

MEMORANDUM OF UNDERSTANDING

for the Eastern Idaho (Region 6) - Idaho American Job Center Network

Workforce Innovation and Opportunity Act Program years 2020-2022

This Memorandum of Understanding (MOU) for the Eastern Idaho American Job Center Network is executed between the Idaho Workforce Development Council and the Idaho American Job Center Network partners offering services in service delivery area (SDA) 6, also referred to as Region 6.

This MOU incorporates by reference the statewide MOU for the Idaho American Job Center Network, which outlines statewide policies for the American Job Center (AJC) Network. The Eastern Idaho AJC MOU provides details specific to SDA 6.

MOU Design and Contents

Per 20 CFR § 678.500, both the statewide MOU and the SDA MOU contain the following provisions:

- Parties to the MOU
- Design of the one-stop delivery network
- Description of services to be provided through the one-stop delivery system
- Methods of referral
- Methods to ensure that needs of special population groups are met including access to services and access to technology and materials available through the one-stop delivery system
- Duration and assurances
- Signatures

Idaho is required to have two comprehensive one-stop centers. Initially these will be located in Regions 2 and 6. The MOUs for these two SDAs will contain any final cost sharing plans for the comprehensive centers in those locations.

PARTIES TO THE MOU

The **Workforce Development Council** serves as both the State Workforce Development Board and Local Workforce Development Board for the entire state of Idaho. The primary role of the WDC is to represent the Governor and set policy for the statewide workforce investment system.

Section 121(b)(1)(B) of WIOA identifies programs that are to be included in a one-stop delivery system and requires entities that administer the programs as required partners in the local one-stop delivery system. The following entities are responsible for these programs in the Idaho American Job Center Network and are parties to the statewide MOU.

The **Idaho Department of Labor** is responsible for the administration and delivery of **required** programs. These required one-stop programs are offered in the Idaho American Job Center Network: Adult and Dislocated Worker employment and training and Youth workforce investment programs under WIOA Title IB; the Wagner-Peyser Act for Employment Services and labor market information; the Trade Adjustment Assistance and NAFTA Transitional Adjustment Assistance activities authorized under chapter 2 of Title II of the Trade Act of 1973 (19 u.s.c.2271); local

veterans' employment representatives and disabled veterans outreach programs authorized under chapter 41 of Title 38, U.S.C.; and state unemployment compensation programs.

The **Idaho Department of Labor** is also responsible for the administration and delivery of additional programs offered in the Idaho American Job Center Network: Foreign Labor Certification Program under the Wagner-Peyser Act; State Wage & Hour under the Fair Labor Standards Act; Work Opportunity Tax Credits referenced in Internal Revenue Code; Serve Idaho under the National and Community Service Act of 1990-

The **Idaho Department of Labor** is also responsible for the administration and delivery of the *required* WIOA Title I program Job Corps.

The **Idaho Division of Vocational Rehabilitation** is responsible for the administration and delivery of the *required* programs authorized by Title I of the Rehabilitation Act of 1973 (as amended by Title IV of WIOA).

The **Idaho Commission for the Blind & Visually Impaired** is responsible for the administration and delivery of the *required* programs authorized by Title I of the Rehabilitation Act of 1973 (as amended by Title IV of WIOA).

The **Idaho Division of Career & Technical Education** is responsible for the administration of *required* programs in the Idaho American Job Center Network: postsecondary career and technical educational activities under Carl D. Perkins Vocational and Applied Technology Education Act; adult education and literacy activities authorized under Title II of WIOA.

The **Idaho Division of Career & Technical Education** also serves as a liaison to workforce training centers at public technical and community colleges.

The **Idaho Commission on Aging** is responsible for the administration of the *required* Senior Community Service Employment Program activities authorized under Title V of the Older Americans Act of 1965.

The **Community Council of Idaho** is responsible for the administration and delivery of the following *required* WIOA Title I National Farmworker Jobs Program and YouthBuild.

The **Idaho Department of Health and Welfare** is responsible for the administration and delivery of the *required* Temporary Assistance for Needy Families (TANF/TAFI)-Self-Reliance Program.

The **Idaho Department of Health and Welfare** is also a responsible for the administration of additional programs offered in the Idaho American Job Center Network: Supplemental Nutrition Assistance Program (SNAP), employment and training programs for TAFI and SNAP, and Community Services Block Grant.

The **Idaho Commission on Libraries** is a partner serving as a connection to the Idaho American Job Center Network partner program services and provides learning resources in the local communities.

Signatories for the SDA MOUs may vary according to local obligations.

DESIGN OF THE ONE-STOP DELIVERY NETWORK

The Idaho American Job Center Network MOU describes the list of services provided. Eastern Region AJC Network partners will provide access and/or referrals to **services provided by one-stop partner programs** as appropriate.

The Eastern Idaho American Job Center Network serves a nine county area, Bonneville, Butte, Clark, Custer, Fremont, Jefferson, Lemhi, Madison and Teton.

The physical service delivery location structure consists of one Comprehensive AJC, one Affiliate American Job Centers, one Remote Network location(s) and six American Job Center Network Partner locations. (Attachment 1)

The Eastern Idaho Comprehensive American Job Center (AJC) is located in the Idaho Falls Idaho Department of Labor office. Major services such as Wagner-Peyser Employment Services, WIOA Adult, Dislocated Worker, and Youth programs, TAA, Veteran Services, and labor market information are integrated and provided at the Comprehensive One-Stop.

The Eastern Idaho Affiliate American Job Center (AJC) is located in the Salmon Idaho Department of Labor office. Major services such as Wagner-Peyser Employment Services, WIOA Adult, Dislocated Worker, and Youth programs, TAA, Veteran Services, and labor market information are integrated and provided at the affiliate AJC.

The Eastern Idaho Remote Network Partner rotates locations on a daily basis, in order to better serve our rural areas. Major services such as Wagner-Peyser Employment Services, WIOA Adult, Dislocated Worker, and Youth programs, TAA, Veteran Services, and labor market information are integrated and provided at the four remote location(s).

DESCRIPTION OF SERVICES TO BE PROVIDED THROUGH THE ONE-STOP DELIVERY SYSTEM

The Eastern Idaho Comprehensive, DOL affiliate, and DOL remote network AJC's offer basic, individualized and training services to job seekers and business services to employers in Region 6. These services use a triage approach that includes access via self-service, customer assisted services, or intensive case managed services.

Services Provided at DOL locations:

1. Basic career services available to all job seekers
 - Outreach, intake and orientation to the information, services, programs, tools and resources available through the local workforce system
 - Initial assessments of skill level(s), aptitudes, abilities and supportive service needs
 - In and out of area job search and placement assistance (including delivery of information on in demand industry sectors and occupations and non-traditional employment)
 - Access to employment opportunity and labor market information
 - Performance information and program costs for eligible providers of training, education, and workforce services
 - Information on performance of the local workforce system
 - Information on the availability of supportive services and referral to such, as appropriate

- Information and meaningful assistance on Unemployment Insurance claim filing
 - Determination of potential eligibility for workforce partner services, programs, and referral(s)
 - Information and assistance in applying for financial aid for training and education programs not provided under WIOA
2. Individualized career services, if determined to be appropriate, may be provided to an individual in order to obtain or retain employment:
 - Comprehensive and specialized assessments of skills levels and service needs with an emphasis on youth and individuals with barriers
 - Development of an individual employability development plan to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the customer to achieve the employment goals
 - Referral to training services
 - Group counseling
 - Literacy activities related to work readiness • Individual counseling and career planning
 - Case management for customers seeking training services; individual in and out of area job search, referral and placement assistance
 - Work experience, registered apprenticeships, and internships
 - Workforce preparation services (e.g., development of learning skills, punctuality, communication skills, interviewing skills, personal maintenance, literacy skills, financial literacy skills, and professional conduct) to prepare individuals for unsubsidized employment or training.
 3. Follow-up services provided as appropriate, including counseling regarding the workplace, for participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment.
 4. Veteran Services – Region 6 has one Veteran Representative located in the Idaho Falls Comprehensive AJC. Veterans and eligible spouses receive priority of service for receipt of employment training and job search services. In addition to basic services, a disabled veteran may receive intensive services to include:
 - Comprehensive assessment of education, skills, and abilities
 - In-depth interviewing/evaluation to identify employment barriers and employment goals
 - Group and individual career coaching
 - Short-term prevocational services which may include the development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training
 - Development of an individual employment plan, to include the services appropriate to meet the Veteran’s goals

Business Services per 20 CFR § 678.435, offered through the Idaho American Job Center Network will include the labor market information and labor exchange services and appropriate career services such as providing recruitment on behalf of employers and referrals to specialized business services. AJC staff have established and will continue to develop relationships and networks with large and small employers and their intermediaries and maintain industry or sector partnerships. In addition to the required services described in this paragraph, customized business services as described below will be offered to employers as appropriate:

- Serve as a single point of contact for businesses, responding to all requests in a timely manner
- Provide information and services related to Unemployment Insurance taxes and claims
- Assist with disability and communication accommodations
- Conduct outreach regarding the local workforce system’s services and products
- Conduct on-site Rapid Response activities regarding closures and downsizings
- Develop On-the-Job Training (OJT) contracts
- Provide customized recruitment and job applicant screening, assessment and referral services

- Provide employer and industry cluster-driven Occupational Skills Training through Individual Training Accounts with eligible training providers
- Conduct job fairs
- Use of one-stop center facilities for recruiting and interviewing job applicants
- Coordinate with employers to develop and implement layoff aversion strategies
- Provide information regarding disability awareness issues
- Provide information regarding workforce development initiatives and programs
- Provide information regarding assistive technology and communication accommodations
- Develop, convene, or implement industry or sector partnerships

In addition to the career, individualized, follow-up and business services described above, The Idaho American Job Center Network will provide access to all services provided by one-stop partner programs as appropriate.

The required American Job Center Network partners in other locations provide many of these same services. This approach allows access at many entry points throughout the system.

The service delivery is structured to include multiple service locations, scheduled regular or intermittent visits to outlying areas, and direct linkage through technology such as Skype and FaceTime. The ADA workstation(s) at each AJC will offer assistive technology for individuals who are visually impaired, deaf or hard of hearing, and/or with limited mobility to ensure access to the full range of information and services.

All network partners have agreed to support and participate in the operation of Eastern Idaho's one-stop system.

Service Coordination

Region 6 network partners know the value of integrated service delivery and will continue to work together to develop processes that will result in seamless service delivery to customers, allowing them to easily transition between programs in order to receive appropriate service. Effective communication, information sharing, and collaboration by partners allows us to leverage resources to best serve our customers. Network partners will convene quarterly in an effort to further coordinate services so seamless transitions are achieved. Yearly network partners will provide a training so all partners are aware of how to coordinate services, referrals and provide services to individuals with disabilities and those with barriers to employment. The training is provided for all front line staff with each partner having the opportunity to present information. All partners are committed to the joint mission, vision and goals of the one-stop system.

Services to Individuals in the Service Delivery Area

The Region 6 AJC network partners understand the importance of providing assistance to a wide range of customers, including those with barriers to employment. These customers may also include individuals with disabilities, youth and other special needs populations. With this in the mind, the network partners will collaborate when designing and developing materials, when possible, for one-stop system customers to ensure they will meet the needs of all of the customers the system and partners serve.

Network partners in Region 6 have a long and successful history of collaboration and coordination of services to assist customers with multiple barriers to employment. Identification of barriers generally occurs in the initial assessment. Once identified, coordination of services commonly occurs by picking up the phone and having a conversation, scheduling team staffing/appointments/visits for joint participants, sharing case notes and working in unison to assist the customer with barrier removal. Barrier removal occurs over time through the

concentrated efforts of all partners. Each partner has a unique area of expertise and target population; and staff coordination ensures that the referrals and program services are utilized where and when appropriate to best meet the needs of the individual. Network partners understand the importance of training and will provide training to front line staff no less than yearly. One of the main topics of training is how to properly refer to other network partners for target populations of youth and those with barriers to employment.

Customers needing more extensive services and a more intensive level of staff intervention will be able to receive case managed services when appropriate. Beyond assessment, case management services may involve the development of goals, the identification of barriers, and creation of a plan of action which is jointly developed by the customer and the staff providing the assistance. Many of these customers may be co-managed by more than one partner agency as a result of individual need and agency target and expertise.

Many AJC network staff participate in community efforts to serve the following populations: disconnected youth, juvenile justice, dislocated workers and individuals with disabilities. Through these associations, staff participate in various social service activities to connect and coordinate services. These meetings provide regularly scheduled time to discuss outreach to special populations, develop targeted events such as career fairs and hiring events, and to connect with partners specializing in providing assistance. These meetings also allow each partner to update the others on new services being offered, gaps in services available and any other information related to providing a more streamlined service delivery for our shared customers using the regional one-stop system.

Region 6 works with the following agencies to identify out of school youth and/or individuals with barriers to employment: All school districts in the region, Alternative High Schools, Charter Schools and Traditional High Schools; Drug Courts Bonneville County, Jefferson County, Teton County; Vocational Rehabilitation, Community Council of Idaho, College of Eastern Idaho, Career and Technical Education, Juvenile Justice, as well as a number of veteran organizations.

In addition to participation at the county level, Region 6 network partners meet quarterly to discuss service delivery and to fine tune processes as we discover strengths and/or weaknesses and remove barriers to ensure seamless delivery of services to participants and employers. In addition specialty populations such as youth and those with barriers to employment will be identified as a priority when accessing the many services the One Stop Network has to offer.

Services to Employers in the Service Delivery Area

Eastern Idaho AJC Network partners have determined the majority of our programs are focused on customer employment and meeting the demand-driven needs of business. As partners in the American Job Center Network, we believe that our coordinated efforts will improve outreach to business as we work with them directly to identify their workforce and economic development needs. Our system structure is demand-driven and produces customized solutions for workforce and talent development needs of employers and targeted industries in the regional economy. All network partners agree that coordinating services and outreach to business is imperative to the success of our efforts.

The affiliate centers in Region 6 will establish and convene business outreach teams in each service delivery area and develop a working relationship between the team and the workforce training centers and regional economic development organizations, coordinating with the Council's Business Partnership Manager. Regions will submit a monthly "business contact" list to the Council. Each team will provide labor exchange activities for both job seekers and employers through the internet based IdahoWorks system at www.idahoworks.gov. This system allows for labor exchange functions to be accessible 24/7 365 days per year. Staff in the centers are available to

assist employers with job postings, hiring events, labor market information and referrals to training services and tax credit options as appropriate. Staff are also able to provide employers with customized recruitment assistance, access to skills assessment software for potential job candidates and access to use space in the comprehensive and affiliate centers for candidate recruitment and interviews. The center staff may also provide referrals and information regarding disability awareness issues, assistive technology and communication accommodations.

The comprehensive center staff in Region 6 will coordinate layoff aversion and other rapid response activities as needed, regarding closures and downsizing.

A Regional Labor Economist with the Idaho Department of Labor can assist employers with labor market information, wage and demographic data, impact analyses, etc. These information services are also available at the request of network partners.

REFERRAL PROCESS

AJC staff and partners assist with referrals and access to information to other Idaho American Job Center Network partners and their programs. Formal/warm referrals will be made to partners with relevant services primarily based on initial interviews. See Attachments 2 & 3.

Before a referral is made, staff conduct an initial interview to determine needs and interests. With permission, an individual's initial information is provided to the partner program's staff using the receiving program's preferred referral method. Staff may also make referrals by direct communication using a warm transfer via phone, email or in person, depending on what is best for the partner and the customer. Center staff have also been provided with partner contact name and number in order to obtain further assistance or to facilitate a warm hand off to the appropriate system partner.

Region 6 is committed to evaluating our referral process and to continual quality improvement. Many case managed participants are co-managed by multiple partners, thereby eliminating duplication of services by coordinating plans of action, distribution of funding, and providing seamless, meaningful customer focused service. Quarterly partner meetings will be held to discuss the seamless referral processes and to remove barriers.

METHODS OF ENSURING ACCESSIBILITY

Outreach to Individuals with Barriers to Employment

With guidance from the WDC, its One-Stop Committee and other local stakeholders, the one-stop operator will ensure that programs in each service delivery area offer coordinated outreach to individuals with barriers to employment. The operator may develop outreach plans targeted to groups such as workers, youth, individuals with disabilities, those with limited English proficiency, low literacy levels, or others with barriers to employment. The outreach plans will include strategies for reaching out, reducing barriers and communication between community partners. During quarterly partner meetings, progress towards outreach plans will be discussed.

Each network partner has identified additional methods of ensuring accessibility, see Attachment 3.

Accessibility and Accommodations

Certified AJCs must meet the requirements of WIOA Section 188 affording programmatic and physical access to services. Each AJC will be assessed annually to ensure accessibility to individuals with disabilities. All AJCs are equipped with accessible computers specifically designed with ADA equipment and software to accommodate a

variety of disabilities. Program service providers can provide language assistance to individuals with limited English proficiency through oral interpretation, either in person or via a telephone interpretation service such as the Language Line or written translation. Resource materials are available in print in both English and Spanish in the One Stop Centers. Reasonable accommodations are made for customers requiring assistance to receive services.

ADDITIONAL TERMS

Assurances

All Parties to this agreement shall comply with:

- Section 188 of the WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38; Final Rule, published December 2, 2016),
- Title VI of the Civil Rights Act of 1964 (Public Law 88-352),
- Section 504 of the Rehabilitation Act of 1973, as amended,
- The Americans with Disabilities Act of 1990 (Public Law 101-336),
- The Jobs for Veterans Act (Public Law 107-288) pertaining to priority of service in programs funded by the U.S. Department of Labor,
- Training and Employment Guidance Letter (TEGL) 37-14, Update on Complying with Nondiscrimination Requirements: Discrimination Based on Gender Identity, Gender Expression and Sex Stereotyping are Prohibited Forms of Sex Discrimination in the Workforce Development System and other guidance related to implementing WIOA sec. 188,
- The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34, CFR part 99),
- Confidentiality requirements governing the protection and use of personal information held by the Vocational Rehabilitation agency (34 CFR 361.38),
- The confidentiality requirements governing the use of confidential information held by the State Unemployment Insurance agency (20 CFR part 603),
- all amendments to each, and
- all requirements imposed by the regulations issued pursuant to these acts.

Review

This MOU will be reviewed at least once every three years by the WDC One-Stop Committee. If significant changes occur, this agreement may be modified as authorized below.

Modification

This MOU may be modified, altered or renewed by mutual written consent of all the parties, by the issuance of a written amendment, signed and dated by all the parties. Modifications may include the addition of new Idaho American Job Center Network partners as approved by the WDC.

Withdrawal from or Termination of the Agreement

Any partner to this Agreement may withdraw its participation in the MOU, in whole or in part, upon giving written notice of at least 30 days to the WDC, provided that a written explanation of the scope of withdrawal and the reasons for that withdrawal are included in the written notice. This MOU may be terminated at any time by mutual written consent of all partners. It is understood that the partners will seek to resolve all conflicts in order to avoid termination. The designated representative of each partner will be responsible to coordinate all matters associated with this MOU for their party, including all written notices.

Disputes

The partners acknowledge that disputes may arise from time to time and agree to attempt to resolve such disputes in the most expeditious manner possible. The lead representative for each partner involved in a dispute will attempt to reach resolution before turning the matter to the WDC. The WDC will agree upon a resolution and offer a recommendation for action to the parties involved.

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 and effect, until negotiation or rewritten.

Duration

The partners agree that the terms of this MOU will take effect as of July 1, 2020 and will continue until such time as any partner or partners, shall modify or terminate this agreement as provided above.

SIGNATURES

The parties to this MOU evidence their acceptance of its terms by their attached signatures.

Idaho Workforce Development Council

Trent Clark, Chair
Workforce Development Council

Date

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