

# MEMORANDUM OF UNDERSTANDING for the Eastern Idaho (Region 6) 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 parts of the MOU will 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
- In person, warm phone transfer, email, and other methods of engagement
- 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. These are located in Regions 2 and 6. The MOUs for these two SDAs also contain final cost sharing plans for the comprehensive centers in those locations, found in Attachment A.

## **Introduction**

### **Vision**

The overall vision for Idaho's Workforce Development system is to: improve access to education, economic opportunity, and employment for all of Idaho's job seekers – especially those with significant barriers to employment; develop a skilled and competitive workforce that meets the needs of Idaho's employers; stimulate the vitality of our local communities; and promote a state economy that is competitive in the global economy. The Combined State Plan identifies four priorities to realize this vision: 1) Improving public awareness and access to the workforce system; 2) Coordinating business services across partners to ensure delivery of streamlined and high-quality solutions; 3) Serving rural and remote communities; and 4) Career pathways/Sector partnerships. Idaho's American Job Center Network is designed to support these priorities within its capacity under the Workforce Innovation and Opportunity Act. Idaho has an uncommon composition of a small population spread across large geographic areas. Its very uniqueness necessitates the development of a modified one-stop system that provides quality services in diverse locations and maximizes scarce resources. Idaho's statewide

framework addresses varying levels of partner coordination in different locations and still provides consistency in quality service delivery to its citizens across the state.

## **Background**

WIOA mandates the one-stop system of service delivery in the local areas. The one-stop system combines separate workforce investment, education and other human resource programs and funding streams to create a seamless system of service delivery for individuals receiving assistance. WIOA Sec. 121 requires that an MOU be developed and executed between the Local Workforce Development Board, with agreement of the chief elected official and the one-stop partners relating to the operation of the one-stop system in the local area. The Idaho Workforce Development Council (WDC) serves as the required State Workforce Development Board and as a Local Workforce Development Board for the entire state of Idaho, operating under an approved waiver, as indicated in the 2020 state plan. The Governor serves as the chief elected official for all areas within the state of Idaho. The state-level one-stop partners in Idaho have been working together on WIOA one-stop implementation since late 2014. This MOU was negotiated in accordance with 20 CFR § 678.510 by the partners and members of the WDC's One-Stop Committee, with input from one-stop partner agencies and service providers.

## **Parties to the Region 6 MOU**

The **Workforce Development Council** serves as both the State Workforce Development Board and Local Workforce Development Board for Region 6, operating under an approved waiver, as indicated in the 2020 state plan. The primary role of the WDC is to represent the Governor and set policy for the statewide workforce development 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 (IDOL)** 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; and,

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.

## Services Provided

The Eastern Idaho Comprehensive, IDOL affiliate, and IDOL 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.

1. Basic career services that are 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
  - 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 must be 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 – Veterans and eligible spouses receive priority of service for receipt of employment training and job search services. Region 6 has one Veteran Representative located in the Idaho Falls Comprehensive AJC. 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

5. Per 20 CFR § 678.435, business services offered through the Idaho American Job Center Network shall include the provision of labor market information and labor exchange services authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.) and appropriate career services such as providing recruitment on behalf of employers and referrals to specialized business services. American Job Center 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 may also be offered to employers:
- 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, including job coaches
  - 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, veteran services 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 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 AJC Network partners have agreed to support and participate in the operation of Eastern Idaho's one-stop system.

## **Design of the Region 6 One-Stop Delivery Network**

WIOA SEC. 121(e) requires each local area in the state to establish a one-stop delivery system, which shall provide career services. The Idaho American Job Center Network MOU describes the list of services provided. As authorized by each partner program, one-stop partners offer a seamless flow of services

to individual customers based on individual needs. Eastern Idaho (Region 6) 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, Affiliate American Job Centers, Remote Network location(s) and American Job Center Network Partner locations. **See Attachment B for a list of centers, their addresses and their certification status.**

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 Centers (AJC) are located at Idaho Department of Labor offices in the service delivery area. 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 Partners rotate 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 remote location(s).

Additional Eastern Idaho Network Partners include specific partner programs such as vocational rehabilitation, senior community service employment, migrant and seasonal farmworker, and others.

### **Service Coordination**

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 AJC Network partners agree that coordinating services and outreach to business is imperative to the success of our efforts.

The comprehensive and affiliate centers in Region 6 convene business outreach teams in each locality and develop a working relationship between the team and the workforce training centers and regional economic development organizations, coordinating with the WDC's Business Partnership Manager. Regions will submit a monthly "business contact" list to the WDC. Each team will provide labor exchange activities for both job seekers and employers through the internet based IdahoWorks system at [www.idahoworks.gov](http://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 AJC Network partners.

### **Referral Process**

AJC staff and partners assist with referrals and access to information for other Idaho American Job Center Network partners and their programs.

Any AJC staff member can perform an initial interview to connect the individual with the appropriate services – either directly or through a referral to individualized career services, training services or supportive services. The robust referral process in use throughout the state is described below.

Formal referrals will be made to partners with relevant services primarily based on initial interviews. All AJC staff are required to be trained on network partner services and encouraged to foster personal relationships with other service providers. 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 phone, email or in person, depending on what is best for the partner and the customer. Information on connecting to one-stop network partners is available in the AJC and on other online resources such as partner websites and the IdahoWorks labor exchange system. Most partner staff are able to provide basic career services directly through this arrangement. Immediate direct delivery of career services to the customer is expected whenever possible. Co-enrollment with partner programs is also encouraged when appropriate.

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 are held to discuss the seamless referral processes and to remove barriers.

### **Methods of Ensuring Accessibility**

The one-stop operator will ensure that programs in each service delivery area offer coordinated outreach to individuals with barriers to employment with guidance from the WDC, its One-Stop Committee and other local stakeholders. 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.

### **Accessibility and Accommodations**

Certified AJCs must meet the requirements of WIOA Section 188 affording programmatic and physical access to services. Each comprehensive and affiliate AJC is 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. 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 annually by the partners and 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. Updates to Attachment 2 for addresses and AJC certification status may be made without a written amendment.

### **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.

**Attachment A**  
**Infrastructure Cost Sharing Agreement**

*Under development.*

**Attachment B  
Center Locations**

**A. Comprehensive AJC**

Idaho Falls: Idaho Department of Labor  
1515 E. Lincoln Road  
Idaho Falls, ID 83401-3653

**B. Affiliate AJCs**

Rexburg: Idaho Department of Labor  
343 E 4th N., Ste. 242  
Rexburg, ID 83440

Salmon: Idaho Department of Labor  
803 Monroe St., Suite 126A  
Salmon, ID 83467

**C. Network Partner Locations**

Idaho Falls: College of Eastern Idaho  
1600 S. 25th E  
Idaho Falls, ID 83404

Community Council of Idaho  
1349 S. Holmes Ave.  
Idaho Falls, ID 83404

Idaho Division of Vocational Rehabilitation  
1825 Hoopes Ave.  
Idaho Falls, ID 83404

Idaho Commission for the Blind and Visually Impaired  
1920 E. 17th St., Suite 115  
Idaho Falls, ID 83404

Rexburg: Idaho Department of Health and Welfare  
333 Walker Dr.  
Rexburg, ID 83440

Idaho Division of Vocational Rehabilitation  
155 W. Main St. #3  
Rexburg, ID 83440

Salmon: Idaho Division of Vocational Rehabilitation  
1301 Main St., Suite 7  
Salmon, ID 83467