



Mississippi Valley Workforce Development Board

Chief Elected Officials (CEOs) Meeting Agenda

Tuesday, March 19, 2024, at 12:00 p.m.

Join Zoom Meeting

<https://us02web.zoom.us/j/86457968259?pwd=bnNZREsvczZGdzY2bjNmRHBhZ0t3UT09>

Meeting ID: 864 5796 8259

Passcode: 730203

Call to Order

Jim Irwin

Roll Call

Mandy Tripp

Consent Agenda

Jim Irwin

Approval of Agenda

Approval of Previous Minutes

New Business

*Adult/DW RFP Committee Recommendation

Miranda Swafford

*MOU and IFA

Miranda Swafford

Other Business

Public Comment

Adjournment

Jim Irwin

* Items requiring a vote ** Items Requiring a Roll Call Vote

Accommodations

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



Mississippi Valley Workforce Development Board

Chief Elected Officials (CEOs) Meeting Minutes

Tuesday, February 27th, at 2 p.m. via Zoom

CALLED TO ORDER

Irwin called the meeting to order at 2:08 p.m.

CEO PRESENT

Present: Jim Irwin, Chuck Holmes, Jean Dickson, Don Schwenker, Danny Chick, Chad White and Shane McCampbell

Absent: None

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

One-Stop Operator: None

Guest:

QUORUM

There was a quorum present to conduct business.

CONSENT AGENDA

The consent agenda included approval of the agenda, previous meeting minutes, and the financial reports. Schwenker made a motion to approve the consent agenda, seconded by Dickson, and the motion carried.

***MEMBER RESIGNATION**

Tripp reviewed the resignation of board member Matthew Nicol from the Board and the State Board. Schwenker made a motion to accept the resignation, seconded by Irwin, and the motion carried.

***MEMBER NOMINATIONS**

Tripp presented the nomination John Clark, Hearth and Home, Plant Manager in Henry County. White made a motion to approve Clark's nominations, the Board all agreed in favor, and the motion carried.

***LOCAL PLAN**

Tripp discussed the Local Plan and noted that it is a 4-year plan required by WIOA legislation that states each Local Workforce Development Board is required to develop and submit to the State, in partnership with CEO's, a comprehensive plan on the current and projected needs of the local area's one-stop delivery system. Tripp also noted that the Local Plan must support the achievement of Iowa's vision, goals and strategies as outlined in the State Plan. Tripp noted the different sections of the Local Plan and advised section 1 of the Local Plan has to do with Infrastructure and Section 2 being about Strategic Planning Elements and noted that Section 2 was the data section. Tripp noted section 3 is about System Coordination and how the plan all

works together. The link to the Local Plan was included and distributed to the board. Public comment period is February 28th thru March 26th with a Public Listening Session being held March 4th at 5pm. Irwin asked for clarity on the difference between the Local Plan and the Strategic plan and Swafford noted that the Local Plan is different than the Strategic Plan in that the Local Plan is required under Federal regulations. Irwin then inquired if the board was required to attend the Local Plan listening session to which Swafford noted that the Board Staff are facilitating the listening session and will be online for the session. Holmes made a motion to approve the Local Plan seconded by Schwenker, and the motion carried.

*** STRATEGIC PLAN**

Swafford stated that the Strategic Plan had not been passed at Full Board meeting further noting that it is unclear of the possible changes that may occur to the plan prior to the next meeting and welcomed input from the CEOs in the event they had comments about the Strategic Plan. Irwin inquired with the Board's and requested that if the board has input to submit it to Swafford.

***RFP RECOMMENDATION**

Swafford noted that procurement process has been completed for the One Stop Operator, the Youth and the Adult/DW contract. Swafford stated that the board awarded the One Stop Operator and the Youth contract to EQUUS. Swafford further noted that due to the scores on the proposals received being very close, the Adult/DW committee is requesting a bidders conference with those entities to ask further questions. Swafford advised that the vote would be to uphold the Board's decision of awarding EQUUS the OSO and the Youth Contract. Irwin inquired with the board on agreement in one motion, board agreed, and the motion approved.

FINANCING

Swafford discussed the challenges being had in receiving timely payments from Iowa Workforce Development. Swafford further noted the burden that has been placed on Muscatine County who at one point had to wait over 2 months for reimbursement. Swafford noted comments from Muscatine County who mentioned having to reevaluate their role as being employer of record should the delays continue. Swafford commented that she has looked into lines of credit for the board. Swafford discussed details of the different companies reviewed. Quigley suggested looking into temporary payroll. Swafford commented that she is looking into diversifying grants. Swafford further noted that she has sent several emails to her State contact about the delay in funding and has yet to receive a response. White commented that ISAC is coming up and we should express our concerns at the conference. Quigley suggested sending a letter to the governor and local legislators. Quigley suggested charging IWD back the interest charged on a line of credit. Quigley made a motion to approve charging IWD interest charges incurred in the event the board has to open a line of credit to cover expenses due to the delays in draw downs from IWD, Holmes seconded and the motion passed.

BOARD STAFF UPDATE

Swafford provided general updates, including an update on the Memorandum of Understanding and Infrastructure Funding Agreement noting it has been temporarily revised and will be in front of the full board during the May meeting for approval. Swafford also noted the Workforce Communities of Action announced the 4 winners of the \$10,000 seed money and the board was not selected. Swafford commented that the Family and Worker Fund felt our impact wasn't large enough to help meet their goal of 75mil being in good jobs by 2027, but they did pass our funding request over to other funders that they work with.

Swafford noted that the PY24 State Funding Allocation has been given to the state from the federal government further noting that we have received a 10% decrease in Youth and Adult program and an increase of 30% in the DW program. Swafford further noted that Tripp went to a meeting with ITC who was applying for a grant through the department of energy and was told they needed to strengthen their community needs section. ITC convened with IWD, Grow Clinton, Eastern Iowa Community College and noted they have \$187,000 to apply for in a VOE grant to support local program. Swafford commented that she discussed Accelerate Iowa with ITC and their plan is to hire a work-based learning coordinator for Clinton High School and Swafford sent a brief summary to ITC on how Accelerate Iowa could support that position and work in conjunction and compliment the with the work based learning coordinator at the high school. Swafford noted that ITC responded with enthusiasm and would earmark \$50,000 in their Department of Energy grant application for the Accelerate Iowa program to serve Clinton.

COMPLIANCE OFFICER UPDATES

Tripp discussed the Iowa*WORKS* mobile unit visiting Des Moines first to make certain to work out any potential technical issues. Tripp also noted that the governor has requested that mobile unit visit Mississippi Valley first and mentioned the mobile unit will be here early March. Tripp further noted the mobile unit will be here in July to hit the County Fairs, BIX and RAGBIA Mississippi Valley first.

Tripp commented that she has completed and submitted the One Stop Operator report to Equus and she is waiting for their responses.

Our State Monitoring is in Burlington March 19th and 20th. Tripp also noted that MVWDB was selected to present 2 presentations at NAWB, a presentation on Virtual Reality, that is utilized in the Youth Program and a Disability presentation utilizing data collected on the employer events and the board training we did on hiring people with disabilities.

STRATEGIC PARTNERSHIP UPDATE

Lanz presented the Strategic Partnership Specialist updates and noted the Phalanx outreach project which is helping to film a video spotlight of two of our successful workplace learning placements out in Maquoketa. Lanz also discussed the Job Quality Academy update noting 117 job seekers and 29 employers have completed the survey. Lanz noted the Refugee Education event is scheduled for April 18th in Davenport to discuss how to engage the refugee and immigrant workforce in Davenport. Lanz spoke about Competency Models and commented on incorporating them into the K-12 curriculum starting with the health care industry in West Burlington schools. Lanz discussed meeting with the Early Childhood Workforce Connector, a liaison for companies that do registered apprenticeships for childcare workers.

UPCOMING ACTIVITIES

Tripp discussed upcoming events including a statewide Sector Partnership training on April 4th-5th held by Iowa Workforce Development in Waterloo. Swafford mentioned for the board to be on the lookout for surveys to start planning our June board training as well as sending out polls to learn preferences for meeting frequency and times. Lastly Tripp highlighted the Leap into Inclusion event happening on February 29th at the Davenport center.

EXECUTIVE COMMITTEE UPDATE

Tripp summarized the Executive Committee updates. Tripp noted that Swafford had to reapply for the 501c3 status as the Fiscal Agent did not do so in a timely manner causing the status to be revoked further noting that Swafford filed the necessary forms, and the board has being reinstated. Tripp noted 13 hiring events in November, December and January, most notable was Hire Talent Tuesday, the on the road job fair in Ft. Madison. Tripp also noted the You Chose career event hosted in Clinton on October 4, 2023 which utilized the VR headsets as well as simulators. Tripp advised of the governor's application for waiver which would allow 50% of funding be spent on In-School Youth and 50% on Out-of-school youth rather than the current ratio of 75/25. Lastly, Tripp noted the National Disability Employment Awareness Month event hosted in Burlington and was attended by 17 employers.

OTHER BUSINESS

There was no other business.

PUBLIC COMMENT

There were no public comments.

ADJOURNMENT

Irwin adjourned the meeting at 3:12 p.m.

***Adult/DW/RFP Board Recommendation**

Reason - Required every 4 years Procurement

Documents Included - no document

Action Requested - Approve Board Recommendation

***MOU and IFA**

Reason - Required every 3 years.

Documents Included - Final Draft MOU

Action Requested - Approve the MOU

Mississippi Valley Workforce Area Memorandum of Understanding

July 1, 2024 - June 30, 2027



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IowaWORKS System Operations

This Memorandum of Understanding (MOU) is executed between the Mississippi Valley Workforce Area (MVWA) Local Workforce Development Board (MVWDB), the IowaWORKS system Partners (Partners), and the Chief Lead Elected Official (CLEO). They are collectively referred to as the “Parties” to this MOU.

This MOU confirms the understanding of the Parties regarding the operation and management of the IowaWORKS Centers in the 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 Iowa*WORKS* 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.
- 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),

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

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

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

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 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 IowaWORKS 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.

⁴ 20 CFR 678.420

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 Iowa*WORKS* location offers integrated services and have staff who work to ensure quality service delivery.

Methods for providing access to each of the required services:

- Option 1 – Having a program staff member physically present at the American Job Center (AJC).
- 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 IowaWORKS System, should be collaborative across Partners. Each Partner's method of providing Business Services, if applicable is identified in Attachment C-4.

Referrals

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

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

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

Accessibility

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

- 1. Physical Accessibility** – IowaWORKS Centers will maintain a culture of inclusiveness and the physical characteristics of the facility, both indoor and outdoor, will meet the latest standards of accessible design. Services will be available in a convenient, high traffic, and accessible location, taking into account reasonable distance from public transportation and adequate parking (including parking clearly marked for individuals with disabilities). Indoor space will be designed in an “equal and meaningful” manner providing access for individuals with disabilities.
- 2. Virtual Accessibility** – The 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 E](#). 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 34CFR 99, and 34 CFR 361.38, as well as any applicable State and local laws and regulations. In addition, in carrying out their respective responsibilities, each Party shall respect and abide by the confidentiality policies and legal requirements of all the other Parties.

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

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

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

With respect to the use and disclosure of personal information contained in VR records, any such data sharing agreement must comply with all of the requirements set forth in 34 CFR 361.38. By signing this MOU, the Parties attest that their respective agency's Confidentiality Policies have been reviewed and are not in conflict with the confidentiality section of this MOU.

Non-Discrimination and Equal Opportunity

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

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

Indemnification

All Parties to this MOU recognize the partnership consists of various levels of government, not-for-profit entities, and for-profit entities. Each Party to this agreement shall be responsible for injury to persons or damage to property resulting from negligence on the part of itself, its employees, its agents, or its officers. No Partner assumes any responsibility for any other Party, State or non-State, for the consequences of any act or omission of any third Party. The Parties acknowledge the 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	Vacant
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	Demetri Antzoulatos	601 E Street NW Washington DC 20049	202-434-2272
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	Michelle McNertney	1000 E. Grand Ave. Des Moines, IA 50319	515-805-7320
IWD	Unemployment Compensation	Scott Perkins	1000 E. Grand Ave. Des Moines, IA 50319	641-680-3591
IWD	Jobs for Veterans State Grant (JVSG)	Linda Rouse	1000 E. Grand Ave. Des Moines, IA 50319	563-468-3110
IWD	Reentry Employment Opportunities (REO)	Linda Rouse	1000 E. Grand Ave. Des Moines, IA 50319	563-468-3110
IWD	RESEA	Linda Rouse	1000 E. Grand Ave. Des Moines, IA 50319	563-468-3110
IWD	RCM	Linda Rouse	1000 E. Grand Ave. Des Moines, IA 50319	563-468-3110
IWD	Home Base Iowa	Linda Rouse	1000 E. Grand Ave. Des Moines, IA 50319	563-468-3110

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

Iowa*WORKS* 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

Iowa*WORKS* 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.
2/14/2024-3/1/2024	All	Emailed final draft MOU and IFA to all for last round of edits and feedback, none was received.

Signature Page

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

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

- a) In three years
- b) Upon amendment, modification, or termination, or
- c) On June 30, 2027, whichever occurs earlier.

Partner	Program	Signer's Name	Signature	Date
MVWDB	CLEO	Jim Irwin		
MVWDB	MVWDB Board Chair	Dennis Duke		
Equus Workforce Solutions	Title I Adult	Mark Douglass		
Equus Workforce Solutions	Title I DW	Mark Douglass		
Equus Workforce Solutions	Title I Youth	Mark Douglass		
IWD	Title II AEL - SCC	Kyle Clabby-Kane		
IWD	Title II AEL - EICC	Kyle Clabby-Kane		
IWD	Title III Wagner-Peyser	Linda Rouse		
Iowa Dept. f/t Blind	Title IV Rehabilitation Act of 1973	Keri Osterhaus		
IVRS	Title IV Rehabilitation Act of 1973	James Williams		
Iowa Dept. of Ed	Career and Technical Education - EICC	Matt Schmit EICC Dennis Harden Iowa Department of Ed		

Iowa Dept. of Ed	Career and Technical Education SCC	Ashlee Spannagel – SCC Dennis Harden – Iowa Department of Ed		
IWD	Trade Adjustment Assistance (TAA)	Michelle McNertney		
AARP Foundation	SCSEP	Demetri Antzoulatos		
National Able Network	SCSEP	Matt Weis		
CA Indian Manpower	Native American Programs	Dr. Lorenda T. Sanchez		
Proteus	National Farmworker Jobs Program (NFJG)	Daniel Hoffman-Zinnel		
IWD	Temporary Assistance for Needy Families (TANF) - PROMISE Jobs	Michelle McNertney		
IWD	Unemployment Compensation	Scott Perkins		
IWD	Jobs for Veterans State Grant (JVSG)	Linda Rouse		
IWD	Reentry Employment Opportunities (REO)	Linda Rouse		
IWD	RESEA	Linda Rouse		
IWD	RCM	Linda Rouse		
IWD	Home Base Iowa	Linda Rouse		

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 IowaWORKS delivery system, performance standards, and strategies to address the workforce investment needs in consideration of performance standards per WIOA Section 116.

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