



INDIANA
WORKFORCE
DEVELOPMENT
AND ITS **WorkOne** CENTERS

TO: Indiana's Workforce Investment System

FROM: Gina DelSanto *GD*
Senior Deputy Commissioner for Policy, Education, and Training

DATE: February 4, 2011

SUBJECT: DWD Policy 2010-10
Establishing Memoranda of Understanding with One-Stop Partners

Purpose

The purpose of this policy is to provide guidance to workforce investment boards regarding the establishment of memoranda of understanding (MOUs). The Workforce Investment Act (WIA) Section 121 requires each local workforce investment board with agreement of the Chief Elected Official to develop and enter into a memorandum of understanding with local one-stop (WorkOne) partners concerning the operations of the one-stop delivery system in the local area. This policy provides an overview of one-stop (WorkOne) partners as identified in the Workforce Investment Act and provisions that must be included in MOUs between workforce investment boards and one-stop partners.

Rescission

None

Content

Identification of One-Stop Partners

Section 121 of the Workforce Investment Act provides details on the requirements of establishing one-stop delivery systems in each local workforce service area. Among other requirements, WIA Section 121(c)(1) requires local workforce investment boards to "*develop, and enter into a memorandum of understanding (between the local board and the one-stop partners)...concerning the operation of the one-stop delivery system in the local area.*"

In order to establish compliant MOUs, each workforce investment board must first have a comprehensive understanding of the entities defined within WIA as a "one-stop partner." WIA Section 121(b) identifies the following programs and activities that are to be considered as one-stop partners:

- Programs authorized under Title I of the Workforce Investment Act
 - WIA Adult, Dislocated Worker, and Youth programs
 - Job Corps
 - Native American programs
 - Migrant and seasonal farmworker programs
 - Veterans' workforce investment programs

- Programs authorized under the Wagner-Peyser Act
- Adult education and literacy activities authorized under Title II of the Workforce Investment Act (Adult Education and Family Literacy Act)
- Programs authorized under Title I of the Rehabilitation Act
 - Vocational Rehabilitation Services
- Activities authorized under Title V of the Older Americans Act
 - Senior Community Service Employment Programs
- Postsecondary vocational education activities authorized under Carl D Perkins Vocational and Applied Technology Act
- Activities authorized under chapter 2 of Title II of the Trade Act
- Activities authorized under chapter 41 of Title 38, United States Code
 - Veterans Employment and Training Services
- Employment and training activities carried out under the Community Services Block Grant Act
 - Community Action Programs
- Employment and training activities carried out by the Department of Housing and Urban Development; and
- Programs authorized under State unemployment compensation laws.

Local workforce investment boards are charged with understanding which required one-stop partners are established within its workforce service area, and are responsible for ensuring that an MOU is established with each of the partners that is located within the workforce service area. The MOU may take the form of a single “umbrella” document, agreed to and signed by all one-stop partners within the local area, or it may be individual agreements between the workforce investment board and each one-stop partner.

Required Provisions to be Contained within One-Stop Partner Memorandums of Understanding WIA Section 121(c)(2) establishes the minimum contents that are required to be included within the One-Stop Partner MOU. It requires that the MOU must contain provisions describing:

- Services to be provided through the one-stop delivery system;
- How the costs of such services and the operating costs of the system will be funded;
- Methods for referral of individuals between the one-stop operator and the one-stop partners, for the appropriate services and activities; and
- The duration of the MOU and the procedures for amending the MOU during the term of the MOU.

To ensure that workforce investment boards meet these requirements, the State mandates that each WIB must include the following provisions within the One-Stop Partner MOU:

- Identification of Entities
 - Must identify the parties to the MOU, and which one-stop partner they represent.
- Provision of Services
 - Must identify the services to be provided through the one-stop delivery system by each partner; and
 - Describe how individuals will access the one-stop partner services through the one-stop system. Access may be in person or through electronic methods.

- Operating Costs for the Local One-Stop System
 - Must briefly describe any financial or non-financial arrangement that currently exists between one-stop partners; and
 - Must identify how the costs of the one-stop services and the operating costs of the one-stop system will be funded.
- Referral of Clients
 - Must describe how individuals will be referred to appropriate services and activities between WorkOne offices and one-stop partners.
- Duration
 - Must indicate the specific duration of the MOU
- Procedures for Amending MOU
 - Must describe the procedures for amending the MOU.
- Signature Page
 - Must be signed by the grant recipient or administrative entity or lead state official of the one-stop partner or his/her designee.
 - Must contain the name, title, and entity name on the signature line for each one-stop partner.
 - Some entities may represent more than one one-stop partner. For example, the Indiana Department of Workforce Development (DWD) represents multiple programs, such as Wagner-Peyser Act, Trade Act, VETS, and Unemployment, which are all required one-stop partners. DWD can sign the MOU one time for all required one-stop partners under its purview.

A sample one-stop partner memorandum of understanding is attached to this policy.

Impasse Situations

If, after reasonable efforts have been made to complete the MOU, an impasse situation occurs, the workforce investment board should seek assistance from the Department of Workforce Development and the State Workforce Innovation Council. Workforce investment boards are required to document the negotiations and efforts that have taken place which led to the impasse situation.

Effective Date: Immediately

Ending Date: Upon rescission

Ownership

DWD Policy
Indiana Department of Workforce Development
10 North Senate Avenue
Indianapolis, IN 46204
NKlinck@dwd.IN.gov

Action

Local workforce investment boards must develop and enter into a memorandum of understanding with all one-stop partners located within their local area following the requirements contained within this policy. Once completed, these MOUs must be included in the workforce investment board's local plan and made available to the public.

Attachments: SAMPLE MEMORANDUM OF UNDERSTANDING
SAMPLE One-Stop Partner MOU Service Matrix

ATTACHMENT

SAMPLE MEMORANDUM OF UNDERSTANDING

I) **Identifying Information**

The following organizations are entering into this Memorandum of Understanding (MOU) with the Workforce Investment Board (WIB) representing Region X:

- Indiana Department of Workforce Development (Wagner-Peyser Act Programs, Trade Act Programs, Title 38 Veterans' Programs, Unemployment Compensation Programs)
- Indiana Family Social Services Administration (Rehabilitation Act Programs, Senior Community Service Employment Programs)
- Indiana Department of Education (Adult Education and Family Literacy Programs)
- Ivy Tech Community College (Carl Perkins Post-secondary Vocational Education Programs)
- Local Area Community Action Program (Community Services Block Grant Programs)
- Transition Resources Corporation (Migrant and Seasonal Farm Workers Programs)
- Job Corps

II) **Provision of Services**

The attached chart identifies the services provided by each partner through the one-stop delivery system.

The partners entering into this MOU agree to continue to work with the WIB to develop new access or improve upon existing access to their services through the one-stop system. Each partner will work with the WIB to analyze available services and identify areas where access to services through the one-stop system could be improved. The partners agree to work with the WIB on continuous improvement of the one-stop system.

III) **Operating Expenses for the Local One-Stop System**

The one-stop system will be funded primarily through local Workforce Investment Act funds, and funds allocated to the local Department of Workforce Development programs (i.e. Wagner-Peyser, Veterans, Unemployment Compensation, and Trade Act). As other partners elect to negotiate with the workforce investment board to locate staff in WorkOne offices, financial agreements with those individual partners may be negotiated.

All one-stop partners assure that they will work with the WIB and the State to work out funding of operational costs pursuant to federal and state guidelines.

IV) Referral of Clients

All one-stop partners agree to establish a mechanism that facilitates the referral of individuals between WorkOne offices and the one-stop partners. Possible methods of referral may include electronic access to and transmittal of information, personal visits with staff, telephone contact, referral cards, or coordinated orientation sessions where all partner services are explained and representatives are present.

The one-stop partners agree to have a referral mechanism established within one year of this MOU, and that the MOU will be modified once the mechanism has been established.

V) Duration

This MOU will be in effect for two years for the period July 1, 2011 – June 30, 2013.

VI) Procedures for Amending

A partner may submit a written request to the workforce investment board for an amendment to this Memorandum of Understanding at any time. Such amendments will require the signatures of all partners and the WIB indicating agreement with the proposed changes on an amended MOU document.

VII) One-Stop Partner Signatures

The undersigned agree to enter into the Memorandum of Understanding for the period July 1, 2011 to June 20, 2013.

(Name)
Chairperson
Region X Workforce Investment Board

(Name)
(Title)
(Entity Name)

Attachment – SAMPLE One-Stop Partner MOU Service Matrix

Entity Name		WIB	DWD	FSSA	IDOE	Ivy Tech	CAP	TRC	Job Corps
	One-Stop Activity								
Core Services	Outreach/Intake	X	X	X	X	X		X	X
	Initial Assessment	X	X	X	X				X
	Job Search	X	X	X			X	X	X
	Job Placement	X	X	X			X	X	X
	Career Counseling	X	X	X	X	X	X	X	X
	Workshops	X	X						
	Supportive Services Info	X	X	X		X	X	X	X
	WIA Eligibility Determination	X	X						
	Follow-Up Services	X	X	X	X		X	X	X
	Eligible WIA Training Providers Info	X	X	X	X	X	X	X	X
Intensive Services	Comprehensive Assessment	X	X		X				
	Develop Individual Plan	X	X	X	X			X	X
	Career Planning	X	X	X		X	X	X	X
	Short-term Prevocational Services	X	X		X	X			
	Adult Basic Education Services	X	X		X	X			
Training Services	Individual Training Accounts/Occupational Skills Training	X	X	X		X	X	X	X
	On-the-Job Training	X	X						
Other Services	Work Experience	X		X				X	X
	Rehab Technology			X					
	Job Site Modification			X					
	Housing Assistance						X		