - Any over 50 that may find age a barrier? - How many, if any, do you anticipate will retire?
Average length of services:	
Minimum education level:	
General categories of occupations and skill level of workforce:	
Average Wage:	
Planned Benefits	
Existing company sponsored training programs, either on or off site:	
Severance pay contingencies and stipulations:	

Medical package:	
-------------------------	--

Additional benefits offered by company: (bonus, vacation payout, etc.)	
---	--

Outplacement- Name of organization	
---	--

Worker Information Meetings:	
-------------------------------------	--

Facilities on site for employee meetings:	
--	--

Employees allowed to attend during work hours:	
---	--

Number of meetings preferred to accommodate shifts:	
--	--

Media Contact	
----------------------	--

Who is the corporate representative responsible to answer questions by the media?	
--	--

What resources and services would assist the transitioning workforce prior to their layoff date?	
---	--

<input type="checkbox"/> Job Fair	<input type="checkbox"/> Job Search
<input type="checkbox"/> Resume writing	<input type="checkbox"/> Money Management
<input type="checkbox"/> Interviewing Skills	<input type="checkbox"/> Other:

*MOD SOCIAL MEDIA POLICY

DOCUMENTS INCLUDED: REVISED SOCIAL MEDIA
POLICY

ACTION REQUESTED: APPROVE MODIFICATIONS



Social Media Policy

Approved Date: November 16, 2020

Effective Date: November 16, 2020

Amended Date: N/A

A. Purpose

1. To establish guidelines on the use of social media to reach a broader audience and inform the Mississippi Valley Workforce Area (MVWA) of activities and services available through WIOA and our IowaWORKS Centers.

B. Background

1. Social media (including personal and professional websites, blogs, chat rooms, and bulletin boards; social networks, such as Facebook, LinkedIn, Instagram, and Twitter; video-sharing sites such as YouTube; and e-mail) are a common means of communication. Social media will be used to inform people of IowaWORKS activities and services available throughout the MVWA.
2. All content will be professional, appropriate, and reflective of the goals, mission, and vision of the IowaWORKS MVWA. All content will follow the MVWA Outreach Style Guide for consistency in posting. Online postings can conflict with the interests of IowaWORKS Mississippi Valley Workforce Area, and partners and its customers, therefore, MVWA has adopted the following policy.

C. Policy

1. MVWA staff, one-stop operators, service providers, and partner staff will post professional information based on programs, services, and the MVWA mission and vision. Some staff may be responsible for all or parts of some website/social media posts.
2. These social media platforms are not for personal use but will contain appropriate professional information as it relates to WIOA and the IowaWORKS MVWA. All social media outlets shall use the IowaWORKS Mississippi Valley Workforce Area name.

D. Social media connected with IowaWORKS MVWA is only to be used for the following purposes:

1. To provide IowaWORKS program information and related resources (i.e., partner services, job leads, job searching tips, community resources, etc.) to the public, current participants, and prospective participants, and
2. To contact participants through the private message system on the platform
3. The following apply:

- a. MVWA executive director must approve any website, blog, chat room, video-sharing site, bulletin board, or other social media that will be used for professional purposes.
- b. No employee may incorporate logos or other intellectual property in a website, blog, chat room, video-sharing site, bulletin board, or other social media without that entity's written permission.
- c. Each media account will have at least 2 people as administrators to the account, one of them must be an MVWA staff person.
- d. Login, account creation, and password information must be available to MVWA staff for all social media accounts and filed in a secure location.
- e. MVWA designees may post as themselves on the various accounts, keeping the post related to professional issues of IowaWORKS.
- f. MVWA staff or designee have oversight and monitoring responsibilities for all social media accounts/postings.
- g. IowaWORKS MVWA staff will not use their personal accounts to interact with customers in conducting MVWA business.

E. Authorized Representatives

1. No individual will disclose any confidential or proprietary information, or personal identifying information in online postings or publications. Sharing this type of information, even unintentionally, could result in harm and legal action.
2. Individuals are personally liable for all communications and information they publish online. MVWA may be liable for online activity that uses MVWA's assets, an MVWA e-mail address, or any e-mail address that can be traced back to MVWA's domain, which generally is any internet address affiliated with the MVWA, service providers, or one-stop operators, or Iowa Workforce Development. Using an individual's personal name and one of the aforementioned entities' e-mail addresses may imply that an individual is acting on that entity's behalf. As social media and networking activities are public, work e-mail addresses and MVWA assets should be used only to perform job-related activities, which may include professional networking but do not include personal social networking.
3. Outside the workplace, individuals have a right to participate in social media and networks using their personal e-mail addresses. However, information and communications that are published on personal online sites should never be attributed to, appear to be endorsed by, or have originated from, MVWA, Iowa Workforce Development, service providers, or one-stop operators.
4. If an individual chooses to disclose their affiliation with MVWA, Iowa Workforce Development, service providers, or one-stop operators in an online communication, then the individual must treat all communications associated with the disclosure as professional communications governed by this and other Company policies.
5. Online content may generate press and media attention or legal questions. Staff should refer these inquiries to the MVWA executive director or designee.
6. If staff encounter situations while using online outlets that threaten to become antagonistic, staff should disengage from the dialogue in a polite manner and seek the advice of a supervisor.

7. Social media use should not interfere with the staff's duties and responsibilities to IowaWORKS MVWA. When using computer systems, the use of social media for business purposes is allowed, but personal use of social media is not permitted.
8. Subject to applicable law, after-hours online activity that violates any relevant policy may subject staff to the IowaWORKS MVWA partner disciplinary procedures.

F. Limitations on Online Publications

1. Never identify a customer or co-worker in an online posting without his or her prior written permission.
2. Obey the law and ethics rules. Do not post any information or engage in any online activity that violates applicable local, state, or federal laws, or professional rules of conduct.
3. Identify all copyrighted or borrowed material with citations and links. When publishing direct or paraphrased quotes, thoughts, ideas, photos, or videos, give credit to the original publisher or author.
4. If staff maintain a website, blog, chat room, video-sharing site, bulletin board, or other social media that promotes IowaWORKS MVWA, they are responsible for reviewing responses to online posts and resolving any concerns about the propriety of the responses before they are posted.
5. If a blogger or any other online participant posts an inaccurate, accusatory, or negative comment about IowaWORKS MVWA partner or any of its employees, do not respond to the post without the approval of the MVWA executive director or designee.
6. Do not publish comments about controversial or potentially inflammatory subjects, including politics, sex, religion, or any other non-business-related subjects in any posts or other online communications involving IowaWORKS MVWA.
7. Avoid hostile or harassing communications in any professional posts or other online communications. Harassment is any offensive conduct based on a person's race, sex, gender, gender identity, national origin, color, disability, age, sexual orientation, veteran status, marital status, religion, or any other status protected by law.
8. Nothing in this policy is intended to or will be applied in a manner that limits staff's rights to engage in protected concerted activity as prescribed by the National Labor Relations Act
9. This policy is in conjunction with the Iowa Workforce Development Social Media Policy requirements.

G. Action

1. MVWA staff will share social media links with partners, board, committee members, and staff, to use as a tool for the promotion, outreach, and recruiting of eligible customers, and to promote IowaWORKS MVWA activities. Insights gained from the use of the website and social media will be provided at board meetings as appropriate.

2. The Mississippi Valley IowaWORKS Centers use HootSuite to manage all social media accounts. There will be a social media posting schedule completed by the social media team monthly. Core Partners will determine which staff in each center will have access to this platform and serve as point persons for postings and oversight of the social media accounts. The individuals who will have access to the HootSuite account will serve as the final approvals for postings and will be responsible for ensuring all elements of this style guide are adhered to. Board staff, the One Stop Operator, Operations Managers (or designee), and additional individuals from each center will have access to this platform. All authorized individuals will complete the IWD social media training, HootSuite onboarding, and local social media training before being granted HootSuite access.

Equal Opportunity Programs/Employer – Auxiliary aids and services available upon request for individuals with disabilities

*MOD INDIVIDUAL TRAINING ACCOUNT POLICY

DOCUMENTS INCLUDED: INDIVIDUAL TRAINING
ACCOUNT POLICY

ACTION REQUESTED: APPROVE MODIFICATIONS



Individual Training Account (ITA) Policy

Approved Date: January 25, 2021

Effective Date: July 1, 2020

Amended Date: N/A

A. Purpose

1. This policy outlines the Mississippi Valley Workforce Development Board (MVWDB) directives for providing Individual Training Accounts (ITA) for WIOA eligible Adult, Dislocated Worker and Youth participants.

B. Background

2. WIOA Title I-B training services for WIOA eligible Adults, Dislocated Workers and Youth are provided through ITA. Using ITA funds, WIOA eligible Adults, Dislocated Workers and Youth purchase training services from eligible training providers they select in consultation with a Career Navigator.
3. Participants are expected to utilize information such as skills assessments, labor market conditions/trends, and training providers' performance, and to take an active role in managing their employment future through the use of ITA.

C. Policy

1. ITA are one training option available to eligible and appropriate participants when it is determined by a Career Navigator that they will be unlikely or unable to obtain or retain employment that leads to self-sufficiency or higher wages from previous employment through career services alone.
2. An ITA is limited in cost and duration and must result in employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment.
3. ITA are not entitlements and shall be provided to eligible participants on the basis of an individualized assessment of the person's job readiness, employment and training needs, financial, social and supportive needs, labor market demand and potential for successful completion, as documented on the participant's Individual Employment Plan (IEP).
4. Participants choose career training with Eligible Training Providers in consultation with Career Navigators.
5. In order to enhance consumer choice in education and training plans, as well as to provide flexibility to service providers, youth program-funded ITA may be used for out-of-school youth (OSY) ages 16-24, when appropriate.
 - a. In-school youth (ISY) cannot use youth program-funded ITA.
 - b. However, ISY between the ages of 18 and 21 may co-enroll in the adult program and

receive training services through an adult program funded ITA.

6. ITA Funding for Training is Limited to Participants Who:
 - a. Complete an assessment and an IEP that identifies the selected training course;
 - b. Are unable to obtain grant assistance from other sources to pay the costs of training or require assistance beyond available grant resources from other sources, such as Pell Grants in order to complete their training goals;
 - c. Select training programs that are directly linked to an in-demand industry sector or occupation or sectors that have a high potential of sustained demand or growth in the local area or in another area in which the participant is willing to travel or relocate [WIOA Section 134(c)(3)(G)(iii)]; and
 - d. Maintain satisfactory progress/grades throughout the training program.

D. Coordination of WIOA Training Funds

1. WIOA funds are intended to provide training services in instances when there is no grant assistance, or insufficient assistance from other sources such as, but not limited to:
 - a. Temporary Assistance for Needy Families (TANF),
 - b. Federal Pell Grants,
 - c. Academic Competitiveness Grants,
 - d. National SMART Grants,
 - e. Federal Supplemental Educational Opportunity Grants, or
 - f. Federal Work-Study,
 - g. GI Bill or other Federal financial aid available to military veterans, and
 - h. state-funded grants.
2. A WIOA Title I participant may enroll in WIOA Title I-funded training while his/her application for a Pell Grant is pending as long as the service provider has made arrangements with the training provider and the WIOA Title I participant regarding allocation of the Pell Grant, if it is subsequently awarded.
 - a. In that case, the training provider must reimburse the service provider the WIOA Title I funds used to underwrite the training for the amount the Pell Grant covers, including any education fees the training provider charges to attend training.
 - b. Reimbursement is not required from the portion of Pell Grant assistance disbursed to the WIOA Title I participant for education-related expenses.
3. An individual may select training that costs more than the \$5,500 WIOA maximum amount when other sources of funds are available to supplement the ITA.
4. Career Navigators must consider and document in the participant file the availability of other sources of grants, excluding loans, to pay for training costs so that WIOA funds are used to supplement but not supplant other sources.
5. The use of WIOA funds to make payments towards a personal loan of an otherwise eligible participant is prohibited. However, the mere existence of a federal loan, regardless of the status, must not impact ITA eligibility determinations.

E. ITA Authorization

1. ITA must be approved by a WIOA Program Manager prior to issuance. ITA are authorized only for training programs listed on the Eligible Training Provider List (ETPL), as required in WIOA Section 134(c)(F)(iii).
2. ITA funds are paid directly to the training provider.
3. ITA may be used for pre-apprenticeship programs however, only pre-apprenticeship programs listed on the ETPL may be approved. (20 CFR 680.330)
4. ITA may be authorized for training programs in other states or online training if the training program is listed on the ETPL list or there exists reciprocity agreements with other states.
5. ITA are not authorized for individualized career services such as short-term prevocational training.
 - a. Short-term prevocational services may include the development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, professional conduct, or other non-occupation-specific topics that are intended to prepare individuals for unsubsidized employment or training and should not exceed 40 hours of instruction except in documented special circumstances.

F. ITA Funding Limit

1. The limit for ITA contracts is \$5500 per program year.
 - a. A waiver can be submitted to the MVWDB executive director to exceed this limit by \$1,000.
 - b. Documentation of the MVWDB executive director approval authorizing the ITA increase must be included in case notes located in the Iowa *WORKS* case management system.
 - c. A waiver with supporting documentation can also be submitted to the MVWDB executive director for a class to be retaken and will be considered on a case-by-case basis.
 - d. Refresher courses are not considered retake classes and are eligible to be paid for out of Title I funds.
2. The maximum ITA limit is not an entitlement. The amount and duration of each participant's ITA award is determined on an individual basis. Funding amounts will take into account the total costs of the selected training program, any other financial assistance available to the participant, and the WIOA funding available to the Adult, Dislocated Worker or Youth Programs.

Commented [MS1]: The recommendation is to increase this to \$6,000

G. ITA Continued Funding

1. Continued funding of an ITA is contingent on availability of WIOA funds and on the participant's satisfactory progress in school. Career Navigators will review the participant's training progress and expenses quarterly or more frequently depending on the training institution's schedule. An individual's progress will be considered satisfactory upon earning:
 - a. A grade point average that does not fall below 2.0 for two consecutive terms; or
 - b. A grade point average sufficient to graduate from, or receive certification in, the individual's approved area of study; or

- c. Sufficient credit hours to finish the approved course of study within the timeframe established under the approved training plan.
 - d. In the case of self-paced or ungraded learning programs, satisfactory progress means participating in classes and passing certification examinations within the timeframe established under the approved training plan.
 - e. Career Navigators must arrange to receive training progress reports (i.e., transcripts) from participants in adequate time to process the subsequent tuition payment.
2. Career Navigators must develop with participants who are not earning satisfactory progress in their coursework, a service strategy to overcome the barriers impacting progress. WIOA ITA funding may be terminated if participants do not earn satisfactory progress for two (2) or more consecutive school terms (i.e., quarters, semesters, etc.).

H. ITA Modifications

1. An ITA may be modified to ensure the individual attains their educational goals and subsequent employment. In some circumstances, such as when a program of training is removed from the ETPL, or when extraordinary program expenses develop, the participant and career planner must agree on whether to complete the plan of training with the existing provider, seek a similar program, or discontinue training.
2. When a program of training is removed from the state ETPL, WIOA participants in that program can complete their training but WIOA funds cannot be used. However, an ITA should not be modified or extended for a participant beyond the original plan approval as it relates to a program of training that is no longer on the ETPL.
3. Any modifications to the ITA should be documented in case notes located in the Iowa*WORKS* case management system.

I. ITA Obligations

1. In order to obligate ITA funds a Purchase Order may be written for individuals identified to receive an ITA award.
 - a. The obligation would document a three-way commitment between the individual, the service provider, and the training institution.
 - b. MVWDB retains the flexibility to decide when to bill actual expenditures with the training provider.
2. Payments from ITA may be made in a variety of ways, including the electronic transfer of funds through financial institutions, vouchers, or other appropriate methods.
3. Payments also may be made incrementally, for example, through payment of a portion of the costs at different points in the training course.

J. Recovery of Tuition Funds

1. In the event a participant discontinues training, the Career Navigator must do due diligence to ensure the recovery of WIOA funds provided to training institutions. Career Navigators must verify the following:
 - a. The refund policy of the training provider for early termination from the training

- program;
- b. A requirement for the training provider to notify the case manager of early customer dropout;
 - c. The percentage of the advanced payment to be returned;
 - d. Turnaround timeframe for the refund;
 - e. Time spent in training before a refund will no longer be honored.

K. Participant File Documentation

1. Justification for, and continued funding of an ITA must be supported by the following documentation uploaded to the participant file and/or in case notes entered in IowaWORKS:
 - a. Assessment results supporting the selected program of study. The assessment must support the need for training including a determination by a Career Navigator that the participant will be unlikely or unable to obtain or retain employment that leads to self-sufficiency or higher wages from previous employment through career services alone; and that the selected program of study will result in employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment;
 - b. Completed IEP documenting the selected program of study, anticipated and actual start/end dates and training outcomes;
 - c. Eligibility for other training grant funding;
 - d. Verification of FAFSA application and award status, if applicable;
 - e. Authorization of the ITA and any approved increase or modification;
 - f. Documentation of the participant's willingness and ability to travel to locations outside of MVWA counties if the selected training program and/or demand occupation is outside of the MVWA service area.
 - g. Case note documenting that the training provider is on the ETPL; and
 - h. Documentation of the participant's progress and/or grades.

L. Training Contract Exception

1. ITA are the primary method to be used for procuring training services under WIOA. However, in certain circumstances, a training contract may be used to provide training services, instead of an ITA.

M. Exceptions

1. Per Board policy, contracts for services may be used in place of ITA when one or more of the following exceptions apply and consumer choice requirements have been fulfilled:
 - a. <https://www.youtube.com/watch?v=MpuYQM3TYFU> On-the-job training, which may include paying for the on-the-job training portion of a Registered Apprenticeship program, customized training, incumbent worker training, or transitional jobs.
 - b. If the MVWDB determines that there are an insufficient number of Eligible Training Providers in the local area to accomplish the purpose of a system of ITA. This

determination process must include a public comment period of at least 30 days for interested providers and must be described in the local plan.

- c. To use a training services program of demonstrated effectiveness offered in a local area by a community-based organization or other private organization to serve individuals with barriers to employment the MVWDB will look at the following criteria:
- d. Financial stability of the organization.
- e. Demonstrated performance in the delivery of services to individuals with barriers to employment through such means as program completion rate; attainment of the skills, certificates, or degrees the program is designed to provide; placement after training in unsubsidized employment, and retention in employment.
- f. How the specific program relates to the workforce investment needs identified in the local plan.
- g. If the MVWDB determines that the most appropriate training could be provided by an institution of higher education or other provider of training services in order to facilitate the training of multiple individuals in in-demand industry sectors or occupations. This is true provided that the contract does not limit consumer choice.
- h. If the MVWDB determines a pay-for-performance contract is suitable. No more than 10 percent of the local funds may be spent on pay-for performance contract strategies.
- i. The MVWDB may determine that providing training through a combination of ITA and contracts is the most effective approach. This approach could be used to support placing participants in programs such as Registered Apprenticeships and other similar types of training.

Equal Opportunity Programs/Employer – Auxiliary aids and services available upon request for individuals with disabilities

*FINANCING

DOCUMENTS INCLUDED: NO DOCUMENT

ACTION REQEUSTED: APPROVE FINANCING

METRICS LEARNING DISCUSSION