One-Stop Partnerships: Developing the Memorandum of Understanding for Operation of the One-Stop Delivery System

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Innovation and Opportunity at Work: Meeting the Challenge of Implementation

Session Objectives

• Learn how partnerships and services must be addressed in the one-stop delivery system (American Job Center (AJC))

• Engage with peers and learn from other States about successful strategies being implemented as part of the MOU process
Today’s Agenda

• Overview of one-stop system and partner roles and responsibilities
• How requirements for participation can be met
• Key elements of the MOU and negotiation strategies
• Reflections from States
• Resources
From WIA to WIOA: The American Job Center

• Technological advances open new methods of service delivery for integrated one-stop centers
• New evidence-based models provide more opportunity for work-relevant education models
• Stronger partnership requirements demand improved strategies to provide all job seekers with high quality education and employment services
Improved Services

- Emphasis on skills and credentials
- Focus on access and opportunities for those with barriers to employment
- Help businesses and employers easily identify and hire skilled workers
- Emphasize rigorous evaluation to support continuous improvement
- Use data from integrated data systems to inform decision making
Review: Each Required Partner Must…

- Provide **access** to its programs or activities
- Use a portion of its funds to support **infrastructure** and to provide **career services**
- Enter into an **MOU** with the Local WDB
- Participate in the **operation** of the one-stop delivery system consistent with the terms of the MOU
- Provide **representation** on the State and Local WDBs as required and participate in Board committees as needed.
Two Types of AJCs

20 CFR 463.305-310

Comprehensive and Affiliate or Specialized
Comprehensive AJC

Is a *physical location* where jobseekers and employer customers can access the programs, services, and activities of all required one-stop partners, along with any additional partners as determined by the Local WDB.
Comprehensive must have...

- At least one Title I staff physically present
- Career services provided by all partners
- Access to training services
- Access to partner program services
- Workforce and labor market information
Three Options for Access to Partner Services

1. **Physical presence** of staff member
2. Physical presence of partner staff member **appropriately trained** to provide information
3. Using **direct linkage through technology** to a program staff who can provide meaningful information or services
Affiliate and Specialized AJCs

• Supplemental access points consisting of one or more of the partners’ services available.

• Not mandated to provide access to every required partner program.

• Must be physically and programmatically accessible to individuals with disabilities.

• Frequency of partner staff’s physical presence determined through partner MOU negotiations.

• Only those partners that participate in the affiliate centers are required to contribute to the infrastructure costs.
1,609 Comprehensive AJCs

[Map showing the distribution of AJCs across the United States, with states color-coded to indicate the number of AJCs: Up to 25 Centers, 25 to 50 Centers, 50 to 100 Centers, Over 100 Centers.]
805 Affiliate AJCs
For title II of WIOA, the entity or agency that carries out the program...is the sole entity or agency in the State or outlying area responsible for administering or supervising policy for adult education and literacy activities in the State or outlying area.

The State eligible entity or agency may delegate its responsibilities...to one or more eligible providers or consortium of eligible providers.

(WIOA Joint Final Rule, Section 463.415(b))
Table Top Activity

• What are strategies that may be considered when delegating the State eligible agency’s roles and responsibilities to an adult education provider?

• How is access to adult education services being provided in the AJCs?
Management of the One-Stop System

Shared responsibility of:
✓ States
✓ Local workforce development boards
✓ Elected officials
✓ The six WIOA core partner programs
✓ Required one-stop partners and other additional partners
✓ One-stop operators
✓ Service providers
20 CFR 463.500-510

Memorandum of Understanding
Purpose of the MOU

• Product of *local discussion and negotiation* to ensure successful integration and implementation of partner programs.

• To *establish the roles and responsibilities* of the Local WDB, the chief elected official (CEO) and the one-stop partners in relation to the *operation of the one-stop delivery system*.

• **All** required partners must be included in the MOU.
MOU Negotiation Strategies

**Mission/Vision**
- Implement a collaborative and good-faith approach to negotiations.
- Introduce negotiations with a strong, joint (cross-agency) mission and vision statement.

**State/Regional/Local Goals**
- Tie the MOU components back into the goals and objectives of the area’s Regional or Local Plan, or perhaps even to the State’s Unified or Combined State Plan.

**Analyze Needs**
- Carefully analyze business and job seeker customers’ needs in consideration of geographic location and infrastructure; population concentration; and employer concentration.
- Eliminate silos by developing a structure and process of collaborative, streamlined, and customer-focused service delivery.
Types of MOUs

Separate Partner Agreements
- Local WDB (with the agreement of the CEO) may enter into agreements between each partner or groups of partners

“Umbrella” MOUs
- Address issues related to the local one-stop, its CEO, and all partners
- Allow partner programs to focus on service delivery
- Facilitate transparent and flexible agreements
Key Elements of the MOU

- Services
- One-Stop Operating Budget
- Referrals
- Access
- Duration
- Other Contributors
- Modification Process
- Signatures
- Appeals
Description of Services

- What services are to be provided and by whom?
- How will access to those services be provided?
- How will services be coordinated?
- What methods will be used for referrals?
- How will affiliate or specialized site services be provided?
One-Stop Operating Budget

• The one-stop operating budget is the financial plan that the partners and Local WDB agree will be used to achieve the MOU’s goals of delivering services in a local area.

  o The operating budget must include (among other things), agreement on funding the costs of services and operating costs of the system, including:

    ➢ infrastructure costs
    ➢ additional costs (must include applicable career services; may include shared operating costs and shared services)
### Additional Costs

- **Applicable Career Services**
  Shall include the costs of the provision of career services in section 134(c)(2), as applicable to each program.

- **Other Costs**
  Shared services that are authorized for and may be commonly provided through One-Stop partner programs, such as:

<table>
<thead>
<tr>
<th>Initial intake</th>
<th>Identification of appropriate services</th>
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<tbody>
<tr>
<td>Assessment of needs</td>
<td>Referrals to other One-Stop partners</td>
</tr>
<tr>
<td>Appraisal of basic skills</td>
<td>Business services</td>
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</tbody>
</table>
Modification Process

• MOU must include a description of the process for amending it.
  o Renewal of an MOU requires all parties to review and agree to all elements of the MOU and re-sign the MOU.
  o Amendment or modification of the MOU only requires the parties to review and agree to the elements of the MOU that changed.
• Non-substantive changes, such as minor revisions to the budget or adjustments made due to annual reconciliation of the budget, **do not** require MOU renewal.

• Substantive changes that **do** require renewal:
  o Changes in one-stop partners
  o Changes due to election of a new CEO

• Creation of a new IFA requires *updating* the MOU, but not *renewal* of the MOU.
To What Extent Does the MOU Accomplish...

- **Expanded workforce services** for individuals at all levels of skill and experience.

- **Access to** multiple employment and training resources.

- **Integrated and expert** intake process for all customers entering the American Job Centers.

- **Integrated and aligned** business services strategy among American Job Center partners.
To What Extent Does the MOU Accomplish...(cont.)

• Ensures **relevance** to labor market conditions.

• Expanded community and industry **outreach**.

• **Strengthened** partnerships.

• Encourages **efficient use of accessible information technology**
State Experiences

• **Elaine Bryan** – Director, Adult Education, Missouri Department of Elementary and Secondary Education

• **Michael R. King** – State Director, South Carolina Department of Education

• **Gilda Rubio-Festa** – Associate Vice President of College Career Readiness, North Carolina Community College System
Questions?
One-Stop Delivery System

Resources
## Relevant Sections of Joint Regulations

### Subpart J – Description of the One-Stop Delivery System Under Title I of the WIOA

<table>
<thead>
<tr>
<th>Section Description</th>
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<tr>
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<td>§463.300, §463.305, §463.310</td>
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<td>One-Stop Partners and the Responsibilities of Partners</td>
<td>§463.400, §463.410, §463.415, §463.420, §463.425, §463.430</td>
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<td>Memorandum of Understanding for the One-Stop Delivery System</td>
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<td>One-Stop Operators</td>
<td>§463.600, §463.620, §463.625, §463.635</td>
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<td>One-Stop Certification</td>
<td>§463.800</td>
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<td>Common Identifier</td>
<td>§463.900</td>
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Sample MOU and Infrastructure Costs Toolkit

Implementing the Workforce Innovation and Opportunity Act

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Sample MOU and Infrastructure Costs Toolkit

This Sample Memorandum of Understanding (MOU) and accompanying Cost Allocation Analyses for hypothetical local areas may be used as a reference guide or toolkit when developing your own MOU, including your one-stop operating budget, Infrastructure Funding Agreement (IFA), and cost allocation methodologies, pursuant to the requirements of section 121 of WIOA, its implementing regulations at 20 CFR part 678 and 34 CFR parts 361 and 463, and the relevant guidance.

The Workforce Innovation and Opportunity Act (WIOA) sec. 121(c)(1) requires the Local Board, with the agreement of the Chief Elected Official (CEO), to develop and enter into an MOU between the Local Board and the One-Stop Partners, consistent with WIOA Sec. 121(c)(2), concerning the operation of the one-stop delivery system in a local area. This requirement is further described in the Workforce Innovation and Opportunity Act; Joint Rule for Unified and Combined State Plans, Performance Accountability, and the One-Stop System

Related Content

• Sample MOU 2017 pdf - size: 1.5MB
• Cost Allocations and Partner Contributions - County A

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You Might Also Like

• One-Stop Center Certification and Quality Control for Enhanc...
• WIOA Partner Websites
Additional Resources

**OCTAE Program Memoranda**

- [OCTAE Program Memorandum 17-4: One-Stop Operations Guidance for the American Job Center Network](#) (updated June 2017)
- [OCTAE Program Memorandum 17-3: Infrastructure Funding of the One-Stop Delivery System](#) (January 18, 2017)
- [OCTAE Program Memorandum 15-3: Vision for the One-Stop Delivery System under the Workforce Innovation and Opportunity Act](#) (August 13, 2015)

**Presentations**

- [Unpacking title I Regulations: State and Local Board Representation—Required Partners and Their Roles in the One-Stop](#) (2016 National Meeting of Adult Education State Directors PowerPoint presentation)

**Other Resources and Tools**

- [Innovation and Opportunity Network Workforce GPS](#)
- [One-Stop Infrastructure Costs FAQs](#)