



# MEMORANDUM OF UNDERSTANDING

Northeast Iowa Workforce Development Board

Effective Date: July 1, 2024- June 30, 2027

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# MEMORANDUM OF UNDERSTANDING

## IowaWORKS System Operations

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

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

The Local Workforce Development Area (LWDA) includes the following counties: **Allamakee, Black Hawk, Bremer, Buchanan, Butler, Cerro Gordo, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Floyd, Franklin, Grundy, Hancock, Howard, Mitchell, Winnebago, Winneshiek, and Worth.**

The CLEO for the LWDA is **Heidi Nederhoff** who is a member of the **Grundy** County Board of Supervisors. Vice CLEO 1 is **Gary McVicker**, who is a member of the **Franklin** County Board of Supervisors. Vice CLEO 2 is **Sis Greiman**, who is a member of the **Hancock** County Board of Supervisors.

The Northeast Iowa Workforce Development Board selected the One-Stop Operator, Iowa Workforce Development (IWD), through a competitive procurement in accordance with the Uniform Guidance, WIOA and its implementing regulations, local procurement standards and rules, and IWD Policy # 1.4.7.3. All documentation for the competitive One-Stop Operator procurement and selection process is published and may be viewed at <https://www.iowawdb.gov/northeast/procurement>.

## Introduction

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Congress enacted The Workforce Innovation and Opportunity Act (WIOA) to strengthen our country's workforce development system by aligning its employment, training, and education programs. This alignment of program services will combine with a metrics-based assessment of performance to improve our workforce development system. WIOA prioritizes a forward-looking one-stop system that provides integrated employment, training, and education programs responsive to the employment needs of the system's customers: job seekers, employees, and businesses. This focus will result in a one-stop system that will lead to economic growth for the individual, State, and nation.

Iowa has previously taken steps to integrate and streamline its workforce services, but WIOA requires further integration between agencies and programs. The Parties to this memorandum of understanding (MOU) will come together to develop a partnership for workforce services delivery that fosters cooperation, collaboration, communication, and accessibility. This MOU sets forth the framework for local-level collaboration in pursuit of attaining the goals and meeting the requirements set forth by WIOA.

Iowa's one-stop delivery system is a locally driven system that provides the programs and services to achieve the goals set forth in the Iowa Unified State Plan.

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

## Purpose

The objective of this Memorandum of Understanding (MOU) is to establish clear guidelines for coordinating education, workforce, economic development, and other Partner programs and entities operating within the Northeast Iowa Workforce Development Area create a seamless, customer-focused One-Stop Center network that aligns service delivery across the board and enhances access to program services. The objective is to collectively design a streamlined process for the One-Stop Centers within the local area. This process will emphasize a seamless, customer-centered approach. This involves ensuring that service delivery is aligned and access to program services is enhanced. Partners can actively contribute to the establishment of community connections, fostering collaboration and synergy among various stakeholders. Partners are able to build community-benefiting bridges, rather than silos of programmatic isolation. These partnerships will reduce administrative burden and costs and increase 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.

The sections outlined herein reflect the commitment of the Partners to their job seeker and business customers, as well as to the overall Northeast Iowa Workforce Development Area community.

The goal is to create integrated locations and a unified structure and process or proactive, transparent, and effective job seeker and business services, coordinated by a seamless collaboration of talent development and support agencies.

### ***Vision Statement***

The Local Workforce Development Board (LWDB) will serve as a strategic leader and convener of local workforce development system stakeholders. The LWDB will partner with employers and the local workforce development system to develop policies and investments that support public workforce system strategies that support:

- The local economy;
- The development of effective approaches including local and regional sector partnerships and career pathways; and
- High quality, customer centered service delivery and service delivery approaches.

## IowaWORKS System Structure

The Northeast Iowa Local Workforce Development Area is made up of **3** comprehensive centers and **1** affiliate center. IowaWORKS System locations are listed in [Attachment A-1](#) and [Attachment A-2](#).

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

The **Northeast Iowa** Local Workforce Development Board (local WDB) selected the One Stop Operator, **Iowa Workforce Development**, through a competitive process in accordance with the Uniform Guidance, WIOA and its implementing regulations, and local procurement standards, laws, and regulations. All documentation for the competitive One Stop Operator procurement and selected process may be viewed on **Northeast Iowa Local Workforce Development Board** website at [iowadb.gov/northeast-iowa/home](http://iowadb.gov/northeast-iowa/home).

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

### Service Design

WIOA Section 121 identifies the Federal programs and requires that the services and activities under each of those programs must be made available through each local area's One Stop Delivery System. The entities that receive the Federal funds for each of these programs and/ or have the responsibility to administer the respective programs in the local area are required partners under WIOA. One stop centers 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)<sup>1</sup>

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

- In partnership with the NEIWDB 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 NEIWDB 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
  - NEIWDB Budget
  - Memorandum of Understanding and Infrastructure Funding Agreement(s)
- In partnership with the NEIWDB, conduct ongoing oversight of workforce development activities to assure appropriate management and use of funds and to maximize performance outcomes.

<sup>1</sup> [IWD Policy #1.2.1 CEO Roles and Responsibilities](#)

### Local Workforce Development Board<sup>2</sup>

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

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

### One Stop Operator<sup>3</sup>

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

- Develop an in-depth understanding of the one-stop partner programs, services, and performance requirements.
- Coordinate internal communication with core and required partners through regular meetings, face-to-face, and other forms of oral and written communication.
- Responsible for monthly core partner meetings and quarterly required partner meetings.
- Evaluate customer satisfaction survey data and propose service strategy changes to the NEIWDB based on findings. Maintain an 85% customer satisfaction rate.
- Develop and facilitate center in-service days and cross-training of staff for partner programs and promote educational opportunities.
- Assist the board in ensuring all partners are fulfilling responsibilities as outlined in the Memorandum of Understanding (MOU).
- Oversee and manage the referral process and recommend and assist in the development of strategies to increase partner referrals and co-enrollments.
- Implement strategies to create a workforce culture where information is shared across partners, and system technological barriers are overcome.
- Manage the One-Stop certification continuous improvement process for the IowaWORKS American Job Center.
- Assist in the development of a systemwide outreach strategy and educate partners on brand standard requirements for outreach materials and publications.
- Use technological solutions to implement tracking systems, improve external communication and improve systemwide outcomes and data collection.
- Submit written reports to the board and CEOs and participate in those meetings.
- Participate in committee meetings as assigned and prepare reports as needed.

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<sup>2</sup> [IWD Policy #1.4.3.1 Local Board Required Functions](#)

<sup>3</sup> [IWD Policy #1.4.7.1 Role of the One Stop Operator](#)

- Participate in bi-weekly meetings with the NEIWDB executive director.
- Keep appropriate records in an auditable manner as required by federal or state statutes and regulations, or NEIWDB requirements.

#### IowaWORKS Partners<sup>4</sup>

The management of the one-stop system is the shared responsibility of the NEIWDB, 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 NEIWDB and CLEO. In other words, the system is a total collaborative for the planning, operations, and management of local workforce services.

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

1. Provide access to their programs through the IowaWORKS system.
2. Use their program's funds to:
  - a. Provide career services.
  - b. Maintain the one-stop system and jointly fund it.
3. Sign the Memorandum of Understanding (MOU) with the NEIWDB.
4. Participate in the operation of the system.
5. Provide representation on the NEIWDB, as required, and participate on committees of the NEIWDB, as needed.
6. Each system Partner commits to cross-training of staff, as appropriate, and to providing other professional development 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. Participation in regularly scheduled meetings to exchange information in support of the above and encourage program and staff integration.

#### ***Required Partner Services***

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

Methods for providing access to each of the required services:

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

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

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<sup>4</sup> [20 CFR 678.420](#)

### Basic Career Services

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

### Individualized Career Services

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

### Training Services

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

### Follow up Services

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

### Youth Services

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

### Business Services

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

## Referrals

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

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

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

## Accessibility

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

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

programs (e.g., JAWS and DRAGON) and assistive listening devices must be available to ensure physical and programmatic accessibility within the IowaWORKS Center network.

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

## Outreach

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

The Northeast Iowa Workforce Development Board 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 Northeast Iowa'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 Northeast Iowa 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 NEIWDB's policy and procedure regarding the safeguarding of PII.
2. The collection, use, and disclosure of customer education records, and the PII contained therein, as defined under FERPA, shall comply with FERPA and applicable State privacy laws.

3. All confidential data contained in the UI wage records must be protected in accordance with the requirements set forth in 20 CFR 603.
4. All personal information contained in VR records must be protected in accordance with the requirements set forth in 34 CFR 361.38.
5. Customer data may be shared with other programs, for those programs' purposes, within the IowaWORKS Center network only after written consent of the individual has been obtained, where required.
6. Customer data will be kept confidential, consistent with Federal and State privacy laws and regulations.
7. All data exchange activity will be conducted in machine readable format, such as HTML or PDF, for example, and in compliance with Section 508 of the Rehabilitation Act of 1973, as amended. 29 CFR 794(d).

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

## Monitoring

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

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

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

## Dispute Resolution

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

applicable state agencies will designate an individual to negotiate and resolve any impasses involving state level partners.

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

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

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

## Terms and Conditions

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

### Confidentiality

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

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

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

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

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

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

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

## Non-Discrimination and Equal Opportunity

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

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

## Indemnification

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

## Severability

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

## Drug and Alcohol-Free Workplace

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

be cause for suspension or debarment under 2 CFR part 180, as adopted by the U.S. Department of Education at 2 CFR 3485, and the U.S. Department of Labor regulations at 29 CFR part 94.

### Certification Regarding Lobbying

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

### Debarment and Suspension

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

### Priority of Service

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

### Buy American Provision

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

### Salary, Compensation, and Bonus Limitations

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

## Non- Assignment

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

## Governing Law

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

## Amendment/ Modification

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

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

## Termination

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

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

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

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

## Effective Period

This MOU is entered into on **July 1, 2024**. This MOU will become effective as of the date of signing by the final signatory below unless any of the reasons in the Termination section above apply. Regardless of the effective period of this agreement, the Parties agree to review the contents of this agreement at least one time annually. This agreement shall be in effect until **June 30, 2027**.

## One-Stop Operating Budget: Mason City, Dubuque, Decorah, Waterloo

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 **Mason City, Dubuque, Decorah, and Waterloo** IowaWORKS Centers. The Parties to this MOU agree that joint funding is a necessary foundation for an integrated service delivery system. The goal of the operating budget is to develop a funding mechanism that:

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

The Partners consider this one-stop operating budget the master budget that is necessary to maintain the **Northeast Iowa Local Workforce Development Area** high-standard IowaWORKS network. It includes the infrastructure costs, as required by WIOA and its implementing regulations.

Partners 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.

### Cost Allocation Methodology

All Partners in the **Mason City, Dubuque, Decorah, and Waterloo** IowaWORKS Center are physically co-located in the IowaWORKS Center as outlined in Attachment C, with the exception of those outlined in Attachment C-5.

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

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

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.

IDB will contribute in-kind by providing braille and large print materials and assistive technology when appropriate and necessary.

### One-Stop Operating Budget

The 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.

#### Mason City One-Stop Operating Budget

Cost Item	Total
Postage	\$ 2,216.70
Printing	\$ 1,828.88
Equipment Rental	\$ 5,831.21
Other Supplies & Materials	\$ 1,401.68
Office Supplies	\$ 3,664.99
Long Distance	\$ 2,663.19
Express Mail	\$ 367.53
Communication Rentals	\$ 11,438.46
Paper Shredding Service	\$ 172.17
Building Rental	\$ 142,792.27
Outside Repairs & Service- Other	\$ 136.50
Commercial Trash Pickup	\$ 2,136.88
Custodial	\$ 28,940.66
Electricity	\$ 23,417.47
Gas	\$ 4,207.06
Water	\$ 1,090.07
Sewage	\$ 758.59
Fire Prevention Sys Ins/Maint	\$ 184.80
<b>Total</b>	<b>\$ 233,249.09</b>



**One-Stop Operating Budget**

The 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.

**Dubuque One-Stop Operating Budget**

<b>Cost Item</b>	<b>Total</b>
Other Office Supplies	\$ 807.85
Janitor Supplies	\$ 5.84
Printing Costs	\$ 5,047.97
GSE Mail Utility Fee	\$ 0.54
Express Mail	\$ 277.11
Postage	\$ 1,738.40
Cellular Phones Exp	\$ 290.37
Long Distance	\$ 16.85
Communication Rentals	\$ 10,597.32
Building Rental	\$ 77,113.42
Equipment Rental	\$ 5,036.37
Contractual Parking	\$ 17,879.59
Electricity	\$ 10,695.14
Gas	\$ 1,510.52
Security Systems Maintenance	\$ 389.42
Other Contractual Services	\$ 1,460.94
Custodial	\$ 16,168.14
<b>Total</b>	<b>\$ 149,035.78</b>

**One-Stop Operating Budget**

The 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.

**Decorah One-Stop Operating Budget**

<b>Cost Item</b>	<b>Total</b>
Other Office Supplies	\$ 879.86
Janitor Supplies	\$ 49.62
Educational & Training Supplies	\$ 420.08
Other Supplies & Materials	\$ 77.70
Printing	\$ 1,647.57
GSE Mail Utility Fee	\$ 0.23
Express Mail	\$ 133.52
Postage	\$ 567.67
Cellular Phones Exp.	\$ 263.97
ICN Voice Usage	\$ 1,273.37
Long Distance	\$ 1,854.37
Communication Rentals	\$ 9,114.76
Interconnection	\$ 661.50
Building Rental	\$ 34,209.04
Equipment Rental	\$ 1,350.83
Paper Shredding Service	\$ 126.34
Custodial	\$ 7,189.93
<b>Total</b>	<b>\$ 59,820.35</b>

**One-Stop Operating Budget**

The 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.

**Waterloo One-Stop Operating Budget**

<b>Cost Item</b>	<b>Total</b>
Other Office Supplies	\$ 743.45
Other Supplies & Materials	\$ 167.86
Printing Costs	\$ 2,170.33
GSE Mail Utility Fee	\$ 0.46
Express Mail	\$ 249.35
Postage	\$ 4,464.06
Pager/Paging Services	\$ 87.01
ICN Voice Usage	\$ 2.58
Long Distance	\$ 1,659.04
Communication Rentals	\$ 8,219.46
Building Rental	\$ 139,024.74
Equipment Rental	\$ 6,332.78
Electricity	\$ 6,458.32
Gas	\$ 5,787.93
Water	\$ 422.32
Sewage	\$ 681.45
Stormwater Fees	\$ 86.79
Other Contractual Services	\$ 3,900.86
Commercial Trash Pickup	\$ 411.72
Equipment Recycling Fees	\$ 12.47
<b>Total</b>	<b>\$ 180,883.00</b>

## Infrastructure Funding Agreement

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

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

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

## **MOU and IFA Attachments**

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**Attachment A-1: IowaWORKS Office Locations**

<b>Comprehensive Center Name</b>	<b>IowaWORKS Center- Mason City</b>
<b>Center Manager Name and Title</b>	Todd Oesterle, Operations Manager
<b>Mailing Address</b>	600 S. Pierce Avenue, Mason City, Iowa 50401
<b>Operating Hours</b>	Mon., Tues., Thurs., Fri. 8:00-4:30, Wed. 9:00-4:30 Sat., Sun. Closed
<b>Phone</b>	641-422-1543
<b>Email</b>	MasonCityIowaWorks@iwd.iowa.gov
<b>Website</b>	<a href="https://www.iowaworkforcedevelopment.gov/mason-city">https://www.iowaworkforcedevelopment.gov/mason-city</a>

<b>Comprehensive Center Name</b>	<b>IowaWORKS Center- Waterloo</b>
<b>Center Manager Name and Title</b>	Karen Siler, Operations Manager
<b>Mailing Address</b>	3420 University Avenue, Waterloo, Iowa 50701
<b>Operating Hours</b>	Mon., Tues., Thurs., Fri. 8:00-4:30, Wed. 9:00-4:30 Sat., Sun. Closed
<b>Phone</b>	319-235-2123
<b>Email</b>	WaterlooIowaWorks@iwd.iowa.gov
<b>Website</b>	<a href="https://www.iowaworkforcedevelopment.gov/waterloo">https://www.iowaworkforcedevelopment.gov/waterloo</a>

<b>Comprehensive Center Name</b>	<b>IowaWORKS Center- Dubuque</b>
<b>Center Manager Name and Title</b>	Marla Loecke, Operations Manager
<b>Mailing Address</b>	680 Main Street, 2 <sup>nd</sup> Floor, Dubuque, Iowa 52001
<b>Operating Hours</b>	Mon., Tues., Thurs., Fri. 8:00-4:30, Wed. 9:00-4:30 Sat., Sun. Closed
<b>Phone</b>	563-556-5800
<b>Email</b>	DubuqueIowaWorks@iwd.iowa.gov
<b>Website</b>	<a href="https://www.iowaworkforcedevelopment.gov/dubuque">https://www.iowaworkforcedevelopment.gov/dubuque</a>

<b>Affiliate Site Name</b>	<b>IowaWORKS Satellite Office- Decorah</b>
<b>Center Manager Name and Title</b>	Marla Loecke, Operations Manager
<b>Mailing Address</b>	312 Winnebago Street, Decorah, Iowa 52101
<b>Operating Hours</b>	Mon., Tues., Thurs., Fri. 8:00-4:30, Wed. 9:00-4:30 Sat., Sun. Closed
<b>Phone</b>	563-382-0457
<b>Email</b>	DubuqueIowaWorks@iwd.iowa.gov
<b>Website</b>	<a href="https://www.iowaworkforcedevelopment.gov/decorah">https://www.iowaworkforcedevelopment.gov/decorah</a>

**Attachment A-2: Partners' Other Locations**

<b>Partner</b>	<b>Location</b>	<b>Services</b>
<b>Title I-Adult, Dislocated Worker, Youth</b>	<b>Mason City Location:</b> 600 S. Pierce Avenue Mason City, Iowa 50401	See Attachment C
<b>Title I-Adult, Dislocated Worker, Youth</b>	<b>Waterloo Location:</b> 3420 University Avenue Waterloo, Iowa 50701	See Attachment C
<b>Title I-Adult, Dislocated Worker, Youth</b>	<b>Dubuque Location:</b> 680 Main Street, 2 <sup>nd</sup> Floor Dubuque, Iowa 52001	See Attachment C
<b>Title I-Adult, Dislocated Worker, Youth</b>	<b>Decorah Location:</b> 312 Winnebago Street Decorah, Iowa 52101	See Attachment C
<b>Title I-Adult, Dislocated Worker, Youth</b>	<b>Postville Location:</b> Postville Public Library 235 W. Tilden Street Postville, Iowa 52162 <i>(Wednesday's)</i>	See Attachment C
<b>Title II- North Iowa Area Community College- Adult Education and Literacy</b>	<b>Main Campus:</b> North Iowa Area Community College 500 College Dr. Mason City, Iowa, 50401	See Attachment C
<b>Title II- North Iowa Area Community College- Adult Education and Literacy</b>	<b>Charles City Campus:</b> North Iowa Area Community College- Charles City Center 203 Brantingham Street Charles City, Iowa 50616	See Attachment C
<b>Title II- North Iowa Area Community College- Adult Education and Literacy</b>	<b>Garner Campus:</b> North Iowa Area Community College- Garner Education Center 325 West 8 <sup>th</sup> Street Garner, Iowa 50438	See Attachment C

<p><b>Title II- North Iowa Area Community College- Adult Education and Literacy</b></p>	<p><b>Hampton Campus:</b> North Iowa Area Community College- Hampton Center, Center 1 5 Street SW Hampton, Iowa 50441</p>	<p>See Attachment C</p>
<p><b>Title II- North Iowa Area Community College- Adult Education and Literacy</b></p>	<p><b>Forest City Campus:</b> John V. Hanson Career Center 124 Nerem Drive South Forest City, IA 50436</p>	<p>See Attachment C</p>
<p><b>Title II- North Iowa Area Community College- Adult Education and Literacy</b></p>	<p><b>Mason City One-Stop Location</b> <i>(In-person, Wednesday's, direct linkage Monday-Friday):</i> 600 S. Pierce Avenue MasonCity, Iowa 50401</p>	<p>See Attachment C</p>
<p><b>Title II- Hawkeye Community College- Adult Education and Literacy</b></p>	<p><b>Main Campus:</b> Hawkeye Community College, Van G. Miller Adult Learning Center 120 Jefferson Street Waterloo, Iowa 50701</p>	<p>See Attachment C</p>
<p><b>Title II- Hawkeye Community College- Adult Education and Literacy</b></p>	<p><b>Waterloo One-Stop Location</b> <i>(In-Person Wednesday's 2:00-4:30 p.m., Direct linkage Monday-Friday):</i> 3420 University Avenue Waterloo, Iowa 50701</p>	<p>See Attachment C</p>
<p><b>Title II- Northeast Iowa Community College- Adult Education and Literacy</b></p>	<p><b>Main Campus:</b> Northeast Iowa Community College 1625 IA-150 Calmar, Iowa 52132</p>	<p>See Attachment C</p>
<p><b>Title II- Northeast Iowa Community College- Adult Education and Literacy</b></p>	<p><b>Dubuque Campus:</b> Northeast Iowa Community College 700 Main Street Dubuque, Iowa 52001</p>	<p>See Attachment C</p>
<p><b>Title II- Northeast Iowa Community College- Adult Education and Literacy</b></p>	<p><b>Waukon Campus:</b> Northeast Iowa Community College 1220 3<sup>rd</sup> Ave. NW Suite102 Waukon, Iowa 52172</p>	<p>See Attachment C</p>

<p><b>Title II- Northeast Iowa Community College- Adult Education and Literacy</b></p>	<p><b>Manchester Campus:</b>                  Northeast Iowa Community College                  200 ½ W. Main Street                  Manchester, Iowa 52057</p>	<p>See Attachment C</p>
<p><b>Title II- Northeast Iowa Community College- Adult Education and Literacy</b></p>	<p><b>Oelwein Campus:</b>                  Northeast Iowa Community College                  1400 Technology Drive RAMS Center                  Oelwein, Iowa 50662</p>	<p>See Attachment C</p>
<p><b>Title II- Northeast Iowa Community College- Adult Education and Literacy</b></p>	<p><b>Dubuque One-Stop Location</b>  <i>(In-Person Monday and Thursday 8:00-4:30, Direct linkage Monday-Friday):</i>                  680 Main Street, 2<sup>nd</sup> Floor                  Dubuque, Iowa 52001</p>	<p>See Attachment C</p>
<p><b>Title II- Northeast Iowa Community College- Adult Education and Literacy</b></p>	<p><b>Decorah One-Stop Location</b>  <i>(In-person Thursday and direct linkage Monday-Friday):</i>                  312 Winnebago Street                  Decorah, Iowa 52101</p>	<p>See Attachment C</p>
<p><b>Title III- Iowa Workforce Development</b></p>	<p><b>Mason City Location:</b>                  600 S. Pierce Avenue                  Mason City, Iowa 50401</p>	<p>See Attachment C</p>
<p><b>Title III- Iowa Workforce Development</b></p>	<p><b>Waterloo Location:</b>                  3420 University Avenue                  Waterloo, Iowa 50701</p>	<p>See Attachment C</p>
<p><b>Title III- Iowa Workforce Development</b></p>	<p><b>Dubuque Location:</b>                  680 Main Street, 2<sup>nd</sup> Floor                  Dubuque, Iowa 52001</p>	<p>See Attachment C</p>
<p><b>Title III- Iowa Workforce Development</b></p>	<p><b>Decorah Location:</b>                  312 Winnebago Street                  Decorah, Iowa 52101</p>	<p>See Attachment C</p>

<b>Title III- Iowa Workforce Development</b>	<b>Postville Location:</b> Postville Public Library 235 W. Tilden Street Postville, Iowa 52162 <i>(Wednesday's)</i>	See Attachment C
<b>Title IV- Iowa Vocational Rehabilitation Services (IVRS)</b>	<b>Mason City Location:</b> 600 S. Pierce Avenue Mason City, Iowa 50401	See Attachment C
<b>Title IV- Iowa Vocational Rehabilitation Services (IVRS)</b>	<b>Waterloo Location:</b> 3420 University Avenue Waterloo, Iowa 50701	See Attachment C
<b>Title IV- Iowa Vocational Rehabilitation Services (IVRS)</b>	<b>Dubuque Location:</b> 680 Main Street, 2 <sup>nd</sup> Floor Dubuque, Iowa 52001	See Attachment C
<b>Title IV- Iowa Vocational Rehabilitation Services (IVRS)</b>	<b>Decorah Location:</b> 312 Winnebago Street Decorah, Iowa 52101	See Attachment C
<b>Title IV- Iowa Vocational Rehabilitation Services (IVRS)</b>	200 Army Post Road, Suite 44 Des Moines, Iowa 50315	See Attachment C
<b>Title IV- Iowa Department for the Blind</b>	524 4 <sup>th</sup> Street Des Moines, Iowa 50309	See Attachment C
<b>Career and Technical Education (CTE) North Iowa Area Community College</b>	<b>Main Campus:</b> North Iowa Area Community College, 500 College Dr., Mason City, Iowa, 50401	See Attachment C

<b>Career and Technical Education (CTE) North Iowa Area Community College</b>	<b>Charles City Campus:</b> North Iowa Area Community College- Charles City Center 203 Brantingham Street Charles City, Iowa 50616	See Attachment C
<b>Career and Technical Education (CTE) North Iowa Area Community College</b>	<b>Garner Campus:</b> North Iowa Area Community College- Garner Education Center 325 West 8 <sup>th</sup> Street Garner, Iowa 50438	See Attachment C
<b>Career and Technical Education (CTE) North Iowa Area Community College</b>	<b>Hampton Campus:</b> North Iowa Area Community College- Hampton Center- Center 1 5 Street SW Hampton, Iowa 50441	See Attachment C
<b>Career and Technical Education (CTE) North Iowa Area Community College</b>	<b>Forest City Campus:</b> John V. Hanson Career Center 124 Nerem Drive South Forest City, IA	See Attachment C
<b>Career and Technical Education (CTE) Northeast Iowa Community College</b>	<b>Main Campus:</b> Northeast Iowa Community College 1625 IA-150 Calmar, Iowa 52132	See Attachment C
<b>Career and Technical Education (CTE) Northeast Iowa Community College</b>	<b>Dubuque Campus:</b> Northeast Iowa Community College 700 Main Street Dubuque, Iowa 52001	See Attachment C
<b>Career and Technical Education (CTE) Northeast Iowa Community College</b>	<b>Waukon Campus:</b> Northeast Iowa Community College 1220 3 <sup>rd</sup> Ave. NW Suite102 Waukon, Iowa 52172	See Attachment C
<b>Career and Technical Education (CTE) Hawkeye Community College</b>	<b>Main Campus:</b> Hawkeye Community College, 1501 East Orange Road Waterloo, Iowa 50701	See Attachment C

<b>Career and Technical Education (CTE) Hawkeye Community College</b>	<b>Cedar Falls Location:</b> Hawkeye Community College, 5330 Nordic Drive Cedar Falls, Iowa 50613	See Attachment C
<b>Senior Community Services Employment Program (SCSEP) AARP Foundation</b>	520 S. Pierce Avenue Mason City, Iowa 50401	See Attachment C
<b>Senior Community Services Employment Program (SCSEP) AARP Foundation</b>	223 E. 4 <sup>th</sup> Street Waterloo, Iowa 50703	See Attachment C
<b>Job Corps</b>	<b>Main Location:</b> 10 Opportunity Drive Denison, Iowa 51442	See Attachment C
<b>Job Corps</b>	<b>Waterloo Location:</b> 3420 University Avenue Waterloo, Iowa 50701	See Attachment C
<b>Native American Programs American Indian Council</b>	310 Armour Road Suite 205 North Kansas City, Missouri 64116	See Attachment C
<b>Native American Programs American Indian Council</b>	101 Iowa Ave. West, Suite 200 Marshalltown, Iowa 50158	See Attachment C
<b>National Farmworker Jobs Program Proteus, Inc.</b>	1221 Center Street Suite 16 Des Moines, Iowa 50309	See Attachment C

**Attachment B: Partners/ Parties to this Agreement**

Partner Program	Partner Organization	Authorizing Statute	Signatory	Signatory's Contact Information
<b>Chief Lead Elected Official</b>	CLEO	WIOA Title I	Heidi Nederhoff	<a href="mailto:heidi.nederhoff@grundycountyiowa.gov">heidi.nederhoff@grundycountyiowa.gov</a>
<b>Local Workforce Development Board, Chair</b>	NEIWDB	WIOA Title I	Jennifer Breister	<a href="mailto:jennifer@crownpointbuildersinc.com">jennifer@crownpointbuildersinc.com</a>
<b>One Stop Operator</b>	NEIWDB	OSO	Linda Rouse, AJC Division Administrator	<a href="mailto:linda.rouse@iwd.iowa.gov">linda.rouse@iwd.iowa.gov</a>
<b>Title I - Adult</b>	NEIWDB/North Iowa Area Community College	WIOA Title I Adult Program	Patti Hanson, Dean of Continuing Education, NIACC	<a href="mailto:Patti.hanson@niacc.edu">Patti.hanson@niacc.edu</a>
<b>Title I - Adult</b>	NEIWDB/Northeast Iowa Community College	WIOA Title I Adult Program	Amy Lasack, Vice President, Business and Community Solutions, NICC	<a href="mailto:lasacka@nicc.edu">lasacka@nicc.edu</a>
<b>Title I - Adult</b>	NEIWDB/One Cedar Valley	WIOA Title I Adult Program	Joy Briscoe, Executive Director, One Cedar Valley	<a href="mailto:Joy@onecedarvalley.com">Joy@onecedarvalley.com</a>
<b>Title I - Dislocated Worker</b>	NEIWDB/North Iowa Area Community College	WIOA Title I Dislocated Worker Program	Patti Hanson, Dean of Continuing Education, NIACC	<a href="mailto:Patti.hanson@niacc.edu">Patti.hanson@niacc.edu</a>
<b>Title I - Dislocated Worker</b>	NEIWDB/Northeast Iowa Community College	WIOA Title I Dislocated Worker Program	Amy Lasack, Vice President, Business and Community Solutions, NICC	<a href="mailto:lasacka@nicc.edu">lasacka@nicc.edu</a>
<b>Title I - Dislocated Worker</b>	NEIWDB/One Cedar Valley	WIOA Title I Dislocated Worker Program	Joy Briscoe, Executive Director, One Cedar Valley	<a href="mailto:Joy@onecedarvalley.com">Joy@onecedarvalley.com</a>
<b>Title I - Youth</b>	NEIWDB/North Iowa Area Community College	WIOA Title I Youth Program	Patti Hanson, Dean of Continuing Education, NIACC	<a href="mailto:Patti.hanson@niacc.edu">Patti.hanson@niacc.edu</a>

Partner Program	Partner Organization	Authorizing Statute	Signatory	Signatory's Contact Information
<b>Title I - Youth</b>	NEIWDB/ Northeast Iowa Community College	WIOA Title I Youth Program	Amy Lasack, Vice President, Business and Community Solutions, NICC	<a href="mailto:lasacka@nicc.edu">lasacka@nicc.edu</a>
<b>Title I - Youth</b>	NEIWDB/One Cedar Valley	WIOA Title I Youth Program	Joy Briscoe, Executive Director, One Cedar Valley	<a href="mailto:Joy@onecedarvalley.com">Joy@onecedarvalley.com</a>
<b>Title II - Adult Education &amp; Family Literacy</b>	North Iowa Area Community College	WIOA Title II, Adult Education and Family Literacy Act (AEFLA) Program	Kyle Clabby- Kane, State Title II Director	<a href="mailto:kyle.clabby@iwd.iowa.gov">kyle.clabby@iwd.iowa.gov</a>
<b>Title II - Adult Education &amp; Family Literacy</b>	Northeast Iowa Community College	WIOA Title II, Adult Education and Family Literacy Act (AEFLA) Program	Kyle Clabby- Kane, State Title II Director	<a href="mailto:kyle.clabby@iwd.iowa.gov">kyle.clabby@iwd.iowa.gov</a>
<b>Title II - Adult Education &amp; Family Literacy</b>	Hawkeye Community College	WIOA Title II, Adult Education and Family Literacy Act (AEFLA) Program	Kyle Clabby- Kane, State Title II Director	<a href="mailto:kyle.clabby@iwd.iowa.gov">kyle.clabby@iwd.iowa.gov</a>
<b>Title III - Wagner Peyser Act</b>	Iowa Workforce Development	WIOA Title III, Wagner Peyser	Linda Rouse, AJC Division Administrator	<a href="mailto:linda.rouse@iwd.iowa.gov">linda.rouse@iwd.iowa.gov</a>
<b>Title IV - Rehabilitation Act of 1973</b>	Iowa Department for the Blind	WIOA Title IV Iowa Vocational Rehabilitation	Keri Osterhaus, Program Administrator	<a href="mailto:Keri.osterhaus@blind.state.ia.us">Keri.osterhaus@blind.state.ia.us</a>
<b>Title IV - Rehabilitation Act of 1973</b>	Iowa Vocational Rehabilitation Services	WIOA Title IV Iowa Vocational Rehabilitation	James Williams, IVRS Administrator	<a href="mailto:james.williams@iwd.iowa.gov">james.williams@iwd.iowa.gov</a>
<b>Career and Technical Education</b>	Iowa Department of Education (North Iowa Area Community College)	Strengthening CTE for the 21 <sup>st</sup> Century Act (Perkins V)	Laurel Klinkenberg, Vice President of Academic Affairs and Student Learning, NIACC	<a href="mailto:Laurel.klinkenberg@niacc.edu">Laurel.klinkenberg@niacc.edu</a>

Partner Program	Partner Organization	Authorizing Statute	Signatory	Signatory's Contact Information
			Dennis Harden, CTE Bureau Chief	<a href="mailto:Dennis.harden@iowa.gov">Dennis.harden@iowa.gov</a>
<b>Career and Technical Education</b>	Iowa Department of Education (Northeast Iowa Community College)	Strengthening CTE for the 21 <sup>st</sup> Century Act (Perkins V)	Kathleen Nacos-Burds, Vice President of Teaching and Learning, NICC  Dennis Harden, CTE Bureau Chief	<a href="mailto:Nacos-burds@nicc.edu">Nacos-burds@nicc.edu</a>  <a href="mailto:Dennis.harden@iowa.gov">Dennis.harden@iowa.gov</a>
<b>Career and Technical Education</b>	Iowa Department of Education (Hawkeye Community College)	Strengthening CTE for the 21 <sup>st</sup> Century Act (Perkins V)	Lynn LaGrone, Provost and Vice President of Academic Affairs, HCC  Dennis Harden, CTE Bureau Chief	<a href="mailto:Lynn.lagrone@hawkeyecollege.edu">Lynn.lagrone@hawkeyecollege.edu</a>  <a href="mailto:Dennis.harden@iowa.gov">Dennis.harden@iowa.gov</a>
<b>Senior Community Services Employment Program (SCSEP)</b>	AARP Foundation	Title V Older Americans Act	Demetri Antzoulatos, VP Finance, Grants, Operations	<a href="mailto:dgantzoulatos@aarp.org">dgantzoulatos@aarp.org</a>
<b>Job Corps</b>	Denison Job Corps	United States Code Title 29, Chapter 32, Subchapter I, Part C	Christin DeVine, OA/CTS Manager	<a href="mailto:devine.christin@jobcorps.org">devine.christin@jobcorps.org</a>
<b>YouthBuild</b>	N/A	United States Code Title 29, Chapter 32, Subchapter I, Part D §3226	N/A	N/A
<b>Native American Programs</b>	American Indian Council	Indian and Native American (INA), WIOA § 166	Angel Peer, Executive Director	<a href="mailto:apeer@indiancouncil.net">apeer@indiancouncil.net</a>
<b>National Farmworker Jobs Program</b>	Proteus, Inc.	WIOA Section 167	Daniel Hoffman-Zinnel	<a href="mailto:danielz@proteusinc.net">danielz@proteusinc.net</a>

Partner Program	Partner Organization	Authorizing Statute	Signatory	Signatory's Contact Information
<b>State Unemployment Compensation Program</b>	Iowa Workforce Development	Chapter 96 of the Iowa Code	Scott Perkins, UI Division Administrator	<a href="mailto:Scott.perkins@iwd.iowa.gov">Scott.perkins@iwd.iowa.gov</a>
<b>Jobs for Veterans State Grant (JVSG)</b>	Iowa Workforce Development	Title 38, United States Code, Section 4102A (b) 5 (38 U.S.C. §4102A(b)5)	Linda Rouse, AJC Division Administrator	<a href="mailto:linda.rouse@iwd.iowa.gov">linda.rouse@iwd.iowa.gov</a>
<b>ReEntry Employment Opportunities (REO) program</b>	Iowa Workforce Development	2008 Second Chance Act( Public Law No.110-199)	Linda Rouse, AJC Division Administrator	<a href="mailto:linda.rouse@iwd.iowa.gov">linda.rouse@iwd.iowa.gov</a>
<b>Housing and Urban (HUD) Development E&amp;T programs</b>	N/A		N/A	N/A
<b>Community Services Block Grant (CSBG)</b>	Iowa Department of Health and Human Services		N/A	N/A
<b>Temporary Assistance to Needy Families (TANF)</b>	Iowa Workforce Development	Personal Responsibility and Work Opportunity Reconciliation Act of 1996	Michelle McNertney, WFS Division Administrator	<a href="mailto:michelle.mcnertney@iwd.iowa.gov">michelle.mcnertney@iwd.iowa.gov</a>
<b>RESEA</b>	Iowa Workforce Development	42 U.S. Code § 506 - Grants to States for reemployment services and eligibility assessments	Linda Rouse, AJC Division Administrator	<a href="mailto:linda.rouse@iwd.iowa.gov">linda.rouse@iwd.iowa.gov</a>
<b>Trade Adjustment Assistance (TAA) program</b>	Iowa Workforce Development	Trade Act of 1974	Michelle McNertney, WFS Division Administrator	<a href="mailto:michelle.mcnertney@iwd.iowa.gov">michelle.mcnertney@iwd.iowa.gov</a>
<b>Other</b>	Iowa Workforce Development	Ticket-to-Work	Michelle McNertney, WFS Division Administrator	<a href="mailto:michelle.mcnertney@iwd.iowa.gov">michelle.mcnertney@iwd.iowa.gov</a>
<b>Other</b>	Iowa Workforce Development	Home Base Iowa	Jamie Norton	<a href="mailto:Jamie.norton@iwd.iowa.gov">Jamie.norton@iwd.iowa.gov</a>

Partner Program	Partner Organization	Authorizing Statute	Signatory	Signatory's Contact Information
<b>Other</b>	Iowa Workforce Development	Reemployment Case Management (RCM) Program	Linda Rouse	<a href="mailto:linda.rouse@iwd.iowa.gov">linda.rouse@iwd.iowa.gov</a>

## Attachment C: Partner Services List

### ***Basic Career Services***

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

### ***Individualized Career Services***

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

### ***Follow Up Services***

- A. Follow Up Services

### ***Training Services***

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

### ***Youth Services***

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

### ***Business Services***

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

Attachment C-1: Career Services

Basic Career Services						
Partner	Program	In Center Full Time	In Center Part Time	Partner Program Provides Full Time	Partner Program Provides Part Time	Direct Linkage
North Iowa Area Community College, Northeast Iowa Community College, One Cedar Valley	Title I - Adult	A, B, C, D, E, F, G, H, I, J, K, L				
North Iowa Area Community College, Northeast Iowa Community College, One Cedar Valley	Title I - Dislocated Worker	A, B, C, D, E, F, G, H, I, J, K, L				
North Iowa Area Community College, Northeast Iowa Community College, One Cedar Valley	Title I - Youth	A, B, C, D, E, F, G, H, I, J, K, L				
Iowa Workforce Development (IWD)	Title II - Adult Education & Literacy (NIACC, NICC, HCC)		A, B, C, K			A, B, C, K
Iowa Workforce Development (IWD)	Title III - Wagner Peyser	A, B, C, D, E, F, G, H, I, J, K, L				
Iowa Department for the Blind	Title IV - Rehabilitation Act of 1973					B, C, L

<b>Iowa Vocational Rehabilitation Services / IWD</b>	Title IV - Rehabilitation Act of 1973	B, C, D, E, L				
<b>IWD</b>	Trade Adjustment Assistance (TAA)	A, B, C, D, E, F, G, H, I, J, K, L				
<b>AARP Foundation</b>	Senior Community Services Employment Program (SCSEP)		A, B, C, D			
<b>Denison Job Corps</b>	Job Corps	A, D, F, I, K, L				
<b>N/A</b>	YouthBuild					
<b>American Indian Council</b>	Native American Programs		A, B, C, D, E, F, G, H, I, J, K, L			
<b>Proteus, Inc.</b>	National Farmworker Jobs Program					A, B, C, D, E, F, J, H, I, J, K, L
<b>Career and Technical Education</b>	Iowa Department of Education (NIACC, NICC, HCC)					D, E, F, L
<b>IWD</b>	Temporary Assistance for Needy Families (TANF) - PROMISE JOBS	A, B, C, D, E, F, G, H, I, J, K, L				
<b>IWD</b>	Unemployment Compensation	D, E, F, J				
<b>IWD</b>	Jobs for Veterans State Grant (JVSG)	B, D, F, G, H, I, J, L				
<b>IWD</b>	Reentry Employment Opportunities (REO)	B, D, E, F, G, H, I, J				

<b>N/A</b>	Housing & Urban Development (HUD) Employment & Training Programs					
<b>N/A</b>	Community Services Block Grant (CSBG)					
<b>IWD</b>	Ticket to Work	B, C, D, E, F, I, K, L				
<b>IWD</b>	RESEA	A, B, C, D, E, F, I, K, L				
<b>IWD</b>	Reemployment Case Management (RCM)	B, C, D, E, I, J, K, L				
<b>IWD</b>	Home Base Iowa	A, B, C, D, E, F, I, K, L				

<b>Individualized Career Services</b>						
<b>Partner</b>	<b>Program</b>	<b>In Center Full Time</b>	<b>In Center Part Time</b>	<b>Partner Program Provides Full Time</b>	<b>Partner Program Provides Part Time</b>	<b>Direct Linkage</b>
<b>North Iowa Area Community College, Northeast Iowa Community College, One Cedar Valley</b>	Title I - Adult	A, B, C, D, F, G, H, J				
<b>North Iowa Area Community College, Northeast Iowa Community College, One Cedar Valley</b>	Title I - Dislocated Worker	A, B, C, D, F, G, H, J				
<b>North Iowa Area Community College, Northeast Iowa Community College, One Cedar Valley</b>	Title I - Youth	A, B, C, D, F, G, H, J				
<b>Iowa Workforce Development (IWD)</b>	Title II - Adult Education & Literacy (NIACC, NICC, HCC)		A, D, E, F, J			A, D, E, F, J
<b>Iowa Workforce Development (IWD)</b>	Title III - Wagner Peyser	A, B, C, D, F, G				
<b>Iowa Department for the Blind</b>	Title IV - Rehabilitation Act of 1973					D, E, F, H, I
<b>Iowa Vocational Rehabilitation Services / IWD</b>	Title IV - Rehabilitation Act of 1973	D, E, F, H, I				

<b>IWD</b>	Trade Adjustment Assistance (TAA)					
<b>AARP Foundation</b>	Senior Community Services Employment Program (SCSEP)		A, B, F, G, H			
<b>Denison Job Corps</b>	Job Corps					C, D, E, F, J
<b>N/A</b>	YouthBuild					
<b>American Indian Council</b>	Native American Programs					
<b>Proteus, Inc.</b>	National Farmworker Jobs Program					A, B, C, D, E, F, G, H, I, J
<b>Career and Technical Education</b>	Iowa Department of Education (NIACC, NICC, HCC)					D, E, F, H (NICC) D, E, F, H, J (HCC)
<b>IWD</b>	Temporary Assistance for Needy Families (TANF) - PROMISE JOBS	A, B, C, D, F, G, H, I				
<b>IWD</b>	Unemployment Compensation	D, E, F, J				
<b>IWD</b>	Jobs for Veterans State Grant (JVSG)	A, B, C, D				
<b>IWD</b>	Reentry Employment Opportunities (REO)	A, B, C, D				
<b>N/A</b>	Housing & Urban Development (HUD) Employment & Training Programs					
<b>N/A</b>	Community Services Block Grant (CSBG)					
<b>IWD</b>	Ticket to Work	B, D, F, G				
<b>IWD</b>	RESEA	B, F				
<b>IWD</b>	Reemployment Case Management (RCM)	B, D, F				
<b>IWD</b>	Home Base Iowa	A, B, D, F, G, I				

<b>Follow Up Services</b>						
<b>Partner</b>	<b>Program</b>	<b>In Center Full Time</b>	<b>In Center Part Time</b>	<b>Partner Program Provides Full Time</b>	<b>Partner Program Provides Part Time</b>	<b>Direct Linkage</b>
<b>North Iowa Area Community College, Northeast Iowa Community College, One Cedar Valley</b>	Title I – Adult	A				
<b>North Iowa Area Community College, Northeast Iowa Community College, One Cedar Valley</b>	Title I – Dislocated Worker	A				
<b>North Iowa Area Community College, Northeast Iowa Community College, One Cedar Valley</b>	Title I – Youth	A				
<b>Iowa Workforce Development (IWD)</b>	Title II – Adult Education & Literacy (NIACC, NICC, HCC)					
<b>Iowa Workforce Development (IWD)</b>	Title III – Wagner Peyser					
<b>Iowa Department for the Blind</b>	Title IV – Rehabilitation Act of 1973					
<b>Iowa Vocational Rehabilitation Services / IWD</b>	Title IV – Rehabilitation Act of 1973					
<b>IWD</b>	Trade Adjustment Assistance (TAA)					
<b>AARP Foundation</b>	Senior Community Services Employment Program (SCSEP)					
<b>Denison Job Corps</b>	Job Corps					A

	YouthBuild					
<b>American Indian Council</b>	Native American Programs					
<b>Proteus, Inc.</b>	National Farmworker Jobs Program					A
<b>Career and Technical Education</b>	Iowa Department of Education (NIACC, NICC, HCC)					
<b>IWD</b>	Temporary Assistance for Needy Families (TANF) – PROMISE JOBS					
<b>IWD</b>	Unemployment Compensation					
<b>IWD</b>	Jobs for Veterans State Grant (JVSG)					
<b>IWD</b>	Reentry Employment Opportunities (REO)					
<b>N/A</b>	Housing & Urban Development (HUD) Employment & Training Programs					
<b>N/A</b>	Community Services Block Grant (CSBG)					
<b>IWD</b>	Ticket to Work	A				
<b>IWD</b>	RESEA					
<b>IWD</b>	Reemployment Case Management (RCM)					
<b>IWD</b>	Home Base Iowa	A				

Attachment C-2: Training Services

Training Services						
Partner	Program	In Center Full Time	In Center Part Time	Partner Program Provides Full Time	Partner Program Provides Part Time	Direct Linkage
North Iowa Area Community College, Northeast Iowa Community College, One Cedar Valley	Title I – Adult	A, B, C, D, E, F, G, H, I				
North Iowa Area Community College, Northeast Iowa Community College, One Cedar Valley	Title I – Dislocated Worker	A, B, C, D, E, F, G, H, I				
North Iowa Area Community College, Northeast Iowa Community College, One Cedar Valley	Title I – Youth	A, B, C, D, E, F, G, H, I				
Iowa Workforce Development (IWD)	Title II – Adult Education & Literacy (NIACC, NICC, HCC)		A, D, F, G, H			A, D, F, G, H
Iowa Workforce Development (IWD)	Title III – Wagner Peyser					
Iowa Department for the Blind	Title IV – Rehabilitation Act of 1973					A, B, C, D, E
Iowa Vocational Rehabilitation Services / IWD	Title IV – Rehabilitation Act of 1973	A, B, C, D, E				

<b>IWD</b>	Trade Adjustment Assistance (TAA)	A, B, C, D, E, F, G, H, I				
<b>AARP Foundation</b>	Senior Community Services Employment Program (SCSEP)					
<b>Denison Job Corps</b>	Job Corps	A				A
	YouthBuild					
<b>American Indian Council</b>	Native American Programs		A, B, C, D, E, F, G, H, I			
<b>Proteus, Inc.</b>	National Farmworker Jobs Program					A, B, C, D, E, F, G, H
<b>Career and Technical Education</b>	Iowa Department of Education (NIACC, NICC, HCC)					C, D, F, G, H, I (NICC) C, G, H, I (HCC), C, D, F, G, H, I (NIACC)
<b>IWD</b>	Temporary Assistance for Needy Families (TANF) – PROMISE JOBS					
<b>IWD</b>	Unemployment Compensation					
<b>IWD</b>	Jobs for Veterans State Grant (JVSG)					
<b>IWD</b>	Reentry Employment Opportunities (REO)					
<b>N/A</b>	Housing & Urban Development (HUD) Employment & Training Programs					
<b>N/A</b>	Community Services Block Grant (CSBG)					
<b>IWD</b>	Ticket to Work					

IWD	RESEA						
IWD	Reemployment Case Management (RCM)						
IWD	Home Base Iowa						

Attachment C-3: Youth Services

Partner	Program	In Center Full Time	In Center Part Time	Partner Program Provides Full Time	Partner Program Provides Part Time	Direct Linkage
North Iowa Area Community College, Northeast Iowa Community College, One Cedar Valley	Title I - Adult					
North Iowa Area Community College, Northeast Iowa Community College, One Cedar Valley	Title I - Dislocated Worker					
North Iowa Area Community College, Northeast Iowa Community College, One Cedar Valley	Title I - Youth	A, C, D, E, F, G, H, I, J, K, L, M, N				
Iowa Workforce Development (IWD)	Title II - Adult Education & Literacy (NIACC, NICC, HCC)		A, B, D, E, G, I, J, K, M, N			A, B, D, E, G, I, J, K, M, N
Iowa Workforce Development (IWD)	Title III - Wagner Peyser					
Iowa Department for the Blind	Title IV - Rehabilitation Act of 1973					C, D, E, F, J, K, L, M, N
Iowa Vocational Rehabilitation Services / IWD	Title IV - Rehabilitation Act of 1973	C, D, E, F, J, K, L, M, N				
IWD	Trade Adjustment Assistance (TAA)					
AARP Foundation	Senior Community Services Employment Program (SCSEP)					

<b>Denison Job Corps</b>	Job Corps	G				A, B, C, D, E, F, G, I, J, K, M, N
<b>N/A</b>	YouthBuild					
<b>American Indian Council</b>	Native American Programs		A, B, C, D, E, F, G, H, I, J, K, L, M, N			
<b>Proteus, Inc.</b>	National Farmworker Jobs Program					C, D, F, G, H, I, K, M, N
<b>Career and Technical Education</b>	Iowa Department of Education (NIACC, NICC, HCC)					A, C, D, E, G, I, J, L, M, N (NICC) A, D, E, F, G, J, K, M, N (HCC)
<b>IWD</b>	Temporary Assistance for Needy Families (TANF) - PROMISE JOBS					
<b>IWD</b>	Unemployment Compensation					
<b>IWD</b>	Jobs for Veterans State Grant (JVSG)					
<b>IWD</b>	Reentry Employment Opportunities (REO)					
<b>N/A</b>	Housing & Urban Development (HUD) Employment & Training Programs					
<b>N/A</b>	Community Services Block Grant (CSBG)					
<b>IWD</b>	Ticket to Work	J, K, M				
<b>IWD</b>	RESEA					
<b>IWD</b>	Reemployment Case Management (RCM)					
<b>IWD</b>	Home Base Iowa					

Attachment C-4: Business Services

Partner	Program	In Center Full Time	In Center Part Time	Partner Program Provides Full Time	Partner Program Provides Part Time	Direct Linkage
North Iowa Area Community College, Northeast Iowa Community College, One Cedar Valley	Title I - Adult	A, B, C, D, E, F, G, H, I, J, K, L, M, N				
North Iowa Area Community College, Northeast Iowa Community College, One Cedar Valley	Title I - Dislocated Worker	A, B, C, D, E, F, G, H, I, J, K, L, M, N				
North Iowa Area Community College, Northeast Iowa Community College, One Cedar Valley	Title I - Youth	A, B, C, D, E, F, G, H, I, J, K, L, M, N				
Iowa Workforce Development (IWD)	Title II - Adult Education & Literacy		A, D, E, G, J (HCC, NIACC, NICC)			B, D, E, G, J (HCC, NIACC, NICC)
Iowa Workforce Development (IWD)	Title III - Wagner Peyser	A, B, C, D, E, F, G, H, M, N				
Iowa Department for the Blind	Title IV - Rehabilitation Act of 1973					C, G, L, K
Iowa Vocational Rehabilitation Services / IWD	Title IV - Rehabilitation Act of 1973	C, G, L, K				

<b>IWD</b>	Trade Adjustment Assistance (TAA)					
<b>AARP Foundation</b>	Senior Community Services Employment Program (SCSEP)					
<b>Denison Job Corps</b>	Job Corps	G, N				
<b>N/A</b>	YouthBuild					
<b>American Indian Council</b>	Native American Programs		A, B, C, D, E, F, G, H, I, J, K, L, M, N			
<b>Proteus, Inc.</b>	National Farmworker Jobs Program					
<b>Career and Technical Education</b>	Iowa Department of Education (NIACC, NICC, HCC)					A, B, G, M (NICC) A, B, G, M (HCC) A, B, G, M (NIACC)
<b>IWD</b>	Temporary Assistance for Needy Families (TANF) - PROMISE JOBS					
<b>IWD</b>	Unemployment Compensation					
<b>IWD</b>	Jobs for Veterans State Grant (JVSG)	A, B, C, D, F, G, N				
<b>IWD</b>	Reentry Employment Opportunities (REO)	B, C, D, F, G, M, N				
<b>N/A</b>	Housing & Urban Development (HUD) Employment & Training Programs					
<b>N/A</b>	Community Services Block Grant (CSBG)					
<b>IWD</b>	Ticket to Work					

IWD	RESEA					
IWD	Reemployment Case Management (RCM)					
IWD	Home Base Iowa	D, G, M				

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

Partner	Program	Service	Explanation
<b>Iowa Workforce Development (IWD) (North Iowa Area Community College, Northeast Iowa Community College, and Hawkeye Community College)</b>	Title II- Adult Education & Family Literacy	Adult Education and Literacy (AEL) programs, comprehensive and specialized assessments of skill levels and service needs, literacy training, English Language Acquisition	Assessments are conducted and classes are held at community college facilities. Part-time services are offered and listed above.
<b>Proteus, Inc.</b>	National Farmworker Jobs Program	Jobs Training services for youth (ages 14-24) and adult (ages 18+) individuals that have conducted agriculture work and meet low-income barriers. Services include financial support services and soft skill services. One year of follow-up is conducted after participants have entered their career.	Proteus, Inc. provides full-time services throughout the Northeast Iowa local area and has a permanent office in Iowa City. Services are available to IowaWORKS center customers through direct linkage.
<b>Proteus, Inc.</b>	National Farmworker Jobs Program	B=A-L I=A-J F=A T=A,B,D-H Y=B-N	Staff members can meet at different locations throughout the local area. Staff members at each center can connect to representatives to provide access to services to customers.
	Title I Dislocated Worker	Dislocated Worker Services	Rapid Response events can take place in other locations beyond the center and/or at the place of business. These services are in place for those that have been laid off due to no fault of their own.

<p><b>Iowa Department for the Blind</b></p>	<p>Title IV- Rehabilitation Act of 1973</p>	<p>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</p>	<p>Services are provided at several locations in the local area and virtually. In some instances, services are provided in the home by staff members.</p>
<p><b>Iowa Department of Education (Northeast Iowa Community College, North Iowa Area Community College, and Hawkeye Community College)</b></p>	<p>Career and Technical Education and Title II- Adult Education &amp; Family Literacy</p>	<p>Tutoring Services</p>	<p>Provides tutoring, study skills training for youth and adults that are enrolled in training programs on community college campuses.</p>
<p><b>Iowa Department of Education (Northeast Iowa Community College, North Iowa Area Community College, and Hawkeye Community College)</b></p>	<p>Career and Technical Education</p>	<p>B=D-F, K,L I=D-F,H,J T=C,D,F-H Y=A,C-E,G,I,J,L-N</p>	<p>Services are provided at several locations throughout the local area and are outlined above. Staff members at each center can connect to representatives at each community college to provide access to services to customers.</p>
<p><b>Iowa Workforce Development (IWD) (Northeast Iowa Community College, North Iowa Area Community College, and Hawkeye Community College)</b></p>	<p>Title II- Adult Education &amp; Family Literacy</p>	<p>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</p>	<p>Services are provided at several locations throughout the local area and are outlined above. Staff members at each center can connect to representatives at each community college to provide access to services to customers.</p>



## Attachment D: Referral Process

### LWDA: Northeast Iowa

#### IowaWORKS System Partners' Referral Process

##### **OVERVIEW:**

The Northeast Iowa Workforce Referral System serves to streamline communication and documentation between parties involved in referring individuals to specialized services among partners. By standardizing information collection, it ensures accurate record-keeping, coordinates care, and fosters accountability. Additionally, it enables data analysis for identifying trends and local area information for improvement in the referral process.

The Referral System in the Northeast Iowa local area supports the One Stop Centers ability to refer individuals to partners and track outcomes. The Workforce Innovation and Opportunity Act (WIOA) requires all partner staff to be trained and knowledgeable about all programs/services offered in each of the centers. The Referral System is for all WIOA core and required partners and any additional partners as defined by the Northeast Iowa local area.

##### **PURPOSE:**

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.

The Referral System supports staff knowledge about partner programs by providing program overview information directly in the referral form. Partner name and program description along with services provided and eligibility criteria is what is outlined in each program overview.

The Referral System supports “warm hand-off” referrals because it ensures individuals receive information about the referral they receive, the referrals will be accepted by a partner, and the referrals can be tracked highlights the key features and benefits of implementing a “warm hand-off” referral process in our system.

##### **PROCEDURE:**

###### ***Making a Referral:***

A referral will be made once a customer has expressed desire and agrees to work with a Core or Required partner agency.

Prior to making a referral, staff members must thoroughly assess and determine the most appropriate partner program for the customer. This involves a comprehensive examination of each program’s detailed overview, the services they offer, and the specific eligibility requirements. This approach allows referring partners to make informed referrals, guaranteeing that each customer is seamlessly connected with the program that best aligns

with their unique needs. This information is available directly in the referral form to ensure the proper program is receiving the referral.

Once staff members have determined which partner program customers need to be referred to they will continue to move forward with the referral process.

When a referral needs to be made to a Core or Required Partner program, the referring agency staff will complete a referral using an online Microsoft Form. Referrals can be made through the Referral Link here:

<https://forms.office.com/pages/responsepage.aspx?id=w9n8mLx5uEKUutEdyfB9-Ou8UTbyy2VJr4MsWyfh1uZUOE1JOUJFVzVOSzZDOEU4QkNRMDRRTU1XSi4u>

The referring agency will utilize the Microsoft Forms page to submit the referral. Upon submission, an email will be automatically generated and sent to the receiving agency only if selected in the referral form.

Staff will include the following required information on the referral form:

1. Name of Customer
2. Date of Birth
3. Veteran Status
4. Address
5. Phone Number
6. Email Address
7. Preferred Method of Contact
8. Additional Notes - specific information will be listed here regarding the referral - i.e. type of accommodation needed, industry field the customer is interested in, type of employment service needed, etc.

Once a proper referral has been completed the referred agency staff member who receives the referral will contact the customer for additional assistance and to set up an appointment.

***Receiving a Referral:***

1. Upon receiving a new referral, the following steps will be taken to contact the customer.
  - a. Contact Attempts:
    - The customer must be contacted within 48 hours of receiving the referral (via email, phone call, or text message).
    - Contact attempts may include the following communication scenarios phone call with voicemail, followed up by an email within one business day. Contact attempts are outlined in detail below.
    - IowaWORKS Email to Text System: Login to your IowaWORKS account and into your Dashboard. Create a message will be located at the bottom to send a text to a customer. Additional instructions:
      - Search for a person, add multiple individuals, or your entire caseload.
      - Put who the message is coming from.
      - Use recipients preferred contact information and click “text message”. If the customers preferred contact information is not a text message you will not be able to send a text to them.

- Send a message and it will send your message to the customer's phone.
- Customer will not be able to directly respond back via text message. Please include in your message on how you'd like them to contact you, ex) please call me at \_\_\_\_.
- Email to Text: Email to text, also known as email-to-SMS or email-to-text message, is a service that allows you to send an email message to a designated email address, which is then converted and delivered as a text message (SMS) to a mobile phone number. Additional instructions:
  - Most carriers already support email to text. This would also provide protection under FOIA as the conversation would be in the email system.
  - How to Use: Look up the carrier on Google and then use the appropriate email address. For instance, to send email to text to a Verizon customer the email is: [phonenumber@vtext.com](mailto:phonenumber@vtext.com). The one requirement is knowing the carrier for the customer.

**Contact Attempts:**

- a. Timely contact:
  - Aim to contact referrals as quickly as possible after receiving the referral. Timely communication is crucial for maintaining engagement and addressing the immediate needs of individuals seeking services.
  - Strive to make initial contact with the referred individual within 48 hours of receiving the referral. This prompt response demonstrates commitment and a sense of urgency in assisting the individuals with their employment or training needs.
- b. Follow-up Contacts:
  - Make a series of initial attempts to contact the referred individual. This may include phone calls, emails, or other agreed-upon communication methods.
  - Consider making at least three up to five attempts within a reasonable timeframe (e.g., over a two-week period) before assessing the situation.
  - Use multiple communication channels, if possible, to increase the likelihood of reaching the individual. For example, try phone calls, emails, and text messages.
  - Collaborate with partner organizations involved in the referral process. Share information about attempts to contact the individual, and collectively decide on the appropriate course of action.
  - Take into account the specific circumstances of the referred individual. If there are known challenges, such as limited availability during certain hours, adjust the timing and approach accordingly.
  - As always document each attempt and the method of communication. This documentation is valuable for tracking efforts, demonstrating due diligence, and providing a basis for decision making. Please refer to the editable referral spreadsheet.

**Method for Documenting Referrals:**

Agency staff include a case note describing the referral and to whom the referral was directed. This information is tracked in the agencies' respective case management systems. This includes referrals made to all core and required partners. Case notes should also be entered regarding all follow-up activities on those participants. Wagner-Peyser staff ensure a Wagner-Peyser application has been completed and that a referral service has been requested.

All contact attempts will be documented in the designated tracking sheet for accurate record-keeping and follow up purposes.

An editable spreadsheet of all referrals made can be generated from the referral form at any point, which is referenced to ensure contacts are made and for reporting purposes. The OSO holds the password access to the editable partner referral form and any partner who requests that must directly reach out to the OSO.

**Method for Tracking Status of Referrals:**

Each agency is responsible for tracking the outcomes of the referral in either IowaWORKS or their respective case management systems (only if the customer is in the system). The editable spreadsheet that is generated from the referral form is used for data purposes and ensuring those contacts are made and can be accessed at any point.

As mentioned above, the OSO holds the password access to the editable partner referral form and any partner who requests that must directly reach out to the OSO.

**Database(s) utilized for Documenting and Tracking Referrals:**

Digital documentation of each referral is maintained in the Form database. All partners are expected to track the outcomes directly in the editable referral system form. The One-Stop Operator will maintain and oversee the referral process system. Each agency is responsible for tracking the outcomes of the referral in their respective case management systems. Title II tracks via a spreadsheet due to the lack of a case management system.

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

All Core and Required partner staff have access to make referrals. The Referral Form used by Northeast Iowa is accessible to all staff members. Training sessions along with providing documentation and guidelines on how to navigate and use the online Microsoft form will be provided.

We commit to an ongoing process of improvement and adaptation to emerging accessibility standards and will continue to review and revise the referral form as needed.

We aim to create an inclusive environment where all staff members can effectively and independently use the Referral Form, ensuring equal access and participation in the referral process.

**Other information necessary regarding referrals:**

The referring entity shall ensure that appropriate release forms are promptly completed and submitted to meet the requirements of the partner agency. The referring entity commits to diligently adhering to all applicable privacy and confidentiality regulations while facilitating the timely

completion and submission of release forms to support the successful engagement of participants with partner agencies.

Check here if a Referral Form is attached (Attachment D-1).

## Attachment D-1: Referral Sheet

### Customer Information

40. Name of customer \*

41. Date of birth \*

42. Customer is a Veteran \*

Yes

No

43. Address (Street, City, State, Zip) \*

44. Phone number \*

45. Email Address \*

46. Preferred Method of Contact \*

Phone

Email

Other

**Information about who made referral**

48. What agency or Organization do you work for \*

- Title I Adult/Dislocated Worker & Youth Program
- IWD - Title III/Wagner-Peyser
- North Iowa Area Community College - NIACC
- Northeast Iowa Community College - NICC
- Hawkeye Community College (HCC)
- Iowa Vocational Rehabilitation Services (IVRS)
- Iowa Department for the Blind (IDB)
- PROTEUS, Inc.
- AARP
- Job Corps
- American Indian Council
- IWD - Trade Adjustment Act
- IWD - Migrant and Seasonal Farmworker (MSFW)

***\*Note- All partners are included in the actual referral form. For purposes of this MOU this is just an example of what this section looks like.***

49. Name of staff making the referral \*

50. Staff phone number \*

### Iowa Department for the Blind

This program provides assistance to persons who are blind or low vision prepare for, train for, obtain and maintain employment in a competitive integrated setting.

#### ELIGIBILITY GUIDELINES:

- Disability documentation
- Legal to work in the U.S

#### SUPPORT SERVICES:

- Benefits planning
- Assistive technology
- On-the-job support
- Referrals
- Transportation

#### DEPARTMENT FOR THE BLIND SERVICES:

- Blindness skills
- Job readiness assessment
- Rehabilitation technology training
- Independent living skills
- Adult orientation and adjustment
- Business Enterprises Program

**11. Is Iowa Department for the Blind the program you meant to refer to? If not, hit the back button below. \***

Yes

The referral process is an integral component of our MOU, facilitating seamless transitions for individuals seeking assistance within the Northeast Iowa local area. Through our referral form, a comprehensive list of our partners is readily accessible. Upon submission of a referral, pertinent information regarding available programs is automatically generated, ensuring accuracy and relevance. This prompt enables the referrer to verify the intended program, thereby guaranteeing that referrals are directed precisely to the appropriate partner program.

Our commitment to comprehensive service provision is reflected in the detailed information furnished for each program within the Northeast Iowa local area. This includes a thorough delineation of eligibility criteria, ensuring alignment with the individual's needs and circumstances. Additionally, a comprehensive overview of available supportive services is provided, encompassing a spectrum of resources aimed at addressing various barriers to employment and education. Furthermore, details regarding supplementary services offered by each program are outlined, encompassing vocational training, career counseling, job placement assistance, and other relevant support mechanisms.

By centralizing this information within the referral process, we aim to streamline access to services, optimize client outcomes, and foster collaborative partnerships within our network. This commitment underscores our dedication to empowering individuals in their pursuit of sustainable employment and economic self-sufficiency with the Northeast Iowa community.

To ensure accuracy and relevance of the referral process, information is updated and verified regarding our network partners and their respective programs. This commitment to maintaining up-to-date information is pivotal in providing individuals with the most current and accurate resources available.

## Attachment E: Accessibility Plan

LWDA: Northeast Iowa

### IowaWORKS System Partners' Accessibility Plan

#### How will partners ensure physical accessibility of the system?

Northeast Iowa is committed to creating and maintaining a workforce development system that is universally accessible to everyone, including customers with the most significant disabilities and barriers. Both internally and externally, the Center meets the latest standards of physical accessible design. Northeast Iowa's Physical Accessibility Plan is reviewed and maintained by the Northeast Iowa Workforce Development Board and reviewed by the Disability Access Committee (DAC). All partners will assist in reviewing, implementing, and maintaining the Accessibility Plan for the local area.

Partners can ensure physical accessibility of the system through a comprehensive approach that considers the needs of individuals with various disabilities. This begins with designing the physical space where the system is located to be inclusive. Compatibility with assistive technologies and regular accessibility audits to help to address any barriers effectively. Training staff members to be aware of accessibility issues and establishing feedback mechanisms for users with disabilities further contribute to creating an environment that is accessible to all individuals, promoting inclusivity and equal access.

System partners consult with the Iowa Department for the Blind, Iowa Vocational Rehabilitation Services, and the DAC to conduct accessibility items pertaining to parking, entrances, restrooms, doorways, and ADA related benchmarks that are required to provide full and equal access to customers, which includes timely provision of services and linkage with appropriate accommodations, as needed. ADA Assessments are completed and reviewed annually at each center.

Workforce partners are welcome to seek out accessibility studies of their physical spaces. Upon conducting an accessibility study, partners may encounter various recommendations and requirements for achieving compliance with accessibility standards such as the Americans with Disabilities Act (ADA) or other relevant regulations. IVRS and IDB can provide partners with technical support including interpreting the findings to accessibility studies, offering recommendations for achieving compliance, providing resources and training on accessibility best practices, and assisting with the implementation of necessary modifications or accommodations.

By collaborating with IVRS and IDB workforce partners can effectively bridge the gap between identifying accessibility issues and achieving compliance with relevant regulations. This partnership not only ensures that physical spaces are accessible to individuals with disabilities but also promotes culture of inclusivity and equal opportunity within the workforce.

#### How will partners ensure virtual accessibility of the system?

Partners will ensure virtual accessibility of the system through a multifaceted approach that prioritizes adherence to established accessibility standards and guidelines. Partners will provide

comprehensive documentation and support materials, including tutorials and help guides, designed with an accessibility mind.

Job seekers and businesses have access to the same information online as they do in the Center including initial intake and assessments. The local area will continue to consult the State Workforce Development Board to ensure that all information is accessible online. All virtual materials (websites, surveys, flyers, etc.) are compliant with Section 508 of the U.S. Department of Health and Human Services code and are frequently updated to ensure information accessed online is accurate. Virtual workshops, trainings, and other services conducted via video conferencing technology (Zoom, MS Teams, Google Meets, etc.) include Closed Captioning services for job seekers that are Deaf or hearing impaired.

Collaboration with the Disability Access Committee and incorporating feedback from participants with disabilities throughout the development process will further enhance virtual accessibility, ensuring that the system meets the diverse needs of customers and fosters a culture of inclusivity in the digital space.

#### **How will partners ensure communications accessibility?**

Communication channels and content are accessible and inclusive for all individuals, regardless of their specific disabilities, by providing alternative formats, clear language, and other accommodations as needed. Partners will ensure communications accessibility through a variety of strategies aimed at making information and interactions inclusive and accessible to all individuals, regardless of their abilities. This includes providing multiple communication channels to accommodate diverse needs, such as text-based communication for individuals who are deaf or hard of hearing, and audio or video options with captions or sign language interpretation for those who are blind or have low vision. Additionally, partners will prioritize the use of plain language and avoid jargon or complex terminology to ensure clarity and understanding for all audiences. An interpreter can be used for classes, workshops, training, and scheduled appointments, as necessary.

Regular assessments and user feedback will be solicited to identify any barriers to communication accessibility and make necessary adjustments to improve inclusivity. Training staff members on best practices for accessible communication and providing resources and support for individuals with disabilities will also be integral to ensuring that communication channels are inclusive and accessible to everyone. Each partner will offer necessary accommodations and ensure the availability of accessible equipment and services as required. Requests for accommodations can be submitted through any staff member at each of the centers in Northeast Iowa.

Overall, by prioritizing communication accessibility, partners can foster a more inclusive and equitable environment where all individuals have equal access to information and participation.

#### **How will partners ensure programmatic accessibility?**

Partners will ensure programmatic accessibility through a comprehensive approach that addresses the diverse needs of all individuals. This includes designing programs and services with inclusivity in mind, considering the requirements of individuals with disabilities from the outset. Partners will prioritize adherence to accessibility standards and guidelines, such as the Americans with Disabilities Act (ADA) and relevant regulations, to ensure that their programs are accessible to

everyone. Additionally, partners will provide accommodations and support services as needed, ensuring that individuals with disabilities can fully participate in and benefit from the programs offered. Regular assessments and feedback mechanisms will be in place to identify and address any barriers to accessibility, fostering a culture of continuous improvement and inclusivity within the programs. Through these efforts, partners will create a welcoming and accessible environment where all individuals, regardless of ability, have equal opportunities to engage and thrive.

Vocational Rehabilitation, the Iowa Department for the Blind and the Disability Access Committee (DAC) are accessible for consultation regarding accommodation inquiries. They are also capable of offering training and directing individuals to specific resources, such as the Job Accommodation Network (JAN). Job seekers who require reasonable accommodations can submit their requests to staff members. Staff will either provide accommodation if readily available or engage in discussions with management for further assistance if necessary. In cases where additional accommodation is required, staff members may escalate the request to the Associate Director. Subsequently, the Disability Access Committee will vote to approve the request.

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

The DAC serves as a local advisory group for accessibility and compliance questions and concerns. Partners will continue to update policies as needed and accessibility will continue to be evaluated. Ongoing training to partner staff on accommodations, accessibility and communication will continue as needed.

## Attachment F: Outreach Plan

LWDA: Northeast Iowa

### IowaWORKS System Partners' Outreach Plan

The purpose of a local outreach plan is to coordinate and implement effective outreach strategies to engage and inform potential participants, ensuring they have access to the comprehensive range of services and opportunities provided by our partner organizations.

Partners agree that meeting WIOA's mandate for increased access to workforce services is critical to the success of the local workforce and businesses. Individuals with barriers to employment are a priority as we work collaboratively to deliver workforce services. Outreach to these groups will occur in partnership with other WIOA and community partners who may serve these populations, as well as through paid outreach activities when needed. Targeted population groups include:

- Individuals with disabilities, including those with vision loss
- Displaced homemakers
- Low-income individuals
- Veterans
- Native Americans, including Indians, Alaska Natives and Native Hawaiians
- Individuals aged 55 and older
- Returning citizens
- Homeless individuals
- Youth who are in or have aged out of the foster care system
- English language learners (individuals with Limited English Proficiency (LEP))
- Individuals who have low levels of literacy
- Individuals facing substantial cultural barriers
- Eligible migrant and seasonal farmworkers
- Single parents, including single pregnant women
- Long term unemployed individuals
- Individuals within 2 years of exhausting lifetime eligibility under Part A of title IV of the Social Security Act

WIOA partners leverage the expertise and connections of each other and community partners to maximize access to services, conduct outreach and education with stakeholders within the local area, and participate in accessibility initiatives.

Monthly Core Partner and quarterly Required Partner meetings are scheduled to allow staff the opportunity to discuss additional outreach and referral services activities.

The One-Stop Operator will work to gather customer feedback from partners on the quality of services and the delivery of those services and customer satisfaction. The information gathered will assist in developing a strategic outreach plan for the local area.

The Northeast Iowa LWDA and its partners will develop and implement a strategic outreach plan that will include, at a minimum:

- Develop a local area outreach team who is responsible for executing the outreach plan with oversight from the One-Stop Operator.
- Outlining specific steps to be taken by each partner and how they will collaborate, coordinate efforts, and share responsibilities to ensure a seamless outreach process.
- An outreach plan to the local area's employers and business professionals.
- An outreach and recruitment plan to the local area's job seekers, included targeted efforts for populations most at-risk or most in need.
- An outreach and recruitment plan for out-of-school youth.
- Align with sector strategies and career pathways.
- Connections to registered apprenticeship.
- A detailed communication plan for messaging to internal audiences including communication channels, frequency of updates and strategies for maintaining partner engagement.
- Outreach information for all partners. Development of an outreach toolkit will be implemented.
- Regular use of social media.
- Clear objectives and expected outcomes.
- Develop procedures for collecting, analyzing, and reporting data on outreach progress and outcomes.
- Develop a training plan on effective outreach techniques, messaging and WIOA regulations.
- Leveraging of any statewide outreach materials relevant to the local area.

An effective outreach plan is essential for connecting potential participants with WIOA services and fostering collaboration among partners in the workforce system.

Partners will continue to collaborate and discuss the outreach plan at Core and Required Partner meetings to ensure that the outreach plan is dynamic and responsive to changing circumstances and stakeholder needs. Partners will regularly monitor, evaluate, and adjust the plan to ensure it aligns with local goals and objectives. The One-Stop Operator will oversee the Outreach Plan with support from NEIWDB staff.

### **Outreach Plan Next Steps**

The following steps will be completed:

- Partners will meet to clearly outline the goals, objectives, and expected outcomes of the outreach plan.
- Partners will identify target populations.
- Develop an outreach team for the local area with oversight from the One-Stop Operator.
- Create an outreach timeline for outreach activities and key initiatives.
- Develop a detailed communication plan and tailor messages to those specific populations.
- Develop an outreach toolkit that will be available to all partners in the local area.
- Choose appropriate communication channels to reach targeted audiences.
- Ensure that all partners are well-trained and are knowledgeable on outreach techniques, messaging and WIOA regulations.
- Track and report on outreach activities such as progress and outcomes.
- Collect feedback from key stakeholders to assess the effectiveness of the outreach plan and make continuous improvements as needed.

## Attachment G: Data Sharing Training Plan

LWDA: Northeast Iowa

### **IowaWORKS System Partners' Data Sharing Training Plan**

All staff will be trained in the protection, use, and disclosure requirements governing Personal Identifying Information (PII) and any other confidential data for all applicable programs, including FERPA- protected education records, confidential information in UI records, and personal information in Vocational Rehabilitation records. All partners should have standard operating procedures in place to address the protection of PII. A training plan will be developed by the Core Partners and the One-Stop Operator to cover confidentiality and PII, FERPA, confidential information in UI records, and personal information in VR records.

The One-Stop Operator will hold monthly Core Partner meetings and quarterly Required 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. All partners will ensure that their staff are trained in the use of PII upon hire and at least annually thereafter, including any training necessary to access the IowaWORKS database system. Every team member will be required to complete an acknowledgement form confirming their receipt of the mandatory training. The signed form will be stored in their personnel records and may be subject to periodic review.

The Northeast Iowa Local Workforce Development Board (NEIWDB) has developed a Personal Identifying Information (PII) policy, as required by WIOA. All customer PII will be properly secured in accordance with the NEIWDB policy and procedures regarding the safeguarding of PII. The Northeast Iowa PII policy can be found at <https://www.iowawdb.gov/northeast-iowa/policies>.

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

Minimal information is utilized in the referral process to ensure the receiving entity has enough to reach out to the customer without breaching data security guidelines. State agencies, including the Iowa Department of Education, Iowa Vocational Rehabilitation Services, and Iowa Workforce Development have data sharing agreements.

## Attachment H: Dispute Resolution Process

LWDA: Northeast Iowa

### IowaWORKS System Partners' Dispute Resolution Process

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

The following section details the dispute resolution process designed by the Partners when unable to successfully reach an agreement necessary to execute the MOU. A disagreement is considered to have reached the level of dispute resolution when an issue arises out of the development and negotiation of an MOU that is not easily coming to a point of resolution. It is the responsibility of the NEIWDB Chair (or designee) to coordinate the MOU dispute resolution to ensure that issues are being resolved appropriately. Any party to the MOU may seek resolution under this process.

1. All Parties are advised to actively participate in Local negotiations in a good faith effort to reach agreement. Any disputes shall first be attempted to be resolved informally.
2. Should informal resolution efforts fail; the dispute resolution process must be formally initiated by the petitioner seeking resolution. The petitioner must send a notification to the NEIWDB Chair (or designee) and all Parties to the MOU regarding the conflict within 10 business days.
3. The NEIWDB Chair (or designee) shall place the dispute on the agenda of a special meeting of the NEIWDB Executive Committee within 20 business days. The Executive Committee shall attempt to mediate and resolve the dispute. Disputes shall be resolved by the majority consent of the Executive Committee members present.
4. The Executive Committee must provide a written response and dated summary of the proposed resolution to all Parties to the MOU within 10 days of the decision.
5. The NEIWDB Chair (or designee) will contact the petitioner and the appropriate Parties to verify that all agree with the proposed resolution.
6. The decision of the Executive Committee shall be final unless the petitioner pursues further action through the state dispute process.

#### **State Dispute Resolution Process:**

If local attempts to resolve the dispute have been unsuccessful, the agency with the dispute shall notify Iowa Workforce Development (IWD). In this manner, IWD serves as a gatekeeper and convener

of the Core Partner Team who will seek resolution to the dispute. The agency with the dispute must send an email to [WIOAgovernance@iwd.iowa.gov](mailto:WIOAgovernance@iwd.iowa.gov) and follow these steps:

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

Upon receipt of the Dispute Resolution email, IWD will

- Acknowledge the receipt of the email.
- Provide all documentation to the WIOA Core Partner Working Group.
- The Core Partner Team will review the dispute and notify the appropriate Parties of its decision within 14 days of receipt of the dispute.
- If the Core Partner Team decision is not satisfactory to the agency with the dispute, the agency may appeal to the State Workforce Development Board. No local dispute may go directly to the SWDB without first being addressed by the Core Partner Team.

## Attachment I: Amendment/ Modification Process

LWDA: Northeast Iowa

### IowaWORKS System Partners' Amendment Process

#### **1. Notification of Partners**

When a partner wishes to modify the MOU, the Partner must first provide written notification to all signatories of the existing MOU and outline the proposed modification(s). Written notification must include the following:

- a. Requesting party's name and program representing
- b. The reason for the request. The request should clearly articulate the reasons for the modification, proposed changes, and any supporting information.
- c. Rationale and justification for the proposed modification. This should include a clear explanation of why the change is necessary, and any relevant data or evidence supporting the request.
- d. The desired date for the modification to become effective.

#### **2. Discussion/Negotiation**

Depending upon the type of modification, this can be accomplished through email communications of all the parties. If the proposed modification is extensive and is met with opposition, the NEIWDB Chair (or designee) may need to call a meeting of the parties to resolve the issue. Upon agreement of all parties, a modification will be processed.

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 NEIWDB, wherein the new party assumes all of the rights and obligations of the original party. Upon execution, the NEIWDB 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 NEIWDB Chair (or designee) must ensure that the process in the Dispute Resolution section as outline above is followed.

#### **3. Signatures**

The NEIWDB Chair (or designee) must immediately circulate the MOU modification and secure partner signatures. The modified MOU will be considered fully executed once all signatories have reviewed and signed. The modification may be signed in counterparts, meaning each signatory can sign a separate document as long as the NEIWDB Chair (or designee) acquires signatures of each party and provides a complete copy of the modification with each party's signature to all the other Parties.

The MOU will be considered fully executed once all parties receive a copy of the complete MOU including all MOU signature pages.

## Attachment J: Termination Process

LWDA: Northeast Iowa

### **IowaWORKS System Partners' Termination Process**

This MOU will remain in effect until the end date specified in the Effective Period, 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.
- A party breaches any provision of this MOU and such breach is not cured within thirty (30) days after receiving written notice from the NEIWDB Chair (or designee) specifying such breach in reasonable detail. In such event, the non-breaching party(s) shall have the right to terminate this MOU by giving written notice thereof to the party in breach, upon which termination will go into effect immediately.

If an MOU partner wishes to terminate the MOU agreement, the partner will submit in writing a request to the Executive Director/staff of the NEIWDB to terminate the agreement. The request will be presented to the Northeast Iowa Workforce Development Board for review. If no solution between the Northeast Iowa Workforce Development Board and MOU Partner can be reached to prevent termination of the agreement, the board will officially dissolve the agreement with the requesting MOU partner.

In the event of termination, the Parties to the MOU must convene within thirty (30) days after the breach of the MOU to discuss the formation of the successor MOU. At that time, allocated costs must be addressed. Any party may request to terminate its inclusion in this MOU by following the modification process identified in the Modification Process section above. All parties agree that this MOU shall be reviewed and renewed the lessor of every three years or whenever a new one stop operator is selected.

## Attachment K: Youth Strategic Plan

### I. Background

#### Northeast Iowa Workforce Area

The Northeast Iowa Local Workforce Development Area consists of Allamakee, Black Hawk, Bremer, Buchanan, Butler, Cerro Gordo, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Floyd, Franklin, Grundy, Hancock, Howard, Mitchell, Winnebago, Winneshiek, and Worth counties.

The Northeast Iowa Local Workforce Development Area is made up of three comprehensive centers and one affiliate center. The IowaWORKS comprehensive centers are located in Mason City, Waterloo, and Dubuque. The affiliate center is in Decorah.

NEIWDB Vision Statement: The Local Workforce Development Board (LWDB) will serve as a strategic leader and convener of local workforce development system stakeholders. The LWDB will partner with employers and the local workforce development system to develop policies and investments that support public workforce system strategies that support:

- The local economy,
  - The development of effective approaches including local and local area sector partnerships and career pathways; and
  - High quality, customer centered service delivery and service delivery approaches
- NEIWDB Goals Statement: The LWDB will work to achieve the following goals:
- The Area’s employers will have access to advanced, skilled, diverse, and Future Ready workers.
  - All Iowans in the Area will be provided access to a continuum of high-quality education, training, and career opportunities.
  - The Area’s one-stop delivery system will align all programs and services in an accessible, seamless, and integrated manner.

### II. Introduction

#### The Purpose of the Plan

**Improving Educational Outcomes:** Purpose of this youth strategic plan is to improve educational outcomes for youth to address academic achievement gaps, increase graduation rates, and improve overall educational attainment.

**Targeting Resources:** To help identify specific needs of Title I youth participants and allocate resources effectively.

**Community Engagement:** Provides an emphasis on community engagement and involvement. Fostering relationships with parents, local organizations, schools, and community leaders to create a collaborative approach to supporting Title I Youth participants.

**Holistic Approach:** Recognizing that educational success is influenced by various factors and to addressing those as part of the plan to working with each participant. Addressing not only academic needs but also social, emotional, and health-related aspects.

**Accountability and Evaluation:** Establishing mechanisms for monitoring progress and evaluating the effectiveness of interventions. Including setting benchmarks, collecting relevant data, and regularly assessing the impact of programs on the targeted outcomes.

**Equity and Inclusion:** Emphasizing principles of equity and inclusion, ensuring that all students, regardless of their socioeconomic background, have access to high-quality education and opportunities.

### III. Youth Program

#### Youth Goals

- Facilitate youth in exploring careers by providing opportunities to gain insights into high-demand occupations.
- Cultivate opportunities for hands-on work experiences that forge connections between young individuals and local employers, simultaneously instilling crucial work readiness skills.
- Promote community involvement by encouraging service learning, nurturing active civic engagement among young individuals.
- Assist all youth in attaining a high school diploma, GED, or an equivalent educational credential.
- Provide support for occupational training programs that lead to the attainment of relevant credentials.
- Implement targeted strategies to address and narrow the achievement gaps between Title I youth and their peers, with a focus on equity in educational outcomes.
- Identify and address service gaps for at-risk youth by leveraging available resources to effectively fill these gaps and provide comprehensive support.
- Establish robust systems for monitoring and evaluating the effectiveness of Title I programs, ensuring that resources are allocated efficiently and that programs are achieving their intended outcomes.
- Address the social and emotional development of Title I youth, implementing programs that support their well-being and create a positive and inclusive learning environment.
- Integrate technology in educational programs to enhance learning opportunities and ensure that Title I youth have access to the digital resources necessary for academic success.
- Effectively support Governor Reynolds work-based learning initiatives.
- Partner with state programs such as Iowa Jobs for American's Graduates (IJAG) to support our out-of-school requirements.
- Provide valuable services to Iowa's young adults who are at risk of becoming opportunity youth.

#### Youth Program Overview

Title I of WIOA outlines a broad youth vision that supports an integrated service delivery system and provides a framework through which states and local areas can leverage other Federal, state, local, and philanthropic resources to support in-school youth (ISY) and out-of-school youth (OSY).

Youth program career planners should deliver services in a customer-centered, high-quality manner which seeks to advance the following for participants:

- Enhanced skill sets
- Increased likelihood of entry into meaningful employment
- Enhanced chances of retaining employment leading to self-sufficiency, and
- Removal and reduction in barriers to employment

Iowa shares the commitment to providing high-quality services for all youth and young adults through the following activities:

- Career exploration and guidance
- Continued support for educational attainment
- Opportunities for skills training for in-demand industries and occupations, such as pre-apprenticeships or internships, and
- Job placement assistance in a field that supports a career pathway, enrollment in postsecondary education, or a Registered Apprenticeship

Iowa's youth program connects eligible youth to a continuum of services and activities, aimed at teaching the youth to navigate the appropriate educational and workforce systems based on an established career pathway. Services based on the unique needs of each individual participant are applied program wide.

### Out of School Youth

**Objective I:** 75% of Title I Youth funding must be spent on out-of-school youth.

**Strategy I:** Work to ensure Out of School youth are served alongside in-school youth.

- Launch a comprehensive 'Reconnect to Work' initiative that specifically targets out-of-school youth, providing tailored programs and resources to equip them with essential skills, mentorship opportunities, and employment readiness training, ultimately facilitating their smooth integration into the workforce.

#### A. Identify Target Groups

- Define and categorize out-of-school youth segments.
- Tailor outreach materials and messages to specific needs.

#### B. Community Engagement

- Collaborate with community organizations and local support networks.
- Organize events and meetings in community centers.

#### C. Flexible Workshop Scheduling

- Offer workshops during non-school hours to accommodate out-of-school youth.
- Provide resources for GED programs or alternative education options.

### Performance Accountability

Youth Performance is measured by five indicators:

- **Employment 2<sup>nd</sup> Qtr.**
- **Employment 4<sup>th</sup> Qtr.**
- **Median Earnings 2<sup>nd</sup> Qtr.**
- **Credential Attainment**
- **Measurable Skills Gain**

Our local area is preparing to commence negotiations with the state of Iowa in the near future. These negotiations are contingent upon the approval of expected performance levels by the Department of Labor (DOL) and the state of Iowa, a process that occurs every two years.

We anticipate initiating this negotiations process shortly, pending the approval of performance levels by DOL. Our Youth Strategic Plan will be promptly updated to reflect the finalized performance outcomes resulting from these negotiations.

This collaborative effort underscores our commitment to optimizing youth services and outcomes within our community, aligning with the state’s priorities, and ensuring the effective utilization of resources that benefit our youth.

<b>Performance Indicators</b>	<b>PY24 Expected Level of Performance</b>	<b>PY24 Negotiated Level of Performance</b>	<b>PY25 Expected Level of Performance</b>	<b>PY25 Negotiated Level of Performance</b>
<b>Employment (Second Quarter After Exit)</b>				
<b>Employment (Fourth Quarter After Exit)</b>				
<b>Median Earnings (Second Quarter After Exit)</b>				
<b>Credential Attainment Rate</b>				
<b>Measurable Skill Gains</b>				

### Resources and Partnerships

**Objective I:** Secure relevant materials, foster collaborations with community organizations, and building sustainable relationships to enrich and expand opportunities for the successful integration of youth into the workforce.

**Strategy I: Comprehensive Support Systems**

- Collaborate with community organizations to partner when providing services to youth to insure no overlap of programming and that all needs are being met.

- Optimize the distribution of funding, materials, and support services to ensure equitable access for young individuals.

#### **A. Identify Collaborative Partners**

- Engage with local schools, colleges, community organizations, and out-of-school youth support agencies.
- Explore potential partnerships for program development.

#### **B. Resource Allocation**

- Allocate resources efficiently to support outreach efforts.
- Ensure a budget for materials, workshops, and social media promotion.

#### **C. Implementation Timeline**

- Establish a timeline for plan execution, including milestones.
- Assign responsibilities and accountabilities.

### **Creating Awareness (In-School and Out-of-School Youth)**

**Objective I:** Efforts should be aimed at connecting with schools, youth, parents, community members and originations, etc., and engaging young people in various activities, programs, or opportunities that contribute to their personal and professional development. The goal is to reach out to the youth population, understand their needs, and provide them with resources and support to help them succeed.

#### **Strategy I: Outreach and Communication**

- Develop a strong online presence through social media, blog posts, and newsletters to reach and engage with a larger audience.
- Collaborate with schools to conduct workshops and presentations on the benefits of workforce development and the council's initiatives.
- Use success stories and testimonials from past participants to showcase the impact of the council's programs.

#### **A. School Mailing Lists and Announcements**

- Establish a presence in school newsletters and announcements.
- Create purposeful, youth-focused marketing materials.

#### **B. Social Media Integration**

- Develop a social media strategy for consistent youth outreach.
- Establish and maintain active social media accounts targeting youth. Such as Instagram, Facebook,
- Twitter and LinkedIn
- Highlight different aspects of the program throughout the year.

- Such as relevant information regarding the youth program, success stories, and upcoming youth events.

### **C. Youth-Friendly Website**

- Develop a user-friendly website with dedicated sections for youth resources and opportunities.
- Provide clear navigation and regularly update content.

### **D. Mobile Apps**

- Explore the development of mobile apps to reach youth where they are most active.
- Include features like job search tools, career guidance, and notifications about programs and events.

### **E. School Partnerships**

- Collaborate with schools to integrate information about youth programs into their curriculum.
- Conduct presentations and workshops in schools to directly engage with students.

### **F. Parental Workshops and Information Sessions**

- Organize workshops for parents to educate them about available youth programs and resources.
- Highlight the benefits of workforce development initiatives for their children.

### **G. Youth Ambassadors**

- Recruit and train youth ambassadors to represent and promote workforce development programs.
- Encourage peer-to-peer communication to increase program visibility.

### **H. Newsletters and Communication Campaigns**

- Develop regular newsletters providing updates on youth programs and success stories.
- Implement targeted email campaigns to keep stakeholders informed.
- Implement text messaging campaigns to send timely updates and reminders to youth.
- Ensure opt-in processes for privacy and consent.

### **I. Collaboration with Youth Organizations**

- **Leverage Youth Organizations:** Partner with existing youth organizations to expand outreach and network reach. Utilize their established networks and outreach capabilities to effectively engage with youth.
- **Collaborative Events:** Attend and collaborate on joint initiatives and events hosted by youth organizations. This includes participating in career fairs, workshops, and other activities that promote youth development and engagement.
- **Integrated Workshops:** Collaborate on integrating workforce development into educational programs through workshops and training sessions. Work together to design and deliver workshops that equip youth with essential skills and knowledge for the workforce, integrating relevant topics into existing educational programs.

### **J. Youth Outreach Schedule**

- Create a yearly plan for outreach activities.
- Ensure consistency and relevance to youth.

### **Strategy II: Enhance Skills and Knowledge/ Foster Career Exploration**

- Develop and offer a diverse range of skill-building workshops, training sessions, and online courses to equip youth with essential job-related skills.
- Establish partnerships with local educational institutions and industry experts to ensure the relevance and quality of the programs.
- Organize career fairs, industry tours, and job shadowing experiences to expose youth to various career paths.
- Utilize the online platform [Work in Iowa- Youth Jobs](#) or resource center that provides information about different industries, job roles, and career trajectories.

#### **A. School Presentations**

- Regularly schedule presentations/programming in schools to reach youth.
- Use engaging materials and real-life success stories.

#### **B. Workshops**

- Host workshops in the community to discuss the importance of workforce development for youth.
- Solicit feedback and input from community members.
- Conduct webinars and virtual events to engage with youth, parents, and community members.
- Provide opportunities for Q&A sessions and interactive discussions.

#### **C. Career Fairs**

- Participate in local community events, fairs, and festivals to raise awareness of the youth program and work-based learning opportunities.
- Set up informational booths to engage directly with community members.

### **Area Education Agencies (AEA)**

**Objective I:** Foster strategic partnerships with Area Education Agencies (AEA) in Iowa to streamline coordination and collaboration between the NEIWDB youth programs and educational initiatives, aiming to enhance the alignment of workforce development efforts with K-12 education systems, thereby facilitating smoother transitions for youth from school to career pathways.

**Area Education Agencies (AEA) are regional educational service agencies in Iowa. The primary purpose of the AEA is to provide support and services to the local school districts within their respective regions. These services may include professional development for teachers and staff, special education support, curriculum development, technology support, and administrative assistance.**

**AEAs work collaboratively with school districts to ensure that all students have access to high-quality education and support services. They also serve as a bridge between the Iowa Department of**

**Education and the local school districts, helping to implement state education initiatives and policies at the regional level.**

**Northeast Iowa and AEA along with our partners collaborate together to assist students with disabilities by providing services to explore career opportunities, post-secondary training programs available, and to identify supports needed to accomplish educational and career goals.**

These services are intended to benefit students or youth with disabilities as they transition from school to post-secondary life related to an employment outcome.

Some key strategies we are focused on with AEA include the following:

- **Career Exploration and Counseling:** AEAs and workforce organizations collaborate on career fairs, job shadowing, and workshops for resume building and interview skills.
- **Work-Based Learning Opportunities:** AEAs identify placements and provide support while workforce organizations offer internships, apprenticeships, and co-op programs.
- **Industry Partnerships:** AEAs and workforce organizations align curriculum with industry needs, offer certifications, and facilitate job placements through collaborations with local businesses.
- **Training and Skill Development:** Workforce organizations provide technical and soft skills training, while AEAs support with curriculum development and implementation.
- **Specialized Programs:** AEAs and workforce organizations create targeted programs for diverse groups, such as students with disabilities or those interested in STEM fields.
- **Resource Sharing:** Both organizations share facilities, equipment, and expertise to enhance programming for youth.
- **Data Sharing and Evaluation:** Collaborating organizations share data and assess program effectiveness to guide future improvements.
- **Joint Marketing and Outreach:** Collaborative marketing campaigns and outreach initiatives leveraging the expertise and resources of the AEA to support workforce development initiatives and strategies.
- **Integrated Referral System: Enhancing our referral process by integrating AEA into our system. This collaborative endeavor ensures efficient coordination of services facilitating a smooth transition for youth from school, where AEA offers comprehensive services, to other workforce partners within the One-Stop Center.**

## iJAG

**Objective I:** Forge a partnership with iJAG to integrate their proven youth development strategies into the NEIWDB initiatives, leveraging their expertise in providing comprehensive support to at-risk youth, fostering employability skills, and facilitating successful transitions into post-secondary education and the workforce.

**iJAG stands for “Iowa Jobs for America’s Graduates.” It is a nonprofit organization that operates school-to-work programs across Iowa aimed at helping students who face barriers to success in education and employment. iJAG works with middle school, high school, and out-of-school youth to provide them with academic support, career readiness skills, job training, and opportunities for personal development. iJAG focuses on helping students graduate, vocational training, or employment. Through a combination of classroom instruction, hands-on learning experiences, mentorship, and job placement services, iJAG aims to equip students with the skills and support they**

**need to achieve academic and career success. Some key strategies we are focused on with iJAG include the following:**

- **Career Exploration Workshops:** Collaborate on workshops exposing students to diverse careers and job market trends.
- **Mentorship and Coaching:** Offer mentorship programs for students alongside career counseling and interview preparation.
- **Work-Based Learning Opportunities:** Secure internships, apprenticeships, and job shadowing for students to gain practical experience.
- **Industry Partnerships:** Partner with local businesses to provide industry-specific training and job placement services.
- **Soft Skills Development:** Focus on communication, teamwork, and problem-solving skills through workshops and training sessions.
- **Financial Literacy and Entrepreneurship:** Incorporate financial literacy and entrepreneurship training into programs, with support for student ventures.
- **College and Career Readiness:** Prepare students for post-secondary education and careers through assistance with applications and career planning.
- **Resource Sharing:** Share facilities, equipment, and expertise to enhance program quality for youth.
- **Data Sharing and Evaluation:** Collaborate on data sharing and program evaluation to measure effectiveness and make improvements.

## Youth Service Delivery

**Objective I: The Title I Youth Program includes 14 elements for Service Delivery**

- Tutoring
- Alternative secondary school services
- Experiential learning opportunities such as paid or unpaid work experiences, pre-apprenticeship programs, internships or job shadowing, on-the-job training opportunities
- Occupational skills training
- Education offered concurrently with workforce preparation and training
- Leadership development opportunities
- Supportive services
- Mentoring
- Follow-up services
- Comprehensive guidance and counseling
- Financial literacy education
- Entrepreneurial skills training
- Services that provide labor market and employment information
- Postsecondary education and training preparation activities

## Youth Eligibility & Enrollment

**Objective I:** Eligibility is based on Out-of-School Youth ages 16-24, Not attending school and meets one or more of the following conditions. In-School Youth ages 14-21, Attending school, low-income, and meets one or more of the following conditions.

**Out-of-School Youth:**

- School dropout
- Recipient of a secondary school diploma or its recognized equivalent who is a low-income and is also either one of the following: Basic skills deficient or An English Language Learner
- Offender
- Homeless individual or a runaway
- Individual in foster care or has aged out of the foster care system
- Individual with a disability
- Low-income individual or person living in high-poverty area who requires additional assistance to enter or complete an educational program or to secure employment
- Pregnant or parenting

**In-School Youth:**

- Basic skills deficient
- English Language Learner
- Offender
- Homeless individual or a runaway
- Individual in foster care or has aged out of the foster care system
- Pregnant or parenting
- Individual with a disability

**Enrollment:**

For youth to be considered a participant in the WIOA Title I Youth Program, all of the following must occur:

- An eligibility determination must be made
- The provision of an objective assessment
- Development of an individual service strategy; and
- Participation in any of the 14 WIOA program elements (listed above)

**Pathway to Postsecondary Education In-School and Out-of-School Youth**

**Objective I:** Empower and prepare students for successful careers through accessible and relevant post-secondary education, fostering the acquisition of practical skills and knowledge that align with current workforce needs.

**Strategy I: Support Job Readiness and Placement/Promote Soft Skills Development**

- Provide resume-building workshops, interview preparation, and job search assistance to ensure youth are prepared for the job market.
- Collaborate with local businesses to create internship and apprenticeship opportunities for council members.
- Offer workshops and activities focused on communication, teamwork, problem-solving, and adaptability.
- Encourage participation in community service projects to enhance empathy, leadership, and civic engagement.

### **A. Highlighting Opportunities**

- Emphasize how WIOA can provide support for postsecondary education.
- Show a clear career advancement path.

### **B. Informational Meetings**

- Organize meetings for parents, youth, and community colleges.
- Discuss the benefits of WIOA and postsecondary opportunities.

### **C. In-School Workshops**

- Collaborate with partners to provide in-school workshops.
- Address the importance of education and training.

## **Peer Mentoring (In-School and Out-of-School Youth)**

**Objective I:** Foster a supportive learning environment through peer mentoring in both in-school and out-of-school youth workforce programs, aiming to enhance skill development, boost confidence, and encourage successful transitions from or to education, apprenticeships, and meaningful employment.

**Strategy I:** Introduce the 'Youth Peer Mentorship Initiative' to create a structured platform where experienced youth mentors guide and support their peers in navigating educational and workforce challenges. This initiative aims to foster a collaborative and empowering community, enhancing personal and professional growth among young individuals.

### **A. Mentorship Program**

- Pair current program participants with former graduates.
- Foster a supportive environment for guidance and advice.

### **B. Benefits of Peer Mentoring**

- Discuss the advantages of learning from peers.
- Share success stories to inspire and motivate.

## **Budget and Resource Allocation**

**75% of Title I Youth funding must be spent on out-of-school youth and 25% spent on in-school youth.**

### **Funding Requirements:**

- WIOA requires that 75% of youth funds be spent on out-of-school youth.
- At least 20% of local youth funds must be used for work experience activities. Approved activities include:
  - Summer jobs, pre-apprenticeships, on-the-job training, internships
  - Work experience is a planned learning experience that takes place for a limited set amount of time. Work experience must be designed to support the participant's education and career goals.

## Waiver

Pending approval of the State's waiver request, include if the LWDB will utilize the waiver to lower the out-of-school youth expenditure rate to 50%, or if the LWDB opts to retain the 75% out-of-school youth expenditure requirement.

If the LWDB opts to utilize the waiver, include:

- 1. A summary of the outreach strategies and partnerships the LWDB will utilize to engage out-of-school youth and ensure in-school youth participation is targeted to students in underserved populations;**
  - The Northeast Iowa Workforce Development Board opts to utilize the waiver to lower the out-of-school youth expenditure rate to 50%. By utilizing this waiver this would allow the NEIWDB to meet the needs of In-school youth in the Northeast Iowa local area as needed. This waiver would provide more flexibility for us to deliver youth services to those most in need and meet Northeast Iowa local area's workforce needs and demands, such as occupational skills credentials for youth, and providing intensive work readiness preparation such as work-based learning programs. Prioritizing out-of-school youth will continue, and reducing the spending requirement will strengthen initiatives aimed at preventing in-school youth from reaching that phase. The flexibility to increase services to In-School Youth provides a great opportunity to directly impact youth prior to graduation. This would allow for those organizations that serve ISY in Northeast Iowa to refer youth services while attending school, helping to streamline efforts to identify and locate those in need of assistance. Examining the provision of services to youth, particularly in the K-12 sphere, presents an opportunity to address the needs of economically disadvantaged In-School Youth (ISY) facing barriers. By refocusing our approach, we aim to offer employment and training opportunities that prepare in-school youth for careers in high-demand sectors. This includes facilitating work-based learning experiences such as on-the-job training and apprenticeships, equipping them with valuable skills for future career success.
- 2. Quantifiable projected programmatic outcomes resulting from implantation of the waiver;**
  - The 'Youth Peer Mentorship Initiative' will serve as a strong outreach plan for out-of-school youth by broadening its scope beyond program confines. To connect with a wider audience, the mentorship program will expand its pool of mentors to include not only current participants but also former graduates who have successfully transitioned to education, apprenticeships, or meaningful employment. This extended mentorship network will actively engage with community organizations, local businesses, and educational institutions, showcasing the program's supportive environment beyond its immediate boundaries. Success stories, both from mentors and mentees, will be leveraged as powerful outreach tools, disseminated through various channels like social media, community events, and local campaigns to inspire and attract out-of-school youth. Collaborative efforts with community partners will be initiated to create joint mentorship initiatives, extending the program's impact to a broader audience. Additionally, the initiative will embrace online platforms and social media to create a virtual extension, facilitating accessible mentorship opportunities for out-of-school youth. In this way, the 'Youth Peer Mentorship Initiative' transforms into a dynamic outreach plan, actively engaging and supporting out-of-school youth in the broader community. We are committed to strategically engaging in-school youth and underserved populations to ensure inclusivity and provide tailored support. Building strong partnerships with local schools, our plan involves collaborating with administrators, counselors, and teachers to understand the unique needs of in-school youth. We aim to integrate workforce development concepts into school curricula, offering educational

materials that align with academic standards. Active participation in school career fairs, assemblies, and support for career-focused clubs will enable direct interaction and showcase the benefits of workforce development programs. Recognizing the importance of in-person connection, including conducting workshops and seminars within schools, covering essential topics such as resume building and interview skills. Utilizing existing school communication channels, including newsletters and bulletin boards, we will regularly disseminate information about workforce development initiatives, ensuring consistent visibility. To cater to the preferences of in-school youth, we will establish a dynamic online presence through social media platforms and organize interactive webinars to share success stories and upcoming events. We plan to extend our focus to engaging educators, encouraging them to incorporate workforce development information into classroom discussions and providing resources for student enrichment. To further amplify our reach, the creation of a workforce youth council, with students who can serve as advocates, sharing their experiences and insights with their peers. Regular feedback sessions, including surveys and focus groups, will be established to continually understand the evolving needs and preferences of in-school youth, allowing us to adapt our outreach strategies effectively. Through these concerted efforts, the Northeast Iowa local area strives to create meaningful connections, raise awareness, and provide valuable resources to support the academic and career success of in-school youth and underserved populations.

**3. Individuals, groups, or populations benefiting, or otherwise impacted by the waiver; and**

- Lower the rate of students who are dropping out, with a specific focus on those facing significant barriers in both education and employment.
- Amplify in-school youth's access to hands-on work experiences and diverse learning opportunities, contributing to the State and local Workforce Development Boards' aim of allocating 20% of WIOA youth program funds to work-related initiatives.
- Strengthen accountability measures for youth performance, aligning with the criteria outlined in section 116(b)(2)(A)(ii) of WIOA in credential attainment and measurable skills gains.
- Expect an increase in the number of in-school youth acquiring industry-recognized credentials through their participation in training programs listed on the Eligible Training Provider List (ETPL).
- Stronger partnerships and relationships between K-12 school districts in Northeast Iowa.
- More youth may benefit from the program, leading to a potential increase in the economic impact as participants acquire skills and contribute positively to the workforce.
- Improved diversity and inclusion within the program, as it becomes more accessible to a broader range of youth, including those from economically disadvantaged backgrounds.

**4. How the LWDB plans to monitor waiver implementation progress, and the collection of measurable waiver outcome information.**

- The waiver request to lower the out-of-school youth expenditure rate to 50% will have far-reaching impacts across diverse segments of our community. In-school youth stand to benefit significantly, gaining enhanced access to workforce development opportunities while still enrolled in educational programs, thereby fortifying their readiness for future employment and academic success. Concurrently, the waiver still seeks to provide targeted support for out-of-school youth, addressing specific barriers to their reintegration into education or vocational

training programs. Educational institutions will experience increased collaboration with workforce development initiatives, aligning curriculum with industry needs, while employers and industries stand to gain from an expanded talent pool enriched by the inclusion of in-school youth. Community organizations supporting youth development will find new avenues for collaboration, and local communities in Northeast Iowa can expect economic growth, reduced unemployment, and an improved quality of life with a well-prepared and engaged youth population. Underserved populations will benefit from equitable access to workforce opportunities, fostering inclusivity and socio-economic equity. Policymakers, too, stand to gain from a more efficient and targeted workforce development strategy that aligns with broader education and economic goals, ensuring evidence-based decision-making for the benefit of our community as a whole. Parents and families in Northeast Iowa who have youth that have barriers to employment will see positive impacts as their children gain access to valuable educational and training opportunities. K-12 school districts in Northeast Iowa will be greatly impacted by the youth waiver as will help reduce drop rates as students can find meaningful alternatives and connections between their education and future employment. Employment and training opportunities for ISY can result in better career preparation. Students will have access to work-based learning experiences that align with high demand sectors. Monitor Waiver Implementation Progress Periodic reviews of the Title I Youth program each year will encompass an assessment of the waiver's influence on local programs, ensuring alignment with programmatic goals and desired outcomes. This process is designed to monitor expenditure rates, assess progress towards negotiated performance levels, and uphold the integrity of collected data. This approach guarantees that the stated goals, outlined in the State's Unified Plan and the Northeast Iowa's local plan, align consistently with the established objectives of WIOA, along with federal and state regulations. The annual report will be utilized to submit data. Data collected will include program engagement, participant demographics, educational achievements, and employment outcomes. Monitoring and oversight practices in Northeast Iowa will undergo changes to incorporate programmatic reviews. These reviews will entail sampling and evaluating the impact of this waiver on local programs, specifically assessing their performance outcomes. We will consider implementation of a quarterly reporting system that necessitates updates from the Title I Service Provider, outlining the advancements in youth programming across Northeast Iowa. These updates will be directly presented to the Executive Committee. Additionally, the Quarterly LWDB meetings will be utilized to scrutinize the progress and outcomes of the programs. The consistent reporting mechanism will enable board members to engage in discussions regarding challenges, share valuable insights, and make well-informed recommendations and decisions based on the collected data.

### **Work-Based Learning**

**Objective I:** Expand the availability and accessibility of work-based learning opportunities within the NEIWDB youth programs by establishing partnerships with local employers, industries, and community organizations, aiming to increase the number of youth participants engaged in internships, apprenticeships, job shadowing, and other hands-on experiences that align with their career interests and goals, ultimately enhancing their workforce readiness and employment prospects.

Work-Based Learning is an educational approach that integrates real-world work experiences into the academic curriculum. It provides students with opportunities to gain hands-on experience, develop job-related skills, and explore potential career pathways. Work-based learning experiences can take various forms, including internships, apprenticeships, co-op programs, job shadowing, and mentorships.

The primary goal of work-based learning is to bridge the gap between classroom learning and the demands of the workforce by giving students practical exposure to workplace environments, industry-specific tasks, and professional expectations.

A key priority of Governor Reynolds is the expansion of high-quality, in-depth Work-Based Learning opportunities; this means outcome-focused professional experiences, such as projects designed by industry experts and educators, internships, quality pre-apprenticeships, and Registered Apprenticeships, which engage students in building academic, technical, and soft skills. To do this, Iowa has set a goal to assist every high school to offer registered apprenticeship opportunities by the 2025-2026 school year.

The Northeast Iowa LWDB is focused on expanding high quality work-based learning experiences to provide exposure to high-demand fields and careers, creating pathways for all students—particularly for traditionally underrepresented students.

The Northeast Iowa LWDB is committed to the following strategies as we continue to support the State’s work-based learning initiatives:

**Expansion of Work-Based Learning Programs:** Increase the availability and accessibility of work-based learning opportunities for youth by expanding partnerships with local businesses, industry associations, and educational institutions to offer a diverse range of internships, apprenticeships, and job shadowing experiences.

**Customized Career Pathways:** Develop customized career pathways that integrate work-based learning experiences into the academic curriculum, allowing students to gain practical skills and insights relevant to their chosen career fields while earning academic credits.

**Employer Engagement and Outreach:** Strengthen engagement with local employers to identify industry needs, establish work-based learning opportunities tailored to current workforce demands, and encourage businesses to actively participate in mentoring, training, and hiring youth participants.

**Support Services for Youth Participants:** Provide comprehensive support services to youth participants in work-based learning programs, including career counseling, mentorship, transportation assistance, and financial incentives to ensure their success and retention in the program.

**Quality Assurance and Evaluation:** Implement quality assurance measures and evaluation mechanisms to assess the effectiveness of work-based learning initiatives, gather feedback from stakeholders, and continuously improve program design, implementation, and outcomes.

**Equity and Inclusion:** Ensure equitable access to work-based learning opportunities for all youth, including those from underrepresented and marginalized communities, by addressing barriers such as transportation, language, disability, and socioeconomic status, and promoting inclusive practices in program recruitment and delivery.

**Career Exploration and Guidance:** Offer career exploration activities, workshops, and resources to help youth explore various career options, identify their interests and strengths, and make informed decisions about their educational and career pathways, aligning work-based learning experiences with their career goals.

**Integration with Education and Training:** Integrate work-based learning opportunities seamlessly into the broader continuum of education and training programs, fostering collaboration between schools, colleges, vocational training providers, and workforce development agencies to ensure alignment with academic standards and workforce needs.

**Marketing and Outreach:** Develop targeted marketing and outreach campaigns to raise awareness about work-based learning opportunities among youth, parents, educators, and community stakeholders, highlighting the benefits of participation and showcasing success stories to inspire engagement and investment in the initiative.

Statewide Intermediary Work-Based Learning Network:

The purpose of the Statewide Intermediary Work-Based Learning Network is to prepare students for the workforce by facilitating cooperation and collaboration among businesses and entities within the state system of education. This is done by offering relevant, work-based learning activities to students and teachers from all school districts in Iowa. This network recently moved from Iowa Department of Education to Iowa Workforce Development.

### **Youth Committee and Stakeholder Involvement**

**Objective I:** Strengthen the engagement and collaboration of the Youth Committee and stakeholders by implementing a structured communication and feedback mechanism, organizing regular meetings, workshops, and focus groups, fostering a participatory decision-making process, and promoting diversity and inclusivity in representation to ensure that youth voices are heard and considered in the planning, implementation, and evaluation of youth programs and services.

#### **Strategy I: Establish Regular Meetings**

- Schedule regular meetings of the Youth Committee and stakeholders to facilitate ongoing communication, collaboration, and decision-making processes.

#### **Strategy II: Create Workshops and Training Sessions**

- Organize workshops and training sessions for committee members and stakeholders to enhance their understanding of youth development principles, effective engagement strategies, and best practices in youth programming.

#### **Strategy III: Develop Focus Groups**

- Form focus groups comprised of diverse youth populations to gather feedback, insights, and perspectives on their needs, interests, and experiences related to workforce development initiatives.

#### **Strategy IV: Promote Youth Representation**

- Actively recruit and involve youth representatives from different backgrounds, communities, and experiences to ensure that their voices are represented and valued in decision-making processes.

#### **Strategy V: Foster Partnerships**

- Cultivate partnerships with local schools, colleges, businesses, and community organizations to broaden the network of stakeholders involved in youth development efforts and leverage their resources and expertise.
- Assist the local area in collaborating with various stakeholders on how Title I provides cohesive services to the local area, to avoid duplication of services and to assist with leveraging our funding.
- Stakeholders included are educational institutions, employers, community organizations, local board members and CEOs, labor organizations, parents and families, youth representatives, chamber of commerce, economic development, faith-based organizations, and social services agencies.
- Educational Institutions: Schools, colleges, and vocational training centers are essential partners for providing education and skills training to youth, as well as facilitating transitions from education to employment.
- Employers: Engagement with employers is crucial for understanding workforce demands, providing work-based learning opportunities, and ensuring that youth acquire the skills needed for available job opportunities.
- Community Organizations: Nonprofits, youth-serving organizations, and community-based agencies often play a significant role in providing support services, mentoring, and outreach to young people, particularly those facing barriers to employment.
- Youth Representatives: Involving young people themselves in the decision-making process ensures that programs and services are relevant to their needs and experiences, empowering them to take ownership of their career development.
- Parents and Families: Engaging parents and families is essential for providing a support network for youth and ensuring that they have the necessary resources and encouragement to pursue their educational and career goals.

#### **Strategy VI: Conduct Needs Assessments and Facilitate Feedback Mechanisms**

- Conduct needs assessments and surveys to identify gaps, barriers, and opportunities in youth services and engagement, informing the development of targeted strategies and initiatives.
- Establish formal feedback mechanisms, such as suggestion boxes, surveys, or designated feedback sessions, to solicit input and suggestions from youth participants and stakeholders on program improvements and adaptations.

#### **Strategy VII: Youth Committee Defined**

- **Purpose**
  - To oversee and guide youth workforce development initiatives, ensuring alignment with the goals of the Workforce Innovation and Opportunity Act (WIOA), conducting needs assessments, monitoring program effectiveness, fostering collaboration among stakeholders, shaping policy, advocating for youth interests, and engaging with young people to promote access to education, training, and employment opportunities.
- **Role**
  - To oversee the implementation and coordination of programs and services aimed at assisting youth people in achieving their educational and employment goals. This committee works to ensure that the needs of youth, particularly those facing barriers to employment,

are addressed effectively through various initiatives and resources provided under the Workforce Innovation and Opportunity Act (WIOA).

- To collaborate with other local workforce development boards, educational institutions, employers, and community organizations to identify gaps in services and develop strategies to meet the unique needs of young individuals entering the workforce.
- Evaluating the effectiveness of youth-focused programs, advocating for policy changes, and promoting innovative approaches to support youth development and career readiness. By facilitating partnerships and engaging stakeholders, they strive to create pathways for youth to acquire skills, gain work experience, and ultimately achieve long-term success in their careers.
- **Goals and Objectives**
  - Develop strategies to address the needs of youth
  - Ensure compliance with WIOA requirements
  - Oversee eligible youth program responsibilities
  - May serve as the youth program RFP procurement reviewers
  - Develop youth program language for the local and regional plans
  - Suggest ways to leverage resources and coordinate services
  - Provide ongoing leadership and support for continuous quality improvement for local youth programs
  - Increase work experience opportunities
- **Committee Member Expectations**
  - Advise board on how to direct funds to implement youth services to best meet the needs of youth in the local area
  - Create a formal working relationship with the board
  - Build community awareness and demonstrate leadership
  - Address key development, education, and employment issues affecting youth
  - Facilitate coordination of youth activities in the community
  - Influence and leverage other community youth funds and services
  - Address specific needs of youth in the community
  - Engage and partner with the business community

### **Continuous Improvement/Evaluation and Feedback (In-School and Out-of-School Youth)**

**Objective I:** With the objective of continuously assessing effectiveness, identifying areas for improvement, and gathering input from stakeholders, to ensure the plan remains responsive to the evolving needs of young individuals pursuing employment and career development.

#### **Strategy I: Evaluation and Reporting**

- Regularly assess progress through quantitative metrics (e.g., program participation, job placements) and qualitative feedback.
- Prepare annual reports outlining achievements, challenges, and future plans.
- Report monthly to the Youth Standing Committee.

#### **A. Regular Assessment**

- Continuously monitor the effectiveness of outreach and programs.

- Collect data on participation and impact.

### **Strategy II: Monitoring and Adaptions**

- Seek input from council members, mentors, and partners to identify areas for improvement.
- Adapt programs and strategies based on changing market trends and feedback.

#### **A. Feedback Mechanisms**

- Use feedback to adapt and improve strategies.
- Highlight the importance of involving stakeholders in the decision-making processes.
- Analyze common themes, concerns, and suggestions.

#### **B. Stakeholder Engagement**

- Outline a detailed plan for engaging stakeholders throughout the development and implementation of the Youth Strategic Plan.
- Outline methods of engagement, such as surveys, focus groups, town hall meetings, and interviews.
- Establish clear channels for stakeholders to provide input and feedback on the Youth Strategic Plan.
- Recognize and acknowledge the contributions of stakeholders in the plan development.
- Publicize the involvement of stakeholders to enhance community buy-in.

**Attachment L: Negotiations/Meeting Summary**

<b>LWDA: Northeast Iowa</b>		
<b>Date of Meeting</b>	<b>Program</b>	<b>Notes</b>
<b>4/14/2023</b>	AEL- NICC	Discussed role as a required partner and the purpose of the MOU.
<b>8/1/2023</b>	Core Partners	Reviewed the Accessibility Plan located in the MOU during a regularly scheduled Core Partner Meeting.
<b>9/11/2023</b>	Core Partners	Reviewed the Accessibility Plan located in the MOU during a regularly scheduled Core Partner Meeting.
<b>9/25/2023</b>	Title I- Service Provider	Reviewed service provided and completed attachments C-1 through C-5
<b>9/25/2023</b>	Title II- AEL- NICC	Reviewed service provided and completed attachments C-1 through C-5
<b>9/25/2023</b>	Title II- AEL- NIACC	Reviewed service provided and completed attachments C-1 through C-5
<b>9/25/2023</b>	Title II- AEL- HCC	Reviewed service provided and completed attachments C-1 through C-5
<b>9/25/2023</b>	Title III- WP	Reviewed service provided and completed attachments C-1 through C-5
<b>9/25/2023</b>	TAA- IWD	Reviewed service provided and completed attachments C-1 through C-5
<b>9/25/2023</b>	UI- IWD	Reviewed service provided and completed attachments C-1 through C-5
<b>9/25/2023</b>	JVSG- IWD	Reviewed service provided and completed attachments C-1 through C-5
<b>9/25/2023</b>	REO- IWD	Reviewed service provided and completed attachments C-1 through C-5

<b>9/25/2023</b>	RESEA- IWD	Reviewed service provided and completed attachments C-1 through C-5
<b>9/25/2023</b>	TANF- IWD	Reviewed service provided and completed attachments C-1 through C-5
<b>9/25/2023</b>	Ticket-to-Work- IWD	Reviewed service provided and completed attachments C-1 through C-5
<b>9/25/2023</b>	Title IV- IDB	Reviewed service provided and completed attachments C-1 through C-5
<b>9/25/2023</b>	Title IV- IVRS	Reviewed service provided and completed attachments C-1 through C-5
<b>9/25/2023</b>	Job Corps	Reviewed service provided and completed attachments C-1 through C-5
<b>9/25/2023</b>	SCSEP- AARP Foundation	Reviewed service provided and completed attachments C-1 through C-5
<b>9/25/2023</b>	Native American Programs- American Indian Council	Reviewed service provided and completed attachments C-1 through C-5
<b>9/25/2023</b>	National Farmworker Jobs Program- Proteus	Reviewed service provided and completed attachments C-1 through C-5
<b>10/3/2023</b>	Core Partners	Reviewed the Partner Service List provided during a regularly scheduled Core Partner Meeting.
<b>10/9/2023</b>	CTE- NICC	Reviewed service provided and completed attachments C-1 through C-5
<b>10/9/2023</b>	CTE- NIACC	Reviewed service provided and completed attachments C-1 through C-5
<b>10/9/2023</b>	CTE- HCC	Reviewed service provided and completed attachments C-1 through C-5
<b>10/12/2023</b>	Required Partners	Provided an MOU/IFA presentation during a regularly scheduled Required Partner Meeting.
<b>10/18/23</b>	CTE- HCC	Reviewed partner services offered at HCC.

<b>11/7/2023</b>	Core Partners	Provided an MOU/IFA presentation during a regularly scheduled Core Partner Meeting.
<b>11/7/2023</b>	All Partners	Sent Draft MOU Language for all Partners to review.
<b>11/7/2023</b>	CTE- NIACC	Reviewed partner services offered at NIACC.
<b>12/1/2023</b>	All Partners	Reviewed staff hours, FTEs, number of staff members, customers serviced, etc. for purposes of drafting language for the One-Stop Operating Budget.
<b>12/5/2023</b>	Core Partners	Reviewed Draft MOU Language during a regularly scheduled Core Partner Meeting.
<b>12/7/2023</b>	Required Partners	Reviewed Draft MOU Language during a regularly scheduled Required Partner Meeting.
<b>12/19/2023</b>	All Partners	Sent language out to all Partners regarding the Stronger Workforce for America Act (H.R. 6655) and how those proposed changes might impact the IFA.
<b>1/17/2024</b>	Title II- AEL- HCC	Discussed the Title II presence in the Waterloo IowaWORKS office.
<b>3/20/2024</b>	All Partners	Sent the One-Stop Operating Budget for each office.
<b>3/30/2024</b>	All Partners	Sent the Final Draft MOU to all partners to review and provide feedback.
<b>3/30/2024</b>	All Signatory's	Sent the Final Draft MOU to all partners to review and provide feedback.
<b>4/1/2024</b>	Executive Committee	Review MOU during regularly scheduled Executive Committee Meeting. Recommended to the full board and CEOs for approval.
<b>4/25/24</b>	NEIWDB/CEO Member's	Review MOU during regularly scheduled NEIWDB/CEO Joint Quarterly Meeting. Recommended approval of the language and initiate the process in gathering signatures.

## Definitions

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**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 NEIWDB 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 (NEIWDB)** – 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 NEIWDB, 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 NEIWDB shall review the local plan, and the NEIWDB, 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.


## Signature Page

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

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

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

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Signature

5/16/2024  
\_\_\_\_\_  
Date

Heidi Nederhoff  
\_\_\_\_\_  
Print Name

CLEO NEIWDB  
\_\_\_\_\_  
Northeast Iowa CLEO

Chief Lead Elected Official/CLEO  
Partner Agency/ Program(s) Represented

## Signature Page

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By signing my name below, I, **Jennifer Breister**, 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.

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DocuSigned by:

*Jennifer Breister*

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Signature

5/29/2024

Date

Jennifer Breister

Print Name

Board Chair

Title

NEIWDB/Local Workforce Development Board Chair

Partner Agency/ Program(s) Represented

## Signature Page

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By signing my name below, I, **Linda Rouse**, 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.

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DocuSigned by:

*Linda Rouse*

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Signature

6/10/2024

Date

Linda Rouse

Print Name

AJC Division Administrator

Title

Iowa Workforce Development/One-Stop Operator (OSO)

Partner Agency/ Program(s) Represented

## Signature Page

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By signing my name below, I, **Patti Hanson**, 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.

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DocuSigned by:  
*Patti Hanson*  
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Signature

6/12/2024

Date

Patti Hanson

Print Name

Dean, Continued Ed & Economic Development

Title

North Iowa Area Community College (NIACC)/WIOA Title I Adult, Dislocated Worker, and Youth Program  
Partner Agency/ Program(s) Represented

## Signature Page

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By signing my name below, I, **Amy Lasack**, 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.

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DocuSigned by:

*Amy Lasack*

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Signature

6/10/2024

Date

Amy Lasack

Print Name

Vice President, Business and Community Solution

Title

Northeast Iowa Community College (NICC)/WIOA Title I Adult, Dislocated Worker, and Youth Program  
Partner Agency/ Program(s) Represented

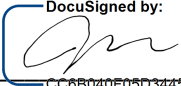
## Signature Page

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By signing my name below, I, **Joy Briscoe**, 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.

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_____ Signature	_____ Date
Joy Briscoe	Executive Director
_____ Print Name	_____ Title

One Cedar Valley/WIOA Title I Adult, Dislocated Worker, and Youth Program  
Partner Agency/ Program(s) Represented

## Signature Page

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By signing my name below, I, **Kyle Clabby Kane**, 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.

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Signature

6/3/2024

Date

Kyle Clabby-Kane

Print Name

WIOA Bureau Chief

Title

Iowa Workforce Development/Title II-Adult Education & Family Literacy  
Partner Agency/ Program(s) Represented


## Signature Page

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By signing my name below, I, **Linda Rouse**, 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.

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DocuSigned by:  66D985B9E708417...	6/10/2024
_____ Signature	_____ Date
Linda Rouse	AJC Division Administrator
_____ Print Name	_____ Title

Iowa Workforce Development/Title III- Wagner Peyser Act  
Partner Agency/ Program(s) Represented

## Signature Page

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By signing my name below, I, **Keri Osterhaus**, 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.

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Signature

6/12/2024  
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Date

Keri Osterhaus  
\_\_\_\_\_  
Print Name

VR Program Administrator  
\_\_\_\_\_  
Title

Iowa Department for the Blind/Title IV-Rehabilitation Act of 1973  
Partner Agency/ Program(s) Represented

## Signature Page

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By signing my name below, I, **James Williams**, 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.

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DocuSigned by: <i>James Williams</i> CCED46C0AC42481...	5/15/2024
_____ Signature	_____ Date
James Williams	IVRS Administrator
_____ Print Name	_____ Title

Iowa Vocational Rehabilitation (IVRS)/Title IV- Rehabilitation Act of 1973  
Partner Agency/ Program(s) Represented

## Signature Page

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By signing my name below, I, **Kathleen Nacos-Burds**, 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.

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Signature

5/16/2024  
\_\_\_\_\_  
Date

Kathleen Nacos-Burds  
\_\_\_\_\_  
Print Name

Vice President of Teaching and Learning  
\_\_\_\_\_  
Title

Northeast Iowa Community College (NICC)/Career and Technical Education (CTE)  
Partner Agency/ Program(s) Represented

## Signature Page

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By signing my name below, I, **Laurel Klinkenberg**, 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.

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Signature

6/5/2024  
\_\_\_\_\_  
Date

Laurel Klinkenberg  
\_\_\_\_\_  
Print Name

vice president of academic affairs & student L  
\_\_\_\_\_  
Title

North Iowa Area Community College (NIACC)/Career and Technical Education (CTE)  
Partner Agency/ Program(s) Represented

## Signature Page


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By signing my name below, I, **Lynn LaGrone**, 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.

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DocuSigned by:

  
BA98D00284ED44F...

Signature

5/20/2024

Date

Lynn LaGrone

Print Name

Vice President of Academic Affairs

Title

Hawkeye Community College (HCC)/Career and Technical Education (CTE)

Partner Agency/ Program(s) Represented

## Signature Page

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By signing my name below, I, **Dennis Harden**, 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.

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DocuSigned by: <i>Dennis Harden</i> D885924C1C29453...	5/15/2024
_____ Signature	_____ Date
Dennis Harden	Chief, CTE
_____ Print Name	_____ Title

Iowa Department of Education/Career and Technical Education (CTE)  
Partner Agency/ Program(s) Represented


## Signature Page

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By signing my name below, I, **Demetri Antzoulatos**, 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.

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DocuSigned by:  029F409E90E1430...	5/21/2024
_____ Signature	_____ Date
Demetri Antzoulatos	VP, Finance, Operations, & Grants
_____ Print Name	_____ Title

AARP Foundation/Senior Community Services Employment Program (SCSEP)

Partner Agency/ Program(s) Represented

## Signature Page

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By signing my name below, I, **Christin DeVine**, 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.

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DocuSigned by:  
  
4E7696AE8CAE4ED...

Signature

5/21/2024

Date

Christin DeVine

Print Name

OA/CTS Manager

Title

Denison Job Corps/Job Corps

Partner Agency/ Program(s) Represented


## Signature Page

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

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

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

DocuSigned by:  
  
BC498A144F81421...  
\_\_\_\_\_  
Signature

5/31/2024  
\_\_\_\_\_  
Date

Angel Peer  
\_\_\_\_\_  
Print Name

Executive Director  
\_\_\_\_\_  
Title

American Indian Council/Native American Program  
Partner Agency/ Program(s) Represented


## Signature Page

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By signing my name below, I, **Daniel Hoffman-Zinnel**, 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.

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DocuSigned by:  <small>7AA9F1389F2A424...</small>	6/4/2024
_____ Signature	_____ Date

Daniel Hoffman-Zinnel	CEO
_____ Print Name	_____ Title

Proteus Inc./National Farmworker Jobs Program  
Partner Agency/ Program(s) Represented


## Signature Page

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By signing my name below, I, **Scott Perkins**, 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.

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<small>DocuSigned by:</small>  <small>4B302FA1782F443...</small>	6/24/2024
_____ Signature	_____ Date

Scott Perkins	UI Division Administrator
_____ Print Name	_____ Title

Iowa Workforce Development/State Unemployment Compensation Program  
Partner Agency/ Program(s) Represented

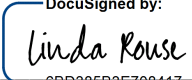
## Signature Page

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By signing my name below, I, **Linda Rouse**, 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.

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<small>DocuSigned by:</small>  <small>88D385B9E708417...</small>	6/10/2024
_____ Signature	_____ Date
Linda Rouse	AJC Division Administrator
_____ Print Name	_____ Title

Iowa Workforce Development/Jobs for Veterans State Grant (JVSG)  
Partner Agency/ Program(s) Represented

## Signature Page

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By signing my name below, I, **Linda Rouse**, 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.

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DocuSigned by:

*Linda Rouse*

6BD385B3E708417...

Signature

6/10/2024

Date

Linda Rouse

Print Name

AJC Division Administrator

Title

Iowa Workforce Development/ReEntry Employment Opportunities (REO) Program

Partner Agency/ Program(s) Represented


## Signature Page

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By signing my name below, I, **Michelle McNertney**, 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.

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DocuSigned by:  B09F07D1F0714BF...	6/3/2024
_____ Signature	_____ Date
Michelle McNertney	WFS Division Administrator
_____ Print Name	_____ Title

Iowa Workforce Development/Temporary Assistance to Needy Families (TANF)  
Partner Agency/ Program(s) Represented

## Signature Page

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By signing my name below, I, **Linda Rouse**, 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.

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DocuSigned by:

*Linda Rouse*

6BD385B3E708447...

Signature

6/10/2024

Date

Linda Rouse

Print Name

AJC Division Administrator

Title

Iowa Workforce Development/RESEA

Partner Agency/ Program(s) Represented


## Signature Page

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By signing my name below, I, **Michelle McNertney**, 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.

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DocuSigned by:  
  
B09F87D1F6714BF...  
\_\_\_\_\_  
Signature

6/3/2024  
\_\_\_\_\_  
Date

Michelle McNertney  
\_\_\_\_\_  
Print Name

WFS Division Administrator  
\_\_\_\_\_  
Title

Iowa Workforce Development/Trade Adjustment Assistance (TAA) Program  
Partner Agency/ Program(s) Represented


## Signature Page

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By signing my name below, I, **Michelle McNertney**, 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.

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DocuSigned by:  
  
B09F87D1F0714BF...  
\_\_\_\_\_  
Signature

6/3/2024  
\_\_\_\_\_  
Date

Michelle McNertney  
\_\_\_\_\_  
Print Name

WFS Division Administrator  
\_\_\_\_\_  
Title

Iowa Workforce Development/Ticket-to-Work Program  
Partner Agency/ Program(s) Represented

## Signature Page

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By signing my name below, I, **Jamie Norton**, 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.

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- c) On date checked in Effective Period of this MOU, whichever occurs earlier.

DocuSigned by:  
*Jamie Norton*  
CE1B1CD37A194D4

Signature

5/19/2024

Date

Jamie Norton

Print Name

Director of Veteran Workforce Services

Title

Iowa Workforce Development/Home Base Iowa  
Partner Agency/ Program(s) Represented

## Signature Page

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By signing my name below, I, **Linda Rouse**, 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.

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DocuSigned by:

*Linda Rouse*

6BD385B3E708417...

Signature

6/10/2024

Date

Linda Rouse

Print Name

AJC Division Administrator

Title

Iowa Workforce Development/Reemployment Case Management (RCM) Program

Partner Agency/ Program(s) Represented