



MEMORANDUM OF UNDERSTANDING

Northeast Iowa Workforce Development Board

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

Modified for July 1, 2026

Table of Contents

<i>Memorandum of Understanding</i>	3
IowaWORKS System Operations	3
Introduction	4
Purpose	5
IowaWORKS System Structure	6
Service Design	6
Referrals	10
Accessibility	10
Outreach	12
Data Sharing	12
Monitoring	13
Dispute Resolution	13
Terms and Conditions	14
Confidentiality	14
Non-Discrimination and Equal Opportunity	15
Indemnification	15
Severability	15
Drug and Alcohol-Free Workplace	15
Certification Regarding Lobbying	16
Debarment and Suspension	16
Priority of Service	16
Buy American Provision	16
Salary, Compensation, and Bonus Limitations	16
Non- Assignment	17
Governing Law	17
Amendment/ Modification	17
Termination	17
One-Stop Operating Budget: Mason City, Dubuque, Decorah, Waterloo	19
One-Stop Operating Budget	19
Cost Allocation Methodology	20
Allocation Bases per Cost Item	20
Partner Contribution Amounts	20

Cost Reconciliation and Allocation Base Update	21
Infrastructure Funding Agreement	23
Partners	23
Infrastructure Budget	23
Cost Allocation Methodology	24
Steps to Reach Consensus	24
Dispute and Impasse Resolution	25
Amendment/Modification Process	26
Effective Period	26
MOU and IFA Attachments	27
Attachment A-1: IowaWORKS Office Locations	28
Attachment A-2: Partners' Other Locations	29
Attachment B: Partners/ Parties to this Agreement	35
Attachment C: Partner Services List	39
Attachment C-1: Career Services	41
Attachment C-2: Training Services	48
Attachment C-3: Youth Services	50
Attachment C-4: Business Services	52
Attachment C-5: Services not in Comprehensive or Affiliate Locations	55
Attachment D: Referral Process	58
Attachment D-1: Referral Sheet	63
Attachment E: Accessibility Plan	66
Attachment F: Outreach Plan	69
Attachment G: Data Sharing Training Plan	73
Attachment H: Dispute Resolution Process	75
Attachment I: Amendment/ Modification Process	77
Attachment J: Termination Process	79
Attachment K: Negotiations/Meeting Summary	80
Attachment L: Infrastructure Funding Agreement (IFA) and Cost Allocation Methodology	85
Definitions	98

MEMORANDUM OF UNDERSTANDING

IowaWORKS System Operations

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 (NEIWDB) selected LifeSkills Connection, Inc. as the One-Stop Operator through a competitive procurement process conducted in accordance with the Uniform Guidance, the Workforce Innovation and Opportunity Act (WIOA) and its implementing regulations, local procurement standards and requirements, and Iowa Workforce Development (IWD) Policy #1.4.7.3.

Documentation related to the competitive procurement and selection process is publicly available and may be viewed at: <https://neiaworkforce.org/procurement-rfps/>

Introduction

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

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

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

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

Purpose

The 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) will select the One Stop Operator, through a competitive process in accordance with the Uniform Guidance, WIOA and its implementing regulations, and local procurement standards, laws, and regulations. All documentation for the competitive One Stop Operator procurement and selection process may be viewed on **Northeast Iowa Local Workforce Development Board** website at <https://neiaworkforce.org/>.

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

Service Design

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

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.

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

Local Workforce Development Board²

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

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

One Stop Operator³

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.

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

³ [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 Partners⁴

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. The use of common and/or linked data management systems when applicable,
9. 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](#).

⁴ 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](#).

Partners will coordinate to ensure priority access and service strategies for out-of-school youth and support expansion of work-based learning opportunities across the region.

Partners will also collaborate to effectively serve priority populations identified in local and regional planning efforts, including but not limited to justice-involved youth and individuals facing barriers to employment, through coordinated outreach, referrals, and service delivery strategies.

These efforts will align with the Northeast Iowa Youth Strategic Plan and other local planning priorities.

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](#).

Partners will coordinate to deliver integrated and responsive business services that address regional workforce needs and strengthen relationships with employers across the region.

Partners will collaborate to expand employer engagement, support work-based learning opportunities, and align services with industry demand through coordinated outreach and service delivery strategies.

These efforts will align with the regional Business Engagement Plan and other local and state workforce priorities.

Integrated Service Delivery and Coordination

Partners agree to collaborate in the delivery of integrated workforce services through coordinated service models, including initiatives such as Core 4 and Integrated Resource Teams (IRT), where appropriate.

These models support coordinated case management, cross-program collaboration, and the alignment of resources to efficiently serve job seekers, particularly those with barriers to employment.

Partners will work together to ensure timely referrals, shared communication, and coordinated service strategies to improve employment outcomes and system efficiency.

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 policies are enforced properly.
- ❏ Performance data is recorded, tracked, and reviewed for quality to ensure accuracy and completeness.
- ❏ Outcomes are assessed and analyzed periodically to ensure that performance goals are met.
- ❏ Appropriate procedures and internal controls are maintained, and record retention policies are followed.
- ❏ All MOU terms and conditions are fulfilled.

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

Dispute Resolution

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

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

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

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

Terms and Conditions

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

Confidentiality

All Parties expressly agree to abide by all applicable Federal, State, and local laws and regulations regarding confidential information, including PII from education records, such as but not limited to 20 CFR 603, 45 CFR 205.50, 20 USC 1232g, and 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 IowaWORKS 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 full force effect.

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. This agreement requires compliance with all applicable law, including presidential executive orders.

Compliance with all applicable law requires all participants who are recipients of federal funds, to follow all such orders which relate to work that is funded, in whole or in part, by federal funds received by Iowa Workforce Development. This includes the production of written and other materials for participation in or the conduct of trainings, development and maintenance of content for websites and other external or internal communications or training platforms.

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](#).

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:

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

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

One-Stop Operating Budget

The **Mason City, Dubuque, Decorah, and Waterloo** IowaWORKS Center's one-stop operating budget is identified in Attachment L, IFA Analysis Excel Document. The IFA Analysis Excel Document will be provided by the IWD Fiscal Management team.

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.

Programs identified in Attachment C-5 access the IowaWORKS delivery system virtually through online service access, cross-trained front desk staff, referrals, and other physically co-located partner staff.

Although certain programs are not physically co-located, their participants continue to utilize IowaWORKS Center resources and services, including but not limited to:

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

These shared resources and services directly benefit the programs identified in Attachment C-5 and therefore support proportional infrastructure and shared service contributions.

The Mason City, Dubuque, Decorah, and Waterloo IowaWORKS Centers will utilize the allocation methodologies outlined in the Allocation Bases per Cost Item section below to determine Partner contributions. These methodologies are intended to:

- ensure Partner contributions remain proportionate to use and relative benefit received; and
- address varying levels of physical and virtual participation among Partners within the one-stop delivery system.

Allocation Bases per Cost Item

The **Mason City, Dubuque, Decorah, and Waterloo** IowaWORKS Center's allocation base(s) are identified in Attachment L.

Partner Contribution Amounts

Partner contribution amounts will be determined after infrastructure costs, shared service costs, and allocation bases have been identified and agreed upon through the local negotiation process.

Title II Adult Education and Literacy (AEFLA) partners shall contribute to infrastructure and shared system costs in accordance with the applicable Infrastructure Funding Agreement and cost allocation

methodology. In no event shall a Title II partner's annual contribution exceed 1.5 percent of that partner's annual AEFLA allocation.

Attachment L identifies each Partner's annual contribution amounts by allocation base and cost category for operation of the IowaWORKS system within the **Mason City, Dubuque, Decorah, and Waterloo** IowaWORKS Centers.

Partner contributions toward infrastructure costs may consist of cash, non-cash, or third-party in-kind contributions, as permitted under each partner program's authorizing statutes and regulations. All non-cash and third-party in-kind contributions will be valued in accordance with 2 CFR §200.306 and will be appropriately documented to ensure fair, consistent, and supportable valuation.

Cost Reconciliation and Allocation Base Update

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

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

- Quarterly cost information and documentation of the actual costs,
- Updated staffing information as of the first day of each quarter, and
- Actual customer participation numbers as of the last day of each quarter.

Partners agree to maintain supporting documentation related to costs, staffing, and customer participation in accordance with applicable federal and state record retention requirements.

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

- Compare budgeted costs to actual costs,
- Update the allocation bases, and
- Apply the updated allocation bases, as described in the Cost Allocation Methodology section above, to determine the actual costs allocable to each Partner. All reconciliations and allocation adjustments will be conducted in accordance with the cost allocation methodology contained within this MOU and applicable federal and state guidance.
- The **Northeast Iowa** LWDB will prepare an updated budget document showing cost adjustments and will provide updated costs to IWD to prepare an invoice for each Partner with the actual costs allocable to each Partner for the quarter.
- Iowa Workforce Development will submit invoices and manage financial activities related to collections, cash management, authorized contracts, and applicable sub-lease agreements to the Partner's no later than **20 days** after the end of each quarter.
- The Northeast Iowa LWDB will maintain copies of invoices, bills, and supporting cost documentation associated with shared infrastructure and system costs for reconciliation and allocation purposes.
- The Partners understand that the timeliness of the preparation and submission of invoices and adjusted budgets is contingent upon the timeliness of each Partner in providing the necessary cost information.

- Upon receipt of the invoice and adjusted budget, each Partner will review both documents and will submit payment to Iowa Workforce Development no later than 30 days following receipt. Payment of the invoice signifies agreement with the costs in the adjusted budget.
- Partners will communicate any disputes with costs in the invoice or the adjusted budget to the **Northeast Iowa** LWDB in writing. The **Northeast Iowa** LWDB will review the disputed cost items and respond in writing regarding the resolution or disposition of the disputed costs to the Partner and LWDB within 10 days of receipt of notice of the disputed costs. Partners agree to work in good faith to resolve any disputed cost items in a timely manner. When necessary, the **Northeast Iowa** LWDB will revise the invoice and the adjusted budget upon resolution of the dispute.

During the reconciliation process, partners will receive documentation supporting shared costs, expenditures, and allocation methodologies used to determine each partner's share of costs. Significant expenditures or changes that materially affect partner cost allocations will be communicated to partners as part of the reconciliation and review process. Routine operating expenses incurred in the normal course of business, including office supplies and other minor administrative expenses, will be reflected in periodic cost reports and invoices and will not require separate advance notification.

Infrastructure Funding Agreement

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

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

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

All costs included in this IFA are necessary, reasonable, allocable, and allowable under 2 CFR 200.403 and consistent with each partner program's authorizing statute.

Partners

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

The Iowa Department for the Blind will support the IowaWORKS one-stop delivery system through the provision of braille materials, large-print materials, and assistive technology, as needed and appropriate, to ensure accessibility for individuals with disabilities.

AARP Foundation (SCSEP) will support the Waterloo IowaWORKS one-stop delivery system through the provision of a Senior Community Service Employment Program (SCSEP) participant assigned to the Waterloo IowaWORKS Center. The participant will provide workforce center support activities consistent with the approved SCSEP training assignment. The participant will be scheduled for a minimum of 18 hours per week. The estimated annual value of this third-party in-kind contribution is \$6,786 and will be documented and valued in accordance with 2 CFR §200.306.

Infrastructure Budget

The **Mason City, Dubuque, Decorah, and Waterloo** IowaWORKS Center's infrastructure budget is identified in Attachment L.

Cost Allocation Methodology

All Parties agree that the cost allocation methodology for this IFA will be the same as described in the Cost Allocation Methodology section listed above.

Steps to Reach Consensus

Notification of Partners

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

Kickoff Meeting

The **Northeast Iowa** LWDB Chair (or designee) is responsible for convening all required and optional IowaWORKS Center Partners to formally kick-off negotiations, and to ensure that, at a minimum, all IowaWORKS Center Partners from all counties within the **Northeast Iowa local area** are appropriately represented. The kickoff meeting should take place no later than **20 business days** of notification as it must be hosted in a timely manner to allow for all steps to be conducted in good faith and in an open and transparent environment.

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

Negotiations

Over the course of **20 business days** following the formal kickoff meeting, Partners must submit all relevant documents to the **Northeast Iowa** LWDB Chair (or designee) to begin the drafting of the MOU. During this time frame, additional formal or informal meetings (informational and negotiation sessions) may take place, so long as they are conducted in an open and transparent manner, with pertinent information provided to all Parties.

Draft MOU

Within **6 weeks** of the kickoff meeting, the **Northeast Iowa** LWDB Chair (or designee) must email a complete draft of the MOU to all Parties.

Review and Comment

Within **20 business days** of receipt of the draft MOU, all Parties must review and return feedback to the **Northeast Iowa** LWDB Chair (or designee). It is advised that each Party also use this time to allow their respective Legal Departments to review the MOU for legal sufficiency. It is the responsibility of the **Northeast Iowa** LWDB Chair (or designee) to ensure all IowaWORKS Center Partners to the MOU are aware of the comments and revisions that are needed.

Finalized Draft

The **Northeast Iowa** LWDB Chair (or designee) must circulate the finalized MOU and secure Partner signatures within **20 business days** of receipt of feedback. The WIOA MOU will be considered fully executed once all signatories have reviewed and signed, and a signed copy has been returned to all Parties. If determined that a Partner is unwilling to sign the MOU, then the **Northeast Iowa** LWDB Chair (or designee) must ensure that the dispute resolution process is followed.

Dispute and Impasse Resolution

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

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

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

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

Step 2: Negotiation materials provided to Governor.

The **Northeast Iowa** LWDB Chair (or designee) must provide the appropriate and relevant materials and documents used in the negotiations to the Governor, preferably at the time of the notification of failure to reach consensus, but no later than **10** business days thereafter. At a minimum, the **Northeast Iowa** LWDB Chair (or designee) must provide to the Governor:

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

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

Step 3: Governor Determinations and Calculations

The Governor will:

- Determine one-stop center infrastructure budget(s),
- Establish cost allocation methodology(s),
- Determine Partners' proportionate shares,
- Calculate statewide caps,
- Assess the aggregate total of infrastructure contributions as it relates to the statewide cap, and
- Adjust allocations.

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

Step 4: IFA Execution

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

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

Amendment/Modification Process

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

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

Effective Period

This 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**.

MOU and IFA Attachments

Attachment A-1: IowaWORKS Office Locations

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

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

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

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

Attachment A-2: Partners' Other Locations

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

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

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

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

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

Career and Technical Education (CTE) Hawkeye Community College	Cedar Falls Location: Hawkeye Community College, 5330 Nordic Drive Cedar Falls, Iowa 50613	See Attachment C
Senior Community Services Employment Program (SCSEP) AARP Foundation	520 S. Pierce Avenue Mason City, Iowa 50401	See Attachment C
Senior Community Services Employment Program (SCSEP) AARP Foundation	223 E. 4 th Street Waterloo, Iowa 50703	See Attachment C
Job Corps	Main Location: 10 Opportunity Drive Denison, Iowa 51442	See Attachment C
Job Corps	Waterloo Location: 3420 University Avenue Waterloo, Iowa 50701	See Attachment C
Native American Programs American Indian Council	310 Armour Road Suite 205 North Kansas City, Missouri 64116	See Attachment C
Native American Programs American Indian Council	101 Iowa Ave. West, Suite 200 Marshalltown, Iowa 50158	See Attachment C
National Farmworker Jobs Program Proteus, Inc.	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
Chief Lead Elected Official	CLEO	WIOA Title I	Heidi Nederhoff	heidi.nederhoff@grundycountyiowa.gov
Local Workforce Development Board, Chair	NEIWDB	WIOA Title I	Jennifer Breister, Chair	jennifer@crownpointbuildersinc.com
One Stop Operator	NEIWDB/ LifeSkills Connection, LLC	OSO	Steve Reitan, Owner	reitan@lifeskillsconnection.com
Title I - Adult	NEIWDB/ Dynamic Workforce Solutions	WIOA Title I Adult Program	Terri Leisten, President	terri.leisten@dwfs.us
Title I - Dislocated Worker	NEIWDB/ Dynamic Workforce Solutions	WIOA Title I Dislocated Worker Program	Terri Leisten, President	terri.leisten@dwfs.us
Title I - Youth	NEIWDB/ Dynamic Workforce Solutions	WIOA Title I Youth Program	Terri Leisten, President	terri.leisten@dwfs.us
Title II - Adult Education & Family Literacy	North Iowa Area Community College	WIOA Title II, Adult Education and Family Literacy Act (AEFLA) Program	Kyle Clabby-Kane, State Title II Director	kyle.clabby@iwd.iowa.gov
Title II - Adult Education & Family Literacy	Northeast Iowa Community College	WIOA Title II, Adult Education and Family Literacy Act (AEFLA) Program	Kyle Clabby-Kane, State Title II Director	kyle.clabby@iwd.iowa.gov
Title II - Adult Education & Family Literacy	Hawkeye Community College	WIOA Title II, Adult Education and Family Literacy Act (AEFLA) Program	Kyle Clabby-Kane, State Title II Director	kyle.clabby@iwd.iowa.gov
Title III - Wagner Peyser Act	Iowa Workforce Development	WIOA Title III, Wagner Peyser	Linda Rouse, AJC Division Administrator	linda.rouse@iwd.iowa.gov
Title IV - Rehabilitation Act of 1973	Iowa Department for the Blind	WIOA Title IV Iowa Vocational Rehabilitation	Stacy Cervenka, Director	stacy.cervenka@blind.state.ia.us

Partner Program	Partner Organization	Authorizing Statute	Signatory	Signatory's Contact Information
Title IV - Rehabilitation Act of 1973	Iowa Vocational Rehabilitation Services	WIOA Title IV Iowa Vocational Rehabilitation	Brandy McComber, IVRS Administrator	brandy.mcomber@iwd.iowa.gov
Career and Technical Education	Iowa Department of Education (North Iowa Area Community College)	Strengthening CTE for the 21 st Century Act (Perkins V)	Laurel Klinkenberg, Vice President of Academic Affairs and Student Learning, NIACC Cale Hutchings, CTE Bureau Chief	Laurel.klinkenberg@niacc.edu cale.hutchings@iowa.gov
Career and Technical Education	Iowa Department of Education (Northeast Iowa Community College)	Strengthening CTE for the 21 st Century Act (Perkins V)	Amy Lasack, Vice President of Business and Community Solutions, NICC Cale Hutchings, CTE Bureau Chief	lasacka@nicc.edu cale.hutchings@iowa.gov
Career and Technical Education	Iowa Department of Education (Hawkeye Community College)	Strengthening CTE for the 21 st Century Act (Perkins V)	Lynn LaGrone, Provost and Vice President of Academic Affairs, HCC Cale Hutchings, CTE Bureau Chief	Lynn.lagrone@hawkeyecollege.edu cale.hutchings@iowa.gov
Senior Community Services Employment Program (SCSEP)	AARP Foundation	Title V Older Americans Act	Monique Bates, VP Operations	mbates@aarp.org
Senior	State of Iowa	Title V Older	Michelle	

Partner Program	Partner Organization	Authorizing Statute	Signatory	Signatory's Contact Information
Community Services Employment Program (SCSEP)	Grant	Americans Act	McNertney, WFS Division Administrator	michelle.mcnertney@iwd.iowa.gov
Job Corps	Denison Job Corps	United States Code Title 29, Chapter 32, Subchapter I, Part C	Christin DeVine, OA/CTS Manager	devine.christin@jobcorps.org
YouthBuild	N/A	United States Code Title 29, Chapter 32, Subchapter I, Part D §3226	N/A	N/A
Native American Programs	American Indian Council	Indian and Native American (INA), WIOA § 166	Nicole Castellanos, Executive Director	ncastellanos@indiancouncil.net
National Farmworker Jobs Program	Proteus, Inc.	WIOA Section 167	Carla Beste, Chief Financial Officer	carlab@proteusinc.net
State Unemployment Compensation Program	Iowa Workforce Development	Chapter 96 of the Iowa Code	Scott Perkins, UI Division Administrator	Scott.perkins@iwd.iowa.gov
Jobs for Veterans State Grant (JVSG)	Iowa Workforce Development	Title 38, United States Code, Section 4102A (b) 5 (38 U.S.C. §4102A(b)5)	Linda Rouse, AJC Division Administrator	linda.rouse@iwd.iowa.gov
ReEntry Employment Opportunities (REO) program	Iowa Workforce Development	2008 Second Chance Act(Public Law No.110-199)	Linda Rouse, AJC Division Administrator	linda.rouse@iwd.iowa.gov
Housing and Urban (HUD) Development E&T programs	N/A		N/A	N/A
Community Services Block Grant (CSBG)	Iowa Department of Health and Human Services		N/A	N/A

Partner Program	Partner Organization	Authorizing Statute	Signatory	Signatory's Contact Information
Temporary Assistance to Needy Families (TANF)	Iowa Workforce Development	Personal Responsibility and Work Opportunity Reconciliation Act of 1996	Michelle McNertney, WFS Division Administrator	michelle.mcnertney@iwd.iowa.gov
RESEA	Iowa Workforce Development	42 U.S. Code § 506 - Grants to States for reemployment services and eligibility assessments	Linda Rouse, AJC Division Administrator	linda.rouse@iwd.iowa.gov
Trade Adjustment Assistance (TAA) program	Iowa Workforce Development	Trade Act of 1974	Michelle McNertney, WFS Division Administrator	michelle.mcnertney@iwd.iowa.gov
Other	Iowa Workforce Development	Ticket-to-Work	Michelle McNertney, WFS Division Administrator	michelle.mcnertney@iwd.iowa.gov
Other	Iowa Workforce Development	Home Base Iowa	Jamie Norton	jamie.norton@iwd.iowa.gov
Other	Iowa Workforce Development	Reemployment Case Management (RCM) Program	Linda Rouse	linda.rouse@iwd.iowa.gov
Other	Iowa Workforce Development	Business Engagement	Kathy Anderson, Business Engagement Division Administrator	kathy.anderson@iwd.iowa.gov

Attachment C: Partner Services List

Basic Career Services

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

Individualized Career Services

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

Follow Up Services

- A. Follow Up Services

Training Services

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

Youth Services

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

Business Services

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

Attachment C-1: Career Services

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	
Dynamic Workforce Solutions	Title I - Adult	A, B, C, D, E, F, G, H, I, J, K, L					
Dynamic Workforce Solutions	Title I - Dislocated Worker	A, B, C, D, E, F, G, H, I, J, K, L					
Dynamic Workforce Solutions	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	
Iowa Vocational Rehabilitation Services / IWD	Title IV - Rehabilitation Act of 1973	B, C, D, E, L					

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

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

Individualized Career Services						
Partner	Program	In Center Full Time	In Center Part Time	Partner Program Provides Full Time	Partner Program Provides Part Time	Direct Linkage
Dynamic Workforce Solutions	Title I - Adult	A, B, C, D, F, G, H, J				
Dynamic Workforce Solutions	Title I - Dislocated Worker	A, B, C, D, F, G, H, J				
Dynamic Workforce Solutions	Title I - Youth	A, B, C, D, F, G, H, J				
Iowa Workforce Development (IWD)	Title II - Adult Education & Literacy (NIACC, NICC, HCC)		A, D, E, F, J			A, D, E, F, J
Iowa Workforce Development (IWD)	Title III - Wagner Peyser	A, B, C, D, F, G				
Iowa Department for the Blind	Title IV - Rehabilitation Act of 1973					D, E, F, H, I
Iowa Vocational Rehabilitation Services / IWD	Title IV - Rehabilitation Act of 1973	D, E, F, H, I				
IWD	Trade Adjustment Assistance (TAA)					

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

Follow Up Services							
Partner	Program	In Center Full Time	In Center Part Time	Partner Program Provides Full Time	Partner Program Provides Part Time	Direct Linkage	
Dynamic Workforce Solutions	Title I – Adult	A					
Dynamic Workforce Solutions	Title I – Dislocated Worker	A					
Dynamic Workforce Solutions	Title I – Youth	A					
Iowa Workforce Development (IWD)	Title II – Adult Education & Literacy (NIACC, NICC, HCC)						
Iowa Workforce Development (IWD)	Title III – Wagner Peyser						
Iowa Department for the Blind	Title IV – Rehabilitation Act of 1973						
Iowa Vocational Rehabilitation Services / IWD	Title IV – Rehabilitation Act of 1973						
IWD	Trade Adjustment Assistance (TAA)						
AARP Foundation	Senior Community Services Employment Program (SCSEP)						
State of Iowa Grant	Senior Community Services Employment Program (SCSEP)						
Denison Job Corps	Job Corps					A	
	YouthBuild						
American Indian Council	Native American Programs						

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
Dynamic Workforce Solutions	Title I – Adult	A, B, C, D, E, F, G, H, I				
Dynamic Workforce Solutions	Title I – Dislocated Worker	A, B, C, D, E, F, G, H, I				
Dynamic Workforce Solutions	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				
IWD	Trade Adjustment Assistance (TAA)	A, B, C, D, E, F, G, H, I				
AARP Foundation	Senior Community Services Employment Program (SCSEP)					
State of Iowa Grant	Senior Community Services Employment Program (SCSEP)					

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

Attachment C-3: Youth Services

Northeast Iowa Local Workforce Development Area Memorandum of Understanding

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

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

N/A	Community Services Block Grant (CSBG)						
IWD	Ticket to Work						
IWD	RESEA						
IWD	Reemployment Case Management (RCM)						
IWD	Home Base Iowa				D, G, M		
IWD	Business Engagement Division				A, B, C, D, E, F, G, H, I, J, K, L, M, N		

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

Partner	Program	Service	Explanation
Iowa Workforce Development (IWD) (North Iowa Area Community College, Northeast Iowa Community College, and Hawkeye Community College)	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.
Proteus, Inc.	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.

Proteus, Inc.	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.
Iowa Department for the Blind	Title IV- Rehabilitation Act of 1973	B=A-G, I, K,L I=A,B,D-I F=A T=A-F,H Y=A,C-N Bu=A,C-E,G,J,L,N	Services are provided at several locations in the local area and virtually. In some instances, services are provided in the home by staff members.
Iowa Department of Education (Northeast Iowa Community College, North Iowa Area Community College, and Hawkeye Community College)	Career and Technical Education and Title II- Adult Education & Family Literacy	Tutoring Services	Provides tutoring, study skills training for youth and adults that are enrolled in training programs on community college campuses.
Iowa Department of Education (Northeast Iowa Community College, North Iowa Area Community College, and Hawkeye Community College)	Career and Technical Education	B=D-F, K,L I=D-F,H,J T=C,D,F-H Y=A,C-E,G,I,J,L-N	Services are provided at several locations 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.
Iowa Workforce Development (IWD) (Northeast Iowa Community College, North Iowa Area Community College,	Title II- Adult Education & Family Literacy	B=A-C,G,I,K,L I=A,B,D-G,I,J F=A T=A,D,F,G,I Y=A,B,D,E,G-I Bu=E,I	Services are provided at several locations 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.

and Hawkeye Community College)				
IWD	Re-Entry	Re-Entry Services	Services are limited to provide while incarcerated, then connected with local AJC after release.	
IWD, AARP	SCSEP	Services for 55+	Services are provided at other locations in the local area.	
IWD	Trade Adjustment Assistance (TAA)	Trade Services	Program participants are co-enrolled with center staff and communicate with the program representative.	

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. 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 Northeast Iowa Local Workforce Development Area (NEIWDA) and its WIOA partners are committed to ensuring broad and equitable access to the full range of workforce development services offered through the American Job Center (AJC) network. An effective outreach plan is essential for informing and engaging potential participants and partners, particularly individuals with barriers to employment, and for fostering collaboration across the workforce system.

The purpose of this outreach plan is to coordinate and implement strategies that inform individuals, employers, and community stakeholders of the services available through the workforce system. Outreach activities are designed to increase awareness, support engagement, and ensure equitable service delivery across diverse populations and geographic areas.

Target Populations and Outreach Focus

Outreach efforts will focus on reaching individuals and groups identified as having barriers to employment, including but not limited to:

- Individuals with disabilities
- Displaced homemakers
- Low-income individuals, including those receiving public assistance (e.g. SNAP and TANF)
- Veterans and eligible spouses
- Native Americans, including Indians, Alaska Natives and Native Hawaiians
- Older individuals (aged 55+)
- Ex-offenders (returning citizens)
- Individuals experiencing homelessness or housing insecurity
- Youth in or who have aged out of foster care
- English language learner and individuals with Limited English Proficiency (LEP)
- Individuals who have low levels of literacy or basic skills deficiency
- Individuals facing substantial cultural or linguistic barriers
- Migrant and seasonal farmworkers
- Single parents (including pregnant women)
- Long-term unemployed individuals
- Individuals within two years of exhausting TANF eligibility (Title IV, Part A of the SSA)
- Individuals facing substantial cultural barriers
- Youth at risk of disengagement from education or employment
- Individuals impacted by mass layoffs or plant closures
- Individuals experiencing food insecurity
- Residents of rural or remote communities with limited service access
- Individuals with limited access to or knowledge of digital tools and platforms

Outreach Implementation and Coordination

WIOA partners agree that meeting WIOA's mandate for increased access to services—especially for individuals with barriers—is critical to local workforce success. Outreach efforts will be conducted collaboratively among all WIOA core and required partners, community-based organizations, and additional stakeholders. Activities may include direct outreach, digital engagement, community events, and paid promotions when appropriate.

Partners will continue to leverage each other's strengths, relationships, and community networks to expand outreach capacity. Monthly Core Partner meetings and quarterly Required Partner meetings provide structured opportunities to coordinate outreach efforts, share resources, and evaluate progress.

To support coordinated outreach, partners will participate in a Local Area Outreach Team comprised of representatives from WIOA core and required partner programs. This team will meet periodically to coordinate outreach messaging, plan joint activities, share outreach resources, and identify opportunities to expand engagement with target populations and employers. The Outreach Team will work in coordination with the One-Stop Operator and NEIWDB staff to ensure alignment with the Local Workforce Development Area's strategic goals and sector priorities.

The One-Stop Operator (OSO), with support from NEIWDB staff, will oversee implementation of the outreach plan, monitor progress, and incorporate feedback to ensure that outreach efforts remain relevant and effective. The OSO will also gather and analyze customer and partner feedback related to service delivery, access, and satisfaction.

Each partner agency agrees to actively support outreach efforts by:

- Sharing information about workforce services through their communication channels
- Referring individuals and businesses to appropriate workforce programs
- Participating in outreach events, job fairs, and community presentations
- Contributing outreach materials and updates to shared communication platforms
- Providing subject matter expertise related to their program services

Strategic Outreach Plan Components

NEIWDB and its partners will implement a strategic outreach plan that includes the following components:

- A designated local area outreach team with oversight from the One-Stop Operator
- Clear goals, objectives, and expected outcomes for outreach activities
- Specific roles and responsibilities for each partner in outreach implementation
- An outreach plan targeting job seekers, with focused efforts on high-need populations
- An outreach and recruitment plan for out-of-school youth
- Employer and business outreach strategies aligned with sector partnerships and career pathways
- Integration with registered apprenticeship and earn-and-learn models
- A quarterly workforce development newsletter to highlight programs, success stories, upcoming opportunities, and key updates
- Expanded use of the NEIWDB website as a central platform for outreach, event promotion, partner service information, and resource sharing
- Promotion of partner and community events through the website and social media platforms
- A detailed communication plan to guide internal messaging, partner updates, and

information sharing

- Development of an Outreach Toolkit accessible to all partners with customizable materials, templates, and guidance
- Use of social media platforms for continuous and engaging outreach
- Clear and measurable outreach objectives and key performance indicators
- Regular collection and analysis of outreach data to monitor progress and make improvements
- A training plan for staff on effective outreach practices, messaging, accessibility, and WIOA regulations
- Leveraging of any relevant statewide outreach materials and initiatives

Language Access and Accessibility

All outreach materials will comply with Section 188 of WIOA and the Americans with Disabilities Act (ADA). Materials will be made available in multiple languages and accessible formats to ensure full participation from individuals with disabilities and limited English proficiency (LEP).

Community Partnerships

NEIWDB and its partners will collaborate with community-based organizations, educational institutions, economic development organizations, and local government agencies to expand outreach reach and effectiveness. These partnerships help ensure that workforce services are accessible to underserved populations and that outreach messaging reflects the needs of the communities being served.

Partner Cross-Promotion

All partners will support cross-promotion by including links to AJC services on their websites, social media, and in their direct outreach, to maximize visibility and engagement.

Continuous Improvement and Evaluation

Partners will collaboratively review and revise the outreach plan on an ongoing basis to ensure alignment with evolving community needs, economic shifts, and program goals. Outreach efforts will be monitored for effectiveness and adjusted based on participant feedback, partner insights, and labor market data. Progress will be discussed regularly at Core and Required Partner meetings. The OSO, in partnership with NEIWDB staff, will coordinate outreach efforts and ensure accountability for results.

Youth-Specific Messaging

Youth-focused outreach may include peer ambassador programs, school presentations, and age-appropriate messaging designed in collaboration with young people.

Outreach to Employers

Employer outreach strategies will include targeted engagement with small businesses, high-growth industries, and underserved business communities. Outreach will highlight the value of hiring WIOA participants, available business services, and incentives such as On-the-Job Training and Registered Apprenticeships.

Employer outreach will be coordinated with the local Business Services Team and sector partnership initiatives to ensure consistent messaging and reduce duplication of employer contacts. Outreach activities will prioritize industries identified as in-demand within the region and will

highlight workforce system services including recruitment assistance, incumbent worker training, on-the-job training, labor market information, and registered apprenticeship opportunities.

Metrics Examples

Outreach effectiveness will be tracked using indicators such as event participation rates, web traffic analytics, referral volume by source, partner engagement, and the demographic diversity of new enrollments.

Outreach effectiveness will be evaluated using both quantitative and qualitative measures, including:

- Number of outreach events conducted and attendance levels
- Website analytics, including page visits and resource downloads
- Social media engagement and reach
- Number of referrals received from community partners
- Number of individuals from priority populations accessing services
- Employer engagement metrics, including business contacts and service utilization
- Participant feedback and satisfaction surveys

Attachment G: Data Sharing Training Plan

LWDA: Northeast Iowa

IowaWORKS System Partners' Data Sharing Training Plan

All partners will comply with applicable federal and state confidentiality laws, regulations, and policies governing the protection, use, and disclosure of Personal Identifying Information (PII) and confidential data, including FERPA-protected education records, confidential Unemployment Insurance (UI) information, and Vocational Rehabilitation (VR) records. Each partner will maintain standard operating procedures addressing the safeguarding and appropriate handling of confidential information and PII.

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 NEIWDB policies and procedures regarding the safeguarding of PII. The Northeast Iowa PII policy can be found at:

<https://neiaworkforce.org/documents/policies/>

Partners and the One-Stop Operator will collaboratively develop and maintain a data sharing and confidentiality training plan covering applicable requirements related to:

- PII and confidentiality,
- FERPA,
- confidential UI information,
- VR records,
- IowaWORKS system access and security requirements, and
- other applicable federal and state confidentiality requirements.

The One-Stop Operator will facilitate monthly Core Partner meetings and quarterly Required Partner meetings. Data sharing and confidentiality training will be provided annually and made available to all partners for staff training purposes. All partners will ensure staff receive required confidentiality and PII training upon hire and at least annually thereafter, including any training necessary to access the IowaWORKS database system.

All staff participating in required training will complete an acknowledgement confirming receipt and understanding of the training. Documentation of completed training acknowledgements will be maintained by each partner and may be subject to periodic review.

Title I, III, and IV staff are required to complete annual State of Iowa data security training. In addition, Title II staff are required to complete FERPA training annually.

Partners agree to utilize only the minimum necessary customer information during referral and coordination activities to ensure appropriate service delivery while protecting customer

confidentiality and complying with applicable data security requirements.

State agencies, including the Iowa Department of Education, Iowa Vocational Rehabilitation Services, and Iowa Workforce Development, maintain data sharing agreements to support coordinated service delivery and lawful information sharing.

Attachment H: Dispute Resolution Process

LWDA: Northeast Iowa

IowaWORKS System Partners' Dispute Resolution Process

For purposes of this MOU and IowaWORKS system operations, all Parties agree to participate in good faith negotiations to resolve issues and reach consensus whenever possible. Should a dispute arise regarding the development, execution, amendment, renewal, interpretation, or implementation of this MOU, or regarding IowaWORKS system operations not specifically addressed within this MOU, the Parties agree to utilize the dispute resolution procedures outlined below. State agency administrators may designate an individual to negotiate and resolve disputes involving state-level partners.

A dispute is considered to exist when Parties are unable to resolve an issue through routine negotiation and informal discussions. The NEIWDB Chair (or designee) will coordinate the local dispute resolution process to ensure disputes are addressed in a timely and appropriate manner. Any Party to this MOU may initiate the dispute resolution process.

1. All Parties shall first attempt to resolve disputes informally through discussion and negotiation.
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 majority vote of Executive Committee members present.
4. The Executive Committee must provide a written determination and summary of the proposed resolution 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 confirm acceptance or identify any remaining concerns with the proposed resolution.
6. The decision of the Executive Committee shall represent the final local resolution unless further action is pursued through the State Dispute Resolution Process.

Nothing in this process prevents Parties from pursuing any additional remedies available under applicable federal or state law following completion of the required dispute resolution procedures.

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 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**

Administrative or non-substantive modifications, including updates to contact information, staffing, attachments, provider changes that do not materially alter the terms of the MOU, or other minor revisions, may be processed without full renegotiation of the MOU upon written notice to all Parties.

Any Party seeking to modify this MOU must provide written notice to all signatories outlining the proposed modification(s), 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. A description of the proposed modification, including the reason for the request, justification for the change, and any supporting documentation or relevant information.
- c. The desired date for the modification to become effective.

2. **Discussion/Negotiation**

Minor or administrative modifications may be addressed through electronic communication and written concurrence of the Parties, 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 a modification involves a change in contracted operators, service providers, or participating entities that does not materially alter the terms of the MOU, the updated entity may assume applicable responsibilities upon execution of the appropriate agreements and written notification to the Parties.

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 outlined above is followed.

3. **Signatures**

The NEIWDB Chair (or designee) will circulate the proposed MOU modification and obtain all required signatures. Modifications may be executed in counterparts, meaning each signatory may sign a separate copy of the amendment. The NEIWDB Chair (or designee) will maintain and distribute a complete copy of the fully executed modification, including all signature pages, to all Parties.

The modification will become effective once all required signatories have executed the amendment and all Parties have received a complete copy of the fully executed modification. No modification shall be effective unless reduced to writing and executed in accordance with

this Amendment Process.

Attachment J: Termination Process

LWDA: Northeast Iowa

IowaWORKS System Partners' Termination Process

This MOU will remain in effect through the period identified in the Effective Period section unless terminated earlier under one or more of the following circumstances:

- ✧ All Parties mutually agree in writing to terminate this MOU prior to the expiration date.
- ✧ Federal or state funding for programs or activities conducted under this MOU is reduced, eliminated, or otherwise unavailable. Any Party unable to perform due to lack of funding will notify the other Parties as soon as reasonably possible after becoming aware of the funding limitation.
- ✧ WIOA is repealed, substantially amended, or superseded by subsequent federal or state law in a manner that materially impacts the provisions of this MOU.
- ✧ The Local Workforce Development Area designation is modified or rescinded under WIOA or by action of the Iowa State Workforce Development Board.
- ✧ A Party materially breaches any provision of this MOU and fails to cure the breach within thirty (30) days after receiving written notice from the NEIWDB Chair (or designee) describing the breach in reasonable detail. In such event, the non-breaching Party(ies) may terminate participation in this MOU upon written notice to the Party in breach.

If a Party wishes to withdraw from participation in this MOU, the Party must submit written notice to the NEIWDB Executive Director or designee. The request will be reviewed by the Northeast Iowa Workforce Development Board in coordination with the affected Parties. If a resolution cannot be reached to prevent withdrawal, the withdrawal will be processed in accordance with the applicable Modification and Dispute Resolution procedures contained within this MOU.

Termination or withdrawal of a Party does not relieve that Party of any outstanding financial, reporting, or programmatic obligations incurred prior to the effective date of termination or withdrawal.

In the event of termination or withdrawal of a Party, the remaining Parties will convene within thirty (30) days to discuss continuation of services, infrastructure funding responsibilities, and, if necessary, development of a successor MOU or amendment.

All Parties agree that this MOU will be reviewed at least every three years, or whenever a new One-Stop Operator is selected and updated or renewed as necessary in accordance with WIOA requirements.

Attachment K: Negotiations/Meeting Summary

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

		through C-5
9/25/2023	TANF- IWD	Reviewed service provided and completed attachments C-1 through C-5
9/25/2023	Ticket-to-Work- IWD	Reviewed service provided and completed attachments C-1 through C-5
9/25/2023	Title IV- IDB	Reviewed service provided and completed attachments C-1 through C-5
9/25/2023	Title IV- IVRS	Reviewed service provided and completed attachments C-1 through C-5
9/25/2023	Job Corps	Reviewed service provided and completed attachments C-1 through C-5
9/25/2023	SCSEP- AARP Foundation	Reviewed service provided and completed attachments C-1 through C-5
9/25/2023	Native American Programs- American Indian Council	Reviewed service provided and completed attachments C-1 through C-5
9/25/2023	National Farmworker Jobs Program- Proteus	Reviewed service provided and completed attachments C-1 through C-5
10/3/2023	Core Partners	Reviewed the Partner Service List provided during a regularly scheduled Core Partner Meeting.
10/9/2023	CTE- NICC	Reviewed service provided and completed attachments C-1 through C-5
10/9/2023	CTE- NIACC	Reviewed service provided and completed attachments C-1 through C-5
10/9/2023	CTE- HCC	Reviewed service provided and completed attachments C-1 through C-5
10/12/2023	Required Partners	Provided an MOU/IFA presentation during a regularly scheduled Required Partner Meeting.
10/18/23	CTE- HCC	Reviewed partner services offered at HCC.
11/7/2023	Core Partners	Provided an MOU/IFA presentation during a regularly scheduled Core Partner

		Meeting.
11/7/2023	All Partners	Sent Draft MOU Language for all Partners to review.
11/7/2023	CTE- NIACC	Reviewed partner services offered at NIACC.
12/1/2023	All Partners	Reviewed staff hours, FTEs, number of staff members, customers serviced, etc. for purposes of drafting language for the One-Stop Operating Budget.
12/5/2023	Core Partners	Reviewed Draft MOU Language during a regularly scheduled Core Partner Meeting.
12/7/2023	Required Partners	Reviewed Draft MOU Language during a regularly scheduled Required Partner Meeting.
12/19/2023	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.
1/17/2024	Title II- AEL- HCC	Discussed the Title II presence in the Waterloo IowaWORKS office.
3/20/2024	All Partners	Sent the One-Stop Operating Budget for each office.
3/30/2024	All Partners	Sent the Final Draft MOU to all partners to review and provide feedback.
3/30/2024	All Signatory's	Sent the Final Draft MOU to all partners to review and provide feedback.
4/1/2024	Executive Committee	Review MOU during regularly scheduled Executive Committee Meeting. Recommended to the full board and CEOs for approval.
4/25/24	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.
5/11/26	All Core/Required Partners	Sent out the updated MOU language to all partners to review and provide feedback. It

		was discussed regarding the next steps in the IFA process and meeting scheduling.
5/18/26	Title II, Title III, Promise Jobs	Overview of the IFA process and next steps in the Negotiation Process
5/18/26	Title IV (IVRS)	Overview of the IFA process and next steps in the Negotiation Process
5/26/26	Title II- Adult Education	Overview of the IFA process and next steps in the Negotiation Process
5/29/26	Waterloo Center Partners	IFA and Negotiation Process Discussion
6/2/26	Waterloo Center Partners	Follow Up from the IFA and Negotiation Process. Adjusted Attachment L based on conversations and sent those updates to partners.
6/3/2026	Hawkeye Community College	IFA and Negotiation Process Discussion for Waterloo Center
6/8/2026	Decorah Center Partners	IFA and Negotiation Process Discussion
6/8/2026	Mason City Center Partners	IFA and Negotiation Process Discussion
6/9/2026	AARP	AARP IFA Contribution for all Centers Discussion
6/12/2026	AARP	AARP IFA Contribution for all Centers Follow-Up
6/12/2026	Dubuque Center Partners	IFA and Negotiation Process Discussion
6/12/2026	Proteus	IFA and Negotiation Process Discussion
6/16/2026	Proteus	IFA and Negotiation Process Discussion
6/17/2026	NEIWDB/CEO Joint Special Meeting	Review and approve MOU/IFA language and move to the Signatory process.
6/19/2026	Dubuque Center Partners	IFA and Negotiation Process Discussion Cont'd.
6/22/2026	Dubuque Operations Manager	Clarification on Dubuque Center Costs
6/22/2026	All Signatory's	Sent the Final Draft MOU to all Signatory's to review and provide feedback.
6/26/2026	New Title I Service Provider and OSO	Sent the Final Draft MOU to our new Title I Service Provider and

[illegible]

Attachment L: Infrastructure Funding Agreement (IFA) and Cost Allocation Methodology

This Attachment establishes the methodology used to allocate infrastructure and shared system costs among required one-stop partners participating in the Northeast Iowa Workforce Development Area one-stop delivery system.

All infrastructure and shared costs are allocated in accordance with WIOA Section 121(h), applicable federal cost principles under 2 CFR Part 200, and partner program requirements. Costs are allocated based on proportionate use and relative benefit received, partner participation, and agreed-upon local allocation methodologies.

The attached center-specific infrastructure funding and cost allocation documents identify:

- Shared infrastructure cost categories
- Allocation methodologies and allocation bases
- Partner participation and cost-sharing methodology
- Estimated infrastructure and shared system costs
- Preliminary partner contribution assumptions

Infrastructure costs and estimated partner contributions are subject to annual review, reconciliation, modification through local partner negotiations, and approval by participating required partners.

The following attachments are incorporated into this Agreement:

Waterloo Iowa**WORKS** Center

Attachment L-1A: Waterloo Iowa**WORKS** Line Item Cost Allocation

Attachment L-1B: Waterloo Iowa**WORKS** Infrastructure Funding Budget

Mason City Iowa**WORKS** Center

Attachment L-2A: Mason City Iowa**WORKS** Line Item Cost Allocation

Attachment L-2B: Mason City Iowa**WORKS** Infrastructure Funding Budget

Decorah Iowa**WORKS** Center

Attachment L-3A: Decorah Iowa**WORKS** Line Item Cost Allocation

Attachment L-3B: Decorah Iowa**WORKS** Infrastructure Funding Budget

Dubuque Iowa**WORKS** Center

Attachment L-4A: Dubuque Iowa**WORKS** Line Item Cost Allocation

Attachment L-4B: Dubuque Iowa**WORKS** Infrastructure Funding Budget

Attachment L-1A

Waterloo IowaWORKSLine Item Cost Allocation

The following table identifies the allocation basis for each shared infrastructure and shared system cost line item and indicates partner participation for the Waterloo IowaWORKSCenter.

Costs are allocated based on proportionate use, relative benefit received, partner participation, and agreed-upon local allocation methodologies consistent with WIOA Section 121(h) and applicable federal cost principles.

Waterloo Line Item	Expense Type	Allocation Basis	Title I	Title II-Adult Ed.	IWD	Title IV-IVRS	Job Corps
Lease/Base Rent	Facility	Square Footage	X	L	X	X	X
Tenant Improvement Amortization	Facility	Square Footage	X	OO	X	X	X
Leasehold Improvement Amortization	Facility	Square Footage	X	OO	X	X	X
Custodial Services	Facility	Square Footage	X	OO	X	X	X
Building Supplies	Facility	Square Footage	X	OO	X	X	X
Electricity	Facility	Square Footage	X	OO	X	X	X
Gas	Facility	Square Footage	X	OO	X	X	X
Water/Sewer	Facility	Square Footage	X	OO	X	X	X
Building Repairs/Maintenance	Facility	Square Footage	X	OO	X	X	X
Commercial Trash Pickup	Facility	Square Footage	X	OO	X	X	X
Security/Alarm Monitoring	Facility	Square Footage	X	OO	X	X	X
Snow Removal/Grounds	Facility	Square Footage	X	OO	X	X	X
Other Contractual Services	Facility	Square Footage	X	OO	X	X	X
Office Supplies	FTE	FTE	X	OO	X	OO	OO
Other Supplies/Materials	FTE	FTE	X	OO	X	X	X
Printing/Copying	FTE	FTE	X	OO	X	OO	OO
Postage/Mail Services	FTE	FTE	X	OO	X	OO	OO
Paper Shredding	FTE	FTE	X	OO	X	OO	OO
Telephone Services	FTE	FTE	X	OO	X	OO	OO
Internet/Data Services	FTE	FTE	X	OO	X	OO	X
IT Equipment	FTE	FTE	X	OO	X	OO	X
Software Licenses	FTE	FTE	X	OO	X	OO	X
Copier/Printer Lease	FTE	FTE	X	OO	X	OO	OO
Property Taxes	Square Footage	Square Footage	X	OO	X	X	X
Insurance	Square Footage	Square Footage	X	OO	X	X	X

Legend:

X = Participating

Limited = Limited/Direct Linkage Participation; contribution restricted to identified cost categories as specified in the IFA.

OO = Opting Out / No Participation

Note: AARP Foundation SCSEP participates in the Waterloo IowaWORKS one-stop delivery system through a third-party in-kind shared operating contribution consisting of one SCSEP participant assigned to support center operations. Because this contribution is not allocated to specific infrastructure cost categories, AARP SCSEP is not included in the line-item cost allocation matrix above. The contribution is documented separately within Attachment L-1B and valued in accordance with 2 CFR §200.306.

Attachment L-1B

Waterloo IowaWORKS Infrastructure Funding Budget

The following table identifies the estimated infrastructure and shared operating costs associated with operation of the Waterloo IowaWORKS Center for Program Year 2026. Costs are organized by major infrastructure category and will be allocated among participating partners in accordance with the agreed-upon local cost allocation methodology, partner participation, and proportional benefit received.

Estimated costs and partner contributions are preliminary and subject to refinement through local partner negotiations, annual budget review, and reconciliation processes.

Waterloo Infrastructure Costs	Allocation Basis	Total Estimated Annual Cost	Title I	Title II-Adult Ed.	IWD	Title IV-IVRS	Job Corps
Lease/Base Rent	Square Footage	\$114,561.00	\$8,527.69	\$3,701.07	\$59,692.84	\$36,953.31	\$5,686.09
Leasehold and Tenant Improvement Amortization	Square Footage	\$94,431.12	\$7,261.75	\$0.00	\$50,853.16	\$31,473.71	\$4,842.50
Building Repairs/Maintenance	Square Footage	\$183.11	\$14.09	\$0.00	\$98.61	\$61.04	\$9.37
Commercial Trash Pickup	Square Footage	\$47.10	\$3.62	\$0.00	\$25.36	\$15.70	\$2.42
Custodial Services	Square Footage	TBD					
Building Supplies	Square Footage	TBD					
Electricity	Square Footage	\$546.23	\$42.02	\$0.00	\$294.12	\$182.08	\$28.01
Gas	Square Footage	\$314.69	\$24.21	\$0.00	\$169.44	\$104.90	\$16.14
Water/Sewer	Square Footage	\$126.54	\$9.73	\$0.00	\$68.14	\$42.18	\$6.49
Security/Alarm Monitoring	Square Footage	TBD					
Snow	Square	TBD					

Removal/Grounds	Footage						
Other Contractual Services	Square Footage	\$136.01	\$10.46	\$0.00	\$73.24	\$45.34	\$6.97
Office Supplies	FTE	\$24.34	\$2.92	\$0.00	\$21.42	\$0.00	\$0.00
Other Supplies/Materials	FTE	TBD					
Printing/Copying	FTE	\$1,201.80	\$144.22	\$0.00	\$1,057.58	\$0.00	\$0.00
Postage/Mail Services	FTE	\$764.32	\$91.72	\$0.00	\$672.60	\$0.00	\$0.00
Paper Shredding	FTE	\$18.94	\$2.27	\$0.00	\$16.67	\$0.00	\$0.00
Telephone Services	FTE	\$3,927.80	\$471.34	\$0.00	\$3,456.46	\$0.00	\$0.00
Internet/Data Services	FTE	TBD					
IT Equipment	FTE	\$116.93	\$14.03	\$0.00	\$102.90	\$0.00	\$8.66
Software Licenses	FTE	TBD					
Copier/Printer Lease	FTE	TBD					
Property Taxes	Square Footage	TBD					
Insurance	Square Footage	TBD					
Total Estimated Infrastructure Costs		\$216,399.93	\$16,620.07	\$3,701.07	\$116,602.54	\$68,878.26	\$10,606.65

Third-Party In-Kind Shared Operating Contributions	Allocation Basis	Actual Value
SCSEP Participant Support Services (Waterloo)	Actual Value	\$6,786.00
Total Third-Party In-Kind Contributions		\$6,786.00

Note: Title II Adult Education and Literacy participates on a limited basis and contributes a fixed annual Infrastructure Funding Agreement (IFA) amount of \$3,701.07 annually (\$308.42 per month). This contribution is applied solely to the Lease/Base Rent cost category. All other infrastructure and shared operating cost categories are excluded from Title II participation. The remaining Lease/Base Rent costs are allocated among participating partners in accordance with the agreed-upon cost allocation methodology. This contribution amount reflects the program's allowable infrastructure funding participation under applicable WIOA requirements.

AARP Foundation SCSEP participates through a third-party in-kind contribution consisting of one SCSEP participant assigned to support Waterloo IowaWORKS Center operations. The participant is scheduled for a minimum of 18 hours per week. The annual value of this contribution is estimated at \$6,786 and is documented in accordance with 2 CFR §200.306. This contribution is applied toward shared operating costs and is not allocated to infrastructure cost categories.

Attachment L-2A

Mason City IowaWORKS Line Item Cost Allocation

The following table identifies the allocation basis for each shared infrastructure and shared system cost line item and indicates partner participation for the Mason City IowaWORKS Center.

Costs are allocated based on proportionate use, relative benefit received, partner participation, and agreed-upon local allocation methodologies consistent with WIOA Section 121(h) and applicable federal cost principles.

Mason City Line Item	Expense Type	Allocation Basis	Title I	IWD	Title IV-IVRS
Lease/Base Rent	Facility	Square Footage	X	X	X
Custodial Services	Facility	Square Footage	X	X	X
Building Supplies	Facility	Square Footage	X	X	X
Electricity	Facility	Square Footage	X	X	X
Gas	Facility	Square Footage	X	X	X
Water/Sewer	Facility	Square Footage	X	X	X
Building Repairs/Maintenance	Facility	Square Footage	X	X	X
Commercial Trash Pickup	Facility	Square Footage	X	X	X
Snow Removal/Grounds	Facility	Square Footage	X	X	X
Office Supplies	FTE	FTE	X	X	OO
Other Supplies/Materials	FTE	FTE	X	X	X
Printing/Copying	FTE	FTE	X	X	OO
Postage/Mail Services	FTE	FTE	X	X	OO
Paper Shredding	FTE	FTE	X	X	OO
Telephone Services	FTE	FTE	X	X	X
Internet/Data Services	FTE	FTE	X	X	OO
IT Equipment	FTE	FTE	X	X	OO
Software Licenses	FTE	FTE	X	X	OO
Copier/Printer Lease	FTE	FTE	X	X	OO
Property Taxes	Square Footage	Square Footage	X	X	X
Insurance	Square Footage	Square Footage	X	X	X

Legend:

X = Participating

Limited = Limited/Direct Linkage Participation; contribution restricted to identified cost categories as specified in the IFA.

OO = Opting Out / No Participation

Note: Title II Adult Education and Literacy participates on a limited basis and contributes a fixed annual Infrastructure Funding Agreement (IFA) amount of \$1,696.71 annually (\$141.39 per month). This contribution is applied solely to the Lease/Base Rent cost category. All other infrastructure and shared operating cost categories are excluded from Title II participation. The remaining Lease/Base Rent costs are allocated among participating partners in accordance with the agreed-upon cost allocation methodology. This contribution amount reflects the program's allowable infrastructure funding participation under applicable WIOA requirements.

***Note: Telephone Services:** Telephone Services are allocated using the agreed-upon FTE allocation methodology. Iowa Vocational Rehabilitation Services (IVRS) utilizes **one (1) dedicated telephone line** at the Mason City IowaWORKS Center. The number of telephone lines is not the basis for cost allocation under this Infrastructure Funding Agreement.

Attachment L-2B

Mason City IowaWORKS Infrastructure Funding Budget

The following table identifies the estimated infrastructure and shared operating costs associated with operation of the Mason City IowaWORKS Center for Program Year 2026. Costs are organized by major infrastructure category and will be allocated among participating partners in accordance with the agreed-upon local cost allocation methodology, partner participation, and proportional benefit received.

Estimated costs and partner contributions are preliminary and subject to refinement through local partner negotiations, annual budget review, and reconciliation processes.

Mason City Infrastructure Costs	Allocation Basis	Total Estimated Annual Cost	Title I	Title II-Adult Ed.	IWD	Title IV-IVRS
Lease/Base Rent	Square Footage	\$144,633.00	\$21,596.18	\$1,696.71	\$93,658.72	\$29,408.10
Building Repairs/Maintenance	Square Footage	TBD				
Commercial Trash Pickup	Square Footage	\$854.57	\$127.59	\$0.00	\$553.28	\$173.70
Custodial Services	Square Footage	\$9,000.60	\$1,343.79	\$0.00	\$5,827.89	\$1,828.92
Building Supplies	Square Footage	TBD				
Electricity	Square Footage	\$6,114.51	\$913.01	\$0.00	\$3,958.97	\$1,242.53
Gas	Square Footage	\$1,053.86	\$157.37	\$0.00	\$682.27	\$214.22
Water/Sewer	Square Footage	\$827.60	\$123.58	\$0.00	\$535.79	\$168.23
Snow Removal/Grounds	Square Footage	Landlord Pays				
Pest Control	Square Footage	Landlord Pays				
Office Supplies	FTE	\$1,959.43	\$230.52	\$0.00	\$1,728.91	\$0.00
Other Supplies/Materials	FTE	TBD				
Printing/Copying	FTE	\$497.30	\$58.51	\$0.00	\$438.79	\$0.00
Postage/Mail Services	FTE	\$864.01	\$101.65	\$0.00	\$762.36	\$0.00
Paper Shredding	FTE	\$44.94	\$5.29	\$0.00	\$39.65	\$0.00
Telephone Services	FTE	\$3,531.60	\$415.48	\$0.00	\$3,116.12	\$0.00
Internet/Data Services	FTE	TBD				\$0.00
IT Equipment	FTE	\$284.65	\$33.49	\$0.00	\$251.16	\$0.00
Software Licenses	FTE	TBD				\$0.00
Copier/Printer Lease	FTE	TBD				\$0.00
Property Taxes	Square Footage	Landlord Pays				
Insurance	Square Footage	Landlord Pays				
Total Estimated Infrastructure Costs		\$169,666.07	\$25,106.46	\$1,696.71	\$111,554.91	\$33,035.70

Note: Title II Adult Education and Literacy participates on a limited basis and contributes a fixed annual Infrastructure Funding Agreement (IFA) amount of \$1,696.71 annually (\$141.39 per month). This contribution is applied solely to the Lease/Base Rent cost category. All other infrastructure and shared operating cost categories are excluded from Title II participation. The remaining Lease/Base Rent costs are allocated among participating partners in accordance with the agreed-upon cost allocation methodology. This contribution amount reflects the program's allowable infrastructure funding participation under applicable WIOA requirements.

***Note: Telephone Services:** Telephone Services are allocated using the agreed-upon FTE allocation methodology. Iowa Vocational Rehabilitation Services (IVRS) utilizes one (1) dedicated telephone line at the Mason City IowaWORKS Center. The number of telephone lines is not the basis for cost allocation under this Infrastructure Funding Agreement.

Attachment L-3A

Decorah IowaWORKS Line Item Cost Allocation

The following table identifies the allocation basis for each shared infrastructure and shared system cost line item and indicates partner participation for the Decorah IowaWORKS Center.

Costs are allocated based on proportionate use, relative benefit received, partner participation, and agreed-upon local allocation methodologies consistent with WIOA Section 121(h) and applicable federal cost principles.

Decorah Line Item	Expense Type	Allocation Basis	Title I	IWD	Title IV-IVRS
Lease/Base Rent	Facility	Square Footage	X	X	X
Custodial Services	Facility	Square Footage	X	X	X
Building Supplies	Facility	Square Footage	X	X	X
Office Supplies	FTE	FTE	X	X	OO
Other Supplies/Materials	FTE	FTE	X	X	X
Printing/Copying	FTE	FTE	X	X	OO
Postage/Mail Services	FTE	FTE	X	X	OO
Paper Shredding	FTE	FTE	X	X	X
Telephone Services	FTE	FTE	X	X	X
Fax Services	FTE	FTE	X	X	OO
ICN Voice Usage	FTE	FTE	X	X	OO
Internet/Data Services	FTE	FTE	X	X	OO
IT Equipment	FTE	FTE	X	X	OO
Software Licenses	FTE	FTE	X	X	OO

Legend:

X = Participating

Limited = Limited/Direct Linkage Participation; contribution restricted to identified cost categories as specified in the IFA.

OO = Opting Out / No Participation

Note: Lease Compliance Update: Pursuant to the executed Decorah IowaWORKS lease agreement, certain facility-related costs are the responsibility of the landlord and are therefore excluded from the infrastructure cost pool and partner cost allocation methodology.

Note: IVRS Direct Lease Arrangement: Iowa Vocational Rehabilitation Services (IVRS) occupies dedicated space within the Decorah IowaWORKS Center pursuant to a separate lease agreement directly with the landlord. Participation in the Lease/Base Rent cost category reflects recognition of the IVRS direct lease obligation as an infrastructure contribution under the Infrastructure Funding Agreement (IFA). The specific lease cost allocation and contribution amounts are identified in Attachment L-3B.

***Note: Telephone Services:** Telephone Services are allocated using the agreed-upon FTE allocation methodology. Iowa Vocational Rehabilitation Services (IVRS) utilizes **one (1) dedicated telephone line** at the Decorah IowaWORKS Center. The number of telephone lines is not the basis for cost allocation under this Infrastructure Funding Agreement.

Note: Title II AEFLA Partner Participation: Northeast Iowa Community College (NICC), as the Title II Adult Education and Family Literacy Act (AEFLA) partner, participates in the one-stop delivery system through direct linkage and coordinated service delivery as described in this Memorandum of Understanding. Infrastructure and shared system cost contributions are determined through the local cost allocation methodology and Infrastructure Funding Agreement (IFA) process. Based on the current assessment of partner participation, benefit received, facility usage, and the agreed-upon local allocation methodology, no infrastructure cost contribution has been assigned to NICC at this time. This determination will be reviewed periodically and may be adjusted if partner participation, service delivery, benefit received, facility usage, or other cost allocation factors change. Any future contribution assigned to NICC shall be determined in accordance with applicable federal cost principles, WIOA Section 121(h), and all other applicable federal and state requirements.

Attachment L-3B

Decorah IowaWORKS Infrastructure Funding Budget

The following table identifies the estimated infrastructure and shared operating costs associated with operation of the Decorah IowaWORKS Center for Program Year 2026. Costs are organized by major infrastructure category and will be allocated among participating partners in accordance with the agreed-upon local cost allocation methodology, partner participation, and proportional benefit received.

Estimated costs and partner contributions are preliminary and subject to refinement through local partner negotiations, annual budget review, and reconciliation processes.

Decorah Infrastructure Costs	Allocation Basis	Total Estimated Annual Cost	Title I	IWD	Title IV-IVRS
Lease/Base Rent	Square Footage	\$55,241.04*	\$9,431.15	\$23,424.85	\$22,385.04
Building Repairs/Maintenance	Landlord Pays	\$0.00	\$0.00	\$0.00	\$0.00
Commercial Trash Pickup	Landlord Pays	\$0.00	\$0.00	\$0.00	\$0.00
Custodial Services	Square Footage	\$3,854.06	\$385.41	\$1,927.03	\$1,541.62
Building Supplies	Square Footage	TBD			
Electricity	Landlord Pays	\$0.00	\$0.00	\$0.00	\$0.00
Gas	Landlord Pays	\$0.00	\$0.00	\$0.00	\$0.00
Water/Sewer	Landlord Pays	\$0.00	\$0.00	\$0.00	\$0.00
Office Supplies	FTE	\$885.53	\$147.59	\$737.94	\$0.00
Other Supplies/Materials	FTE	TBD			
Printing/Copying	FTE	\$234.04	\$39.01	\$195.03	\$0.00
Postage/Mail Services	FTE	\$110.01	\$18.34	\$91.67	\$0.00
Paper Shredding	FTE	\$37.22	\$6.20	\$31.02	\$0.00
Telephone Services	FTE	\$1,097.49	\$182.92	\$914.57	\$0.00
Fax Services	FTE				
ICN Voice Usage	FTE	\$263.64	\$43.94	\$219.70	\$0.00
Internet/Data Services	FTE	TBD			
IT Equipment	FTE	\$198.65	\$33.11	\$165.54	\$0.00
Software Licenses	FTE	TBD			
Property Taxes	Landlord Pays	\$0.00	\$0.00	\$0.00	\$0.00
Insurance	Landlord Pays	\$0.00	\$0.00	\$0.00	\$0.00
Total Estimated Infrastructure Costs		\$61,921.68	\$10,287.67	\$27,707.35	\$23,926.66

Note: Lease Compliance Update: The Infrastructure Funding Agreement budget was reviewed against the executed Decorah IowaWORKS lease. Consistent with the lease provisions, costs identified as landlord responsibilities were excluded from partner cost allocation. These categories include utilities, dumpster/trash service, and building repairs and maintenance. The resulting infrastructure budget reflects only those costs that are properly allocable to partners under the lease and local cost allocation methodology.

***Note: IVRS Direct Lease Arrangement:** IVRS Direct Lease Arrangement: Iowa Vocational Rehabilitation Services (IVRS), a required one-stop partner under WIOA, occupies dedicated space within the Decorah IowaWORKS Center pursuant to a separate lease agreement directly with the landlord. The annual lease obligation associated with the IVRS occupied space is recognized as an infrastructure contribution and is reflected in the Lease/Base Rent line item of this Infrastructure Funding Agreement (IFA). Iowa Workforce Development (IWD) maintains a separate lease for the remaining one-stop center space, and Title I contributes to facility occupancy costs through the local cost allocation methodology applicable to the IWD leased premises. The lease cost allocation reflected in this budget recognizes both the IWD lease and the IVRS direct lease arrangement and is intended to accurately reflect each partner's proportionate use and benefit received from the one-stop center.

***Note: Telephone Services:** Telephone Services are allocated using the agreed-upon FTE allocation methodology. Iowa Vocational Rehabilitation Services (IVRS) utilizes **one (1) dedicated telephone line** at the Decorah IowaWORKS Center. The number of telephone lines is not the basis for cost allocation under this Infrastructure Funding Agreement.

Note: Title II AEFLA Partner Participation: Northeast Iowa Community College (NICC), as the Title II Adult Education and Family Literacy Act (AEFLA) partner, participates in the one-stop delivery system through direct linkage and coordinated service delivery as described in this Memorandum of Understanding. Infrastructure and shared system cost contributions are determined through the local cost allocation methodology and Infrastructure Funding Agreement (IFA) process. Based on the current assessment of partner participation, benefit received, facility usage, and the agreed-upon local allocation methodology, no infrastructure cost contribution has been assigned to NICC at this time. This determination will be reviewed periodically and may be adjusted if partner participation, service delivery, benefit received, facility usage, or other cost allocation factors change. Any future contribution assigned to NICC shall be determined in accordance with applicable federal cost principles, WIOA Section 121(h), and all other applicable federal and state requirements.

Attachment L-4A

Dubuque IowaWORKS Line Item Cost Allocation

The following table identifies the allocation basis for each shared infrastructure and shared system cost line item and indicates partner participation for the Dubuque IowaWORKS Center.

Costs are allocated based on proportionate use, relative benefit received, partner participation, and agreed-upon local allocation methodologies consistent with WIOA Section 121(h) and applicable federal cost principles.

Dubuque Line Item	Expense Type	Allocation Basis	Title I	IWD
Lease/Base Rent	Facility	Square Footage	X	X
Custodial Services	Facility	Square Footage	X	X
Building Supplies	Facility	Square Footage	X	X
Electricity/Gas	Facility	Square Footage	X	X
Building Repairs/Maintenance	Facility	Square Footage	X	X
Commercial Trash Pickup	Facility	Square Footage	X	X
Customer Parking Validations	FTE	FTE	X	X
Office Supplies	FTE	FTE	X	X
Other Supplies/Materials	FTE	FTE	X	X
Printing/Copying	FTE	FTE	X	X
Postage/Mail Services	FTE	FTE	X	X
Paper Shredding	FTE	FTE	X	X
Telephone Services	FTE	FTE	X	X
Internet/Data Services	FTE	FTE	X	X
IT Equipment	FTE	FTE	X	X
Software Licenses	FTE	FTE	X	X
Copier/Printer Lease	FTE	FTE	X	X
Property Taxes	Square Footage	Square Footage	X	X
Insurance	Square Footage	Square Footage	X	X

Legend:

X = Participating

Limited = Limited/Direct Linkage Participation; contribution restricted to identified cost categories as specified in the IFA.

OO = Opting Out / No Participation

Note: Customer Parking Validations: The Customer Parking Validation cost category reflects parking validation expenses provided to customers accessing services at the Dubuque IowaWORKS Center. Employee parking costs are the responsibility of each partner agency and are paid directly to the City of Dubuque or other parking provider and are not included in the Infrastructure Funding Agreement (IFA). Customer parking validation costs are allocated among participating partners based on FTE as a reasonable measure of customer service activity and benefit received.

Attachment L-4B

Dubuque IowaWORKS Infrastructure Funding Budget

The following table identifies the estimated infrastructure and shared operating costs associated with operation of the Dubuque IowaWORKS Center for Program Year 2026. Costs are organized by major infrastructure category and will be allocated among participating partners in accordance with the agreed-upon local cost allocation methodology, partner participation, and proportional benefit received.

Estimated costs and partner contributions are preliminary and subject to refinement through local partner negotiations, annual budget review, and reconciliation processes.

Dubuque Infrastructure Costs	Allocation Basis	Total Estimated Annual Cost	Title I	IWD
Lease/Base Rent	Square Footage	\$65,856.00	\$14,473.38	\$51,382.62
Building Repairs/Maintenance	Square Footage	\$1,500.00	\$329.85	\$1,170.15
Commercial Trash Pickup	Square Footage	\$1,200.00	\$263.88	\$936.12
Custodial Services	Square Footage	\$22,740.00	\$5,000.53	\$17,739.47
Building Supplies	Square Footage	\$500	\$109.95	\$390.05
Electricity	Square Footage	\$10,208.00	\$2,243.94	\$7,964.06
Gas	Square Footage	\$3,748.00	\$823.79	\$2,924.21
Customer Parking Validations	FTE	\$7,200.00	\$900.00	\$6,300.00
Office Supplies	FTE	\$100.00	\$12.50	\$87.50
Other Supplies/Materials	FTE	\$500.00	\$62.50	\$437.50
Printing/Copying	FTE	\$2,500.00	\$312.50	\$2,187.50
Postage/Mail Services	FTE	\$1,500.00	\$187.50	\$1,312.50
Paper Shredding	FTE	\$300.00	\$37.50	\$262.50
Telephone Services	FTE	\$2,000.00	\$250.00	\$1,750.00
Internet/Data Services	FTE			
IT Equipment	FTE	\$2,500.00	\$312.50	\$2,187.50
Software Licenses	FTE			
Total Estimated Infrastructure Costs		\$122,352.00	\$25,320.32	\$97,031.68

Note: Customer Parking Validations: The Customer Parking Validation line item reflects the cost of parking validations provided to customers accessing services at the Dubuque IowaWORKS Center. Employee parking costs are the responsibility of each partner agency and are paid directly to the City of Dubuque and are not included in the Infrastructure Funding Agreement (IFA). Customer parking validation costs are allocated among participating partners based on FTE as a reasonable measure of customer service activity and benefit received.

Definitions

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

Additional Partner – Per WIOA 121(b)(2), an entity that carries out a program not identified as required under WIOA that is approved by the 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

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.

DocuSigned by:

1A7E2CDA75C8492...
Signature

6/22/2026
Date

Heidi Nederhoff
Print Name

Northeast IWD CLEO
Northeast Iowa CLEO

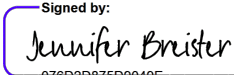
Chief Lead Elected Official/CLEO
Partner Agency/ Program(s) Represented

Signature Page

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.

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.

Signed by:

076D2D875D9849E...

Signature

6/24/2026

Date

Jennifer Breister

Print Name

Board Chair

Title

NEIWDB/Local Workforce Development Board Chair
Partner Agency/ Program(s) Represented

Signature Page

By signing my name below, I, **Steve Reitan**, 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:

EA2C93F01AE9451...

Signature

6/29/2026

Date

Steve Reitan

Print Name

President

Title

LifeSkills Connection, LLC/One-Stop Operator (OSO)

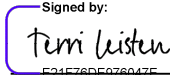
Partner Agency/ Program(s) Represented

Signature Page

By signing my name below, I, **Terri Leisten**, 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.

Signed by:  E24F76DE076047E...	6/29/2026
Signature	Date
Terri Leisten	President
Print Name	Title

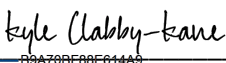
Dynamic Workforce Solutions/WIOA Title I Adult, Dislocated Worker, and Youth Program
Partner Agency/ Program(s) Represented

Signature Page

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.

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:

B9A79DF88E614A9...

Signature

6/29/2026

Date

Kyle Clabby-Kane

Print Name

WIOA Title II Bureau Chief

Title

Iowa Workforce Development/Title II-Adult Education & Family Literacy

Partner Agency/ Program(s) Represented

Signature Page

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.

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:

6DD985B3E788417...

6/26/2026

SignatureDate

Linda Rouse

AJC Division Administrator

Print NameTitle

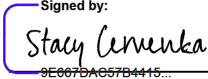
Iowa Workforce Development/Title III- Wagner Peyser Act
Partner Agency/ Program(s) Represented

Signature Page

By signing my name below, I, **Stacy Cervenka**, 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.

Signed by:  9E067BA057B4415... Signature	6/24/2026 Date
Stacy Cervenka Print Name	Director Title

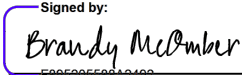
Iowa Department for the Blind/Title IV-Rehabilitation Act of 1973
Partner Agency/ Program(s) Represented

Signature Page

By signing my name below, I, **Brandy McOmber**, 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.

Signed by:  F095265586A2492... Signature	6/30/2026 Date
Brandy McOmber Print Name	Division Administrator Title

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

Signature Page

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.

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.

Signed by:  F478CD2226244E7... Signature	6/26/2026 Date
Laurel Klinkenberg Print Name	vice president of academic affairs Title

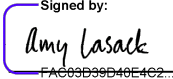
North Iowa Area Community College (NIACC)/Career and Technical Education (CTE)
Partner Agency/ Program(s) Represented

Signature Page

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.

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.

Signed by:

FAC03D39D40E402...

Signature

6/24/2026

Date

Amy Lasack

Print Name

Vice President, Business and Community Solution

Title

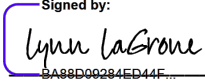
Northeast Iowa Community College (NICC)/Career and Technical Education (CTE)
Partner Agency/ Program(s) Represented

Signature Page

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.

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.

Signed by:  Signature	6/25/2026 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

By signing my name below, I, **Cale Hutchings**, 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.

Signed by:  82B05E40A6CF4D1... Signature	7/6/2026 Date
Cale Hutchings Print Name	CTE State Director Title

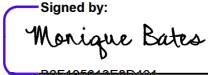
Iowa Department of Education/Career and Technical Education (CTE)
Partner Agency/ Program(s) Represented

Signature Page

By signing my name below, I, **Monique Bates**, 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.

Signed by:

B2F195619E0D481...

7/7/2026

SignatureDate

Monique Bates

VP, Operations

Print NameTitle

AARP Foundation/Senior Community Services Employment Program (SCSEP)
Partner Agency/ Program(s) Represented

Signature Page

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.

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:



809F07D1F6714BF...

Signature

6/26/2026

Date

Michelle McNertney

Print Name

WFS Division Administrator

Title

State of Iowa Grant/Senior Community Services Employment Program (SCSEP)
Partner Agency/ Program(s) Represented

Signature Page

By signing my name below, I, **Nicole Stroebel**, 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.

Signed by:

Nicole Stroebel

8AA72B250FA8429...

Signature

7/20/2026

Date

Nicole Stroebel

Print Name

CFO

Title

Denison Job Corps/Job Corps
Partner Agency/ Program(s) Represented

Signature Page

By signing my name below, I, **Nicole Castellanos**, 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:

Nicole Castellanos

684B4B7D326D46B...

Signature

7/1/2026

Date

Nicole Castellanos

Print Name

Executive Director

Title

American Indian Council/Native American Program

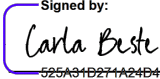
Partner Agency/ Program(s) Represented

Signature Page

By signing my name below, I, **Carla Beste** 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.

Signed by:

525A31D271A24D4...

Signature

7/1/2026

Date

Carla Beste

Print Name

Chief Financial Officer

Title

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

Signature Page

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.

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:

Scott Perkins

4B302FA1782F443...

Signature

6/26/2026

Date

Scott Perkins

Print Name

UI Division Administrator

Title

Iowa Workforce Development/State Unemployment Compensation Program

Partner Agency/ Program(s) Represented

Signature Page

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.

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:


68D385B3E708417...

Signature

6/26/2026

Date

Linda Rouse

Print Name

AJC Division Administrator

Title

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

Signature Page

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.

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:
Linda Rouse
68D385B3E708417...

Signature

6/26/2026

Date

Linda Rouse

Print Name

AJC Division Administrator

Title

Iowa Workforce Development/ReEntry Employment Opportunities (REO) Program

Partner Agency/ Program(s) Represented

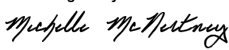
Signature Page

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.

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:



900F87D4F8744BF...

Signature

6/26/2026

Date

Michelle McNertney

Print Name

WFS Division Administrator

Title

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

Signature Page

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.

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:

6DD985B9E788417...

6/26/2026

SignatureDate

Linda Rouse

AJC Division Administrator

Print NameTitle

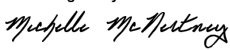
Iowa Workforce Development/RESEA
Partner Agency/ Program(s) Represented

Signature Page

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.

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:

900F87D4F8744BF...

Signature

6/26/2026

Date

Michelle McNertney
Print Name

WFS Division Administrator
Title

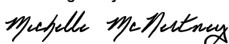
Iowa Workforce Development/Trade Adjustment Assistance (TAA) Program
Partner Agency/ Program(s) Represented

Signature Page

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.

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:

900F87D4F8744BF...
Signature

6/26/2026

Date

Michelle McNertney
Print Name

WFS Division Administrator
Title

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

Signature Page

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.

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:
Jamie Norton
0E1B10B37A194D4...

Signature

6/26/2026

Date

Jamie Norton

Print Name

Director of Veteran Workforce Services

Title

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

Signature Page

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.

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:
Linda Rouse
68D385B3E708417...

Signature

6/26/2026

Date

Linda Rouse

Print Name

AJC Division Administrator

Title

Iowa Workforce Development/Reemployment Case Management (RCM) Program

Partner Agency/ Program(s) Represented

Signature Page

By signing my name below, I, **Kathy Anderson**, 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:



F2AA6CA2032549C...

Signature

6/26/2026

Date

Katherine Anderson

Print Name

Division Admin

Title

Iowa Workforce Development/Business Engagement Division
Partner Agency/ Program(s) Represented