

LEGAL AUTHORITY

The Workforce Innovation and Opportunity Act (WIOA) Section 121(c)(1) requires that the local Workforce Development Board (WDB), with the agreement of the Chief Elected Officials (CEO), shall develop and enter into a memorandum of understanding (MOU) between the Local WDB and the One-Stop Partners consistent with WIOA Section 121(c)(2), concerning the operation of the One-Stop Delivery System in the local Workforce Development Area (LWDA). “The MOU is the product of local discussion and negotiation and is an agreement developed and executed between the Local WDB and the One-Stop Partners. Agreement of the CEO and the One-Stop Partners, relating to the operation of the One-Stop Delivery System in the LWDA. Two (2) or more LWDA’s in a region may develop a single joint MOU, if they are in a region that has submitted a regional plan under sec. 106 of WIOA.” [20 CFR 678.500 (a), 34 CFR 361.500(a), and 34 CFR 463.500(a) and in federal guidance.

Additionally, the sharing and allocation of infrastructure costs among One-Stop Partners is governed by WIOA sec. 121(h), its implementing regulations, and the Federal Cost Principles contained in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance) at 2 CFR part 200.

Therefore, pursuant to the above legal requirements, the Local WDB, with the agreement of the CEOs, shall develop and enter into a MOU (between the Local WDB and the One-Stop Partners) concerning the operation of the One-Stop Delivery System in each regional area. The MOU shall contain provisions describing services to be provided through the One-Stop Delivery System including the manner in which services will be coordinated and delivered through such system. The MOU shall include how the costs of such services and the operating costs of such system will be apportioned through an infrastructure funding agreement (IFA). The MOU shall include a description of the methods of referral for appropriate services and activities between the One-Stop Operator and partner agencies.

Please include a Table of Contents to assist with locating required information within the document.

I. INTRODUCTION

This Memorandum of Understanding (MOU) establishes the spirit of cooperation and collaboration by the insert name Local Workforce Development Board (Local WDB); and the One-Stop Delivery System signatory partners (“the Partners”) hereafter named. It describes how they will use their various funding streams and resources to serve their mutual customers, both jobseekers and employers, through an integrated system of service delivery operated at insert number comprehensive sites, called Missouri Job Centers, and insert number affiliated satellite sites. We understand that the development and implementation of these sites will require mutual trust and teamwork between the partnering agencies.

Local/Regional Vision Statement, Mission Statement, and Goals

This section should include the vision, mission, principles, and goals of the One-Stop Center Delivery System from a local and regional viewpoint.

This document accompanies OWD Issuance 01-2019 and is part of that guidance.
Memorandum of Understanding (MOU)

1. Describe the shared vision and commitment of the Local WDB and required partners to a high quality local workforce delivery system (vision must be consistent with federal, State, regional, and local planning priorities, as well as the Governor's guidelines).
2. Describe which aspects of the vision are currently in place.
3. Outline the steps to be taken and the general timeline for how required partners will implement any aspects of the vision that are not yet in place.
4. Fully describe the process and efforts of the Local WDB and required partners to negotiate the MOU.
5. Confirm whether all required partners participated in negotiations.
6. Explain the process to be used if consensus on the MOU is not reached by partners

II. STRATEGIC VISION

The purpose of the Missouri Job Centers is to advance the economic well-being of the Local Workforce Development Area (LWDA) by developing and maintaining a quality workforce. The Centers shall serve as focal points for local and regional workforce innovation initiatives. Achieving this will require delivering high quality and integrated workforce innovation, education, and economic development services for jobseekers, incumbent workers, and employers.

A. NAME AND LOCATION OF COMPREHENSIVE ONE-STOP CENTER(S) Governor's Guidelines, (§ 678.310, § 678.315 and § 678.320)

1. Provide the name and address of the Comprehensive One-Stop Center(s) in the local service delivery system.
2. Where applicable, list the designated affiliated sites or specialized Centers.
3. Define any other operating titles that the local area assigns to each Center.

B. PARTIES TO THE MOU

This section should identify all parties relevant to the MOU. Local WDBs may enter into separate MOU agreements with each partner or enter into an "umbrella" MOU which includes all required and optional Missouri Job Center Partners, both locally and regionally. Required partners include local/regional representatives of the following programs:

- WIOA Title I Adult, Dislocated Worker, and Youth
- WIOA Title II Adult Education and Literacy
- WIOA Title III Wagner-Peyser
- WIOA Title IV Vocational Rehabilitation
- Carl Perkins Career Technical Education
- Title V Older Americans Act

This document accompanies OWD Issuance 01-2019 and is part of that guidance.
Memorandum of Understanding (MOU)

- Job Corps
- Native American Programs (Section 166)
- Migrant Seasonal Farmworkers (Section 167)
- Veterans
- Youth Build
- Trade Adjustment Assistance Act
- Community Services Block Grant
- Housing & Urban Development
- Unemployment Compensation
- Second Chance
- Temporary Assistance for Needy Families/JOBS
- Supplemental Nutrition Assistance Program (SNAP) Employment and Training services (If Required)

In accordance with 20 CFR 678.420, “Each required partner must ...(c) enter into an MOU with the Local WDB. And in accordance with 20 CFR 678.500(b), “The MOU must include: (l) A description of services to be provided through the One-Stop Delivery System, including the manner in which the services will be coordinated and delivered through the system...” This may be achieved through a narrative explaining service coordination and delivery including each required partner’s information. Attachment 1 is an example of the required information in a format which may be modified as needed.

PARTIES TO MOU

Local Workforce Innovation Board Chair
Chief Elected Official

Required Partners as Parties to MOU and Entity Administering Program

Other Required Programs Offered in this LWDA as Parties to MOU and Entity Administering Program

Additional Partners as Parties to MOU
Entity Administering Program

C. ONE-STOP CENTER SERVICES

This section should include a description of the local system, the customers served, and the services provided by each Center Partner consistent with the Standards. This includes the three (3) types of “career services” authorized under WIOA (basic career services, individualized career services, and follow-up services) as well as training services and services provided to employers.

The MOU must include a description of the services provided through the American Job Center network, which includes: the method or means of providing Partner access to those services; the frequency of program staff’s physical presence in an affiliated site, and how specialized One-Stop Centers, as needed, will be implemented.

In order to eliminate duplication of services, the parties to this MOU agree to coordinate the delivery of services and activities to:

This document accompanies OWD Issuance 01-2019 and is part of that guidance.
Memorandum of Understanding (MOU)

- Collaborate about and promote the coordinated delivery of services through program integration whenever and participate in joint planning at the State and local level.
- Coordinate resources and programs to ensure a streamlined and efficient Workforce Development system.
- Provide direct access to services through real-time technology.
- Promote information sharing and coordination of activities to improve the performance of the One-Stop System in part through the use of data access agreements.
- Continue to support and implement the unified system of measuring program performance and accountability.

The MOU shall include a description of the coordinated delivery of services in the system and methods for referring individuals between the One-Stop Operators and Partners for appropriate services and activities.

This required information can be included as a narrative attachment or communicated through a chart that describes how each service will be integrated into the operations of the Centers and which partner(s) will provide it. Required information on service to be provided is further described in Section III of this document.

D. RESPONSIBILITY OF MISSOURI JOB CENTER PARTNERS

This section should include a description of local and regional agreements to share responsibility for planning, implementing, and operating the local system and could include references to shared responsibility for capacity building and staff development.

E. DATA SHARING

Shared Technology and System Security

This section should include a commitment to share data and technology and assurance that all data and systems are secure and could include commitments to technological enhancements that allow for expanded and/or more efficient information sharing among required partners.

Describe how core program partners will share data and information and will collaborate to assure that all common primary indicators of performance for the core program partners in the LWDA will be collectively achieved.

Provide assurances that participants' Personally Identifiable Information (PII) will be kept confidential. Cite specific examples of required Partners demonstrating a commitment to integration in the LWDA.

NOTE: Partners are encouraged to seek clarification from their respective core partner state agency and/or data staff regarding information needed for this section.

III. SERVICES TO BE PROVIDED

The purpose of this MOU is to articulate the roles and responsibilities of each Party in the creation of a seamless customer-focused service delivery network that integrates service delivery across

programs, enhances access to services and improves long-term employment outcomes for individuals receiving assistance. The MOU provides a foundation for assuring alignment and coordination of policies and operations across programs, supporting a responsive service delivery system, enhancing access to program services that meet the workforce development needs of adults and lead to long-term employment outcomes. Programs and services will be coordinated and integrated where feasible by jointly serving common customers, supporting interagency in-service training and providing information and services that most directly meet the customer's needs.

A. DESCRIPTION OF COMPREHENSIVE ONE-STOP SERVICES (Sec. 121 (c)(2)(i)) (§ 678.500(b)(1))

1. Complete a local service matrix (template attached) illustrating local methods of service delivery, which includes:

- Career services to be provided by each required Partner in each Comprehensive One-Stop Center.
- Other programs and activities to be provided by each required Partner.
- Method of delivery for each service provided by each required Partner (e.g., staff physically present, cross-trained staff, direct linkage technology).

2. In the introductory paragraph of this section, describe the required Partners' combined commitment to integration and "manner in which the services will be coordinated and delivered through the system" (§ 678.500(b)(1)).

For each required Partner, describe each Partner's commitment to coordinated service delivery and explain how the local service matrices illustrate that commitment.

For each required Partner, describe the location(s) at which services of each required Partner will be accessible.

2. PROCUREMENT OF ONE-STOP OPERATOR 678.600 – 678.635

1. Name the procured One-Stop Operator.
2. Describe the functions and scope of work of the One-Stop Operator as defined in the Request for Proposal or as planned for the competitive procurement process.
3. Assure that the One-Stop Operator will not perform any of the proscribed functions (§ 678.620(b)) to avoid a conflict of interest.

3. ADMINISTRATIVE AND OPERATIONS MANAGEMENT SECTIONS

Administrative and Operations Management sections of the MOU could include any other necessary or desired sections to facilitate efficient and effective operation of the Missouri Job Center(s) including management, site supervision, dispute resolution, and others.

IV. Shared Funding of Infrastructure

A. One-Stop Operating Budget

The One-Stop Operating Budget is the financial plan that the One-Stop Partners, and Local WDB agree will be used to achieve the MOU's goals of delivering services in a LWDA. The MOU must contain, among other things, provisions describing how the costs of services provided by the One-Stop System (including career services and other shared services) and the operating costs of such System will be funded, including the infrastructure costs for the One-Stop System (WIOA sec. 121(c)(2)(A)). The One-Stop Operating Budget may be considered the master budget that contains a set of individual budgets or components that consist of two (2) types of costs that are specifically outlined in the statute: infrastructure costs, defined in WIOA sec. 121(h)(4); and additional costs, which consist of shared operating costs and shared services that are related to the operation of the One-Stop Delivery System (but do not constitute infrastructure costs), described in WIOA sec. 121(i).

In accordance with 20 CFR 678.500(b)(2), "Agreement on funding the costs of the services and the operating costs of the System, including: (i) funding of infrastructure costs of One-Stop Centers in accordance with §§ 678.700 through 678.755; and (ii) funding of the shared services and operating costs of the One-Stop Delivery System described in § 678.760. TEGL 17-16, "Infrastructure of the One-Stop Delivery System," further clarifies that the MOU must include the One-Stop Operating Budget that contains both infrastructure costs and additional costs. The section on Infrastructure Funding Agreements (IFA) further explains the requirements of the budget line-item identification and breakdown.

Budgets: A separate and unique budget is developed and agreed upon for each location. The budget must indicate costs any costs that are identified as shared among the Partners. Additionally, there must be a delineation between infrastructure costs and additional costs in the budget. These budgets can be combined into one cost sharing agreement, or cost sharing agreements can be signed for each Comprehensive or Affiliate Center separately. The final IFA must include a statement attesting to agreement with the overall system budget and each Partner's share of the budget, not just a Partner's own share. The inclusion of this statement ensures that all Partners agree upon the budget as required by federal guidance.

Budget Components: Budgets will include the infrastructure categories listed in the law and regulations (rent, utilities and maintenance, equipment, technology to facilitate access, and common identifier costs). Additional costs that are common to multiple Partners may also be identified, including the shared costs or additional costs.

B. Other Contributors

The MOU must also include contributions made to the One-Stop System through other avenues, such as donations made by a non-partner entity (e.g., a local business donating computers for a learning lab). Third-party in-kind contributions made to supplement the operation of the American Job Center must also be documented.

V. FUNDING OF SERVICES AND OPERATING COSTS

The information required to be included in the IFA is found in 20 CFR 678.755, 34 CFR 361.755, and 34 CFR 463.755.

This section should include summary information on Local WDB-negotiated cost sharing agreements (infrastructure and other shared costs) and include the agreements as attachments. Instructions for the IFA are found in Attachment 3.

Appeals - If a One-Stop Partner's appeal to the State regarding infrastructure costs, results in a change to the One-Stop Partner's infrastructure cost contributions, the MOU must be updated to reflect the final One-Stop Partner infrastructure cost contributions.

VI. SYSTEMATIC REFERRAL PROCESS FOR JOB CENTER CUSTOMERS

The MOU must include methods for referral to appropriate services and activities between One-Stop Operators and Partner programs. This section should include a commitment to mutually implement processes for the referral of customers to services not provided on-site. The referral process should be customer-centered and provided by staff trained in customer service. The commitment to implementation may appear as:

In order to provide seamless delivery of services to customers, the Parties agree to the following referral principles:

1. Each party will have information on and receive training about the services of all Partner agencies within the One-Stop System.
2. Customers accessing services through the One-Stop System will receive assistance in determining which of the Partner agencies may have services that will benefit the customer and will be provided an appropriate referral and means to contact said Partner program.
3. Staff will make appropriate referrals depending on each customer's individual needs, eligibility requirements, and other support services. Referrals will be made to Partners/outside agencies based on intake and assessment and a determination of appropriateness.
4. We agree that the Partners will conduct referral for services in the following manner:
 - a. All customers referred for services will receive a written referral form with the date, time, and place of the appointment.
 - b. All appointments will be scheduled within three (3) working days.
 - c. The individual making the appointment will follow up within two (2) working days of the scheduled appointment date.

REFERRAL PROCESS Sec. 121 (c)(2)(iii) and §678.500(b)(3)-(4)

Detailed referral procedures will be described in the local/regional Addendum. Address all of the following:

1. Describe local One-Stop Operator's role and responsibilities for coordinating referrals among required Partners (§678.500(b)(3))
2. Each required Partner must list the other programs to which it will make referrals and the method(s) of referral to each Partner; for example, in the Title I box, Title I will list all other programs to which it will refer clients and the method(s) of referral for each
3. Identify the method of tracking referrals

Note: LWDA's must be as specific as possible when describing the differences in referral methods between Partner programs. DOL has expressed concern about this area in the past.

VII. ACCESS

NON-DISCRIMINATION AND EQUAL OPPORTUNITY

This section should address compliance with all non-discrimination and equal opportunity provisions.

Access – The MOU must include methods to ensure the needs of workers, youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials available through the One-Stop System.

PHYSICAL ACCESSIBILITY (Sec. 121 (c)(2)(iv)) (§678.500(b)(4))

Describe how—through specific examples and commitments—required Partners will assure the physical accessibility of the Comprehensive One-Stop Center(s), including the following:

- The Comprehensive One-Stop Center's layout supports a culture of inclusiveness
- The location of the Comprehensive One-Stop Center is recognizable in a high-traffic area
- Access to public transportation is available within reasonable walking distance
- The location of a dedicated parking lot, with parking lot spaces closest to the door designated for individuals with disabilities

PROGRAMMATIC ACCESSIBILITY (Sec. 121 (c)(2)(iv)) (§ 678.500(b)(4))

- Describe how the Comprehensive One-Stop Center provides access to all required career services in the most inclusive and appropriate settings for each individual participant
- Describe specific arrangements and resources available to assure that individuals with barriers to employment, including individuals with disabilities, can access available services

(§678.500(b)(4))

This document accompanies OWD Issuance 01-2019 and is part of that guidance.
Memorandum of Understanding (MOU)

- Explain how services will be provided using technology that is actually available and in accordance with the “direct linkage” requirement under WIOA

Note: Provide as much specificity as possible for each Partner program

Access to Programs and Services

This section should include information on how the Missouri Job Center System will ensure access to Missouri Job Center services including to individuals with barriers to employment.

Recommended topics include the following:

- Describe how each Missouri Job Center Partner will provide a direct link or access to other Missouri Job Center Partner staff that can provide meaningful information or service, through the use of colocation, cross training of Missouri Job Center staff, or real-time technology (two way communication and interaction with Missouri Job Center Partners that results in services needed by the customer).
- A commitment to offer priority for services to veterans and recipients of public assistance, other low income individuals, or individuals who are basic skills deficient when providing individualized career services and training services with WIOA adult funds.
- An attached “system map” that identifies the location of every Comprehensive and affiliate Missouri Job Center within the LWDA.
- A commitment from each Missouri Job Center Partner to ensure their policies, procedures, programs, and services are in compliance with the Americans with Disabilities Act of 1990 and its amendments, in order to provide equal access to all customers with disabilities.
- A commitment from each Missouri Job Center Partner to promote capacity building and professional development for staff in order to increase awareness and understanding of serving individuals with barriers to employment and individuals with disabilities.

Americans with Disabilities Act and Amendments Compliance

This section should include language on how each Missouri Job Center Partner will ensure that the policies and procedures of the Missouri Job Center System and the services being provided are in compliance with the Americans with Disabilities Act of 1990 and its amendments.

VIII. HUMAN RESOURCES MANAGEMENT

We agree that the Partners will develop commonly accepted expectations for customer service and engagement that are compliant with each individual entity’s employee policies. Each Partner will incorporate those expectations into their own employee-performance system and agree to conduct periodic performance reviews in accordance with the requirements of their organization.

Grievances and Complaints Procedure

This section should include a commitment to establish and maintain a procedure for handling grievances and complaints as outlined in WIOA. The Parties will implement written grievance

This document accompanies OWD Issuance 01-2019 and is part of that guidance.
Memorandum of Understanding (MOU)

procedures to ensure enforcement of non-discrimination and equal opportunity provisions within the One-Stop System.

Confidentiality

This section should address compliance with the confidentiality requirements of all applicable laws, regulations, and rules.

IX. ONE-STOP DELIVERY SYSTEM PERFORMANCE CRITERIA

We agree that the One-Stop Delivery System will strive to achieve these standards of quality service for its customers, employees, and Partners:

1. All customers will receive prompt and courteous service from the staff.
2. All customers will receive the services designed to assist customers in achieving their educational and/or job placement goals.
3. All employees can expect to work in a safe and professional environment.
4. All employees can expect to receive the best tools to achieve the desired outcome for their customers.
5. All Partners will deliver high-quality services through the Missouri Job Centers.
6. The MOU may contain specific mutual-performance goals. For example:

“All Partners will place a minimum of 70 percent of their customers in jobs with family-sustaining wages for at least 180 days.”

ADDITIONAL LOCAL PROVISIONS (OPTIONAL) (Sec. 121(c)(2)(B)) (§678.500(c))

X. GOVERNANCE OF THE ONE-STOP DELIVERY SYSTEM

The ultimate accountability and responsibility for the One-Stop System organizational processes, services, and accomplishments will rest with the Local WDB, the One-Stop Operator, and the Partners.

The Local WDB’s responsibilities will be:

- 1.
 - 2.
- ... Continue numbering as needed

The One-Stop Operator’s responsibilities will be:

- 1.
- 2.

This document accompanies OWD Issuance 01-2019 and is part of that guidance.
Memorandum of Understanding (MOU)

... Continue numbering as needed

The One-Stop Partners' responsibilities will be:

- 1.
- 2.

... Continue numbering as needed

XI. DURATION, MODIFICATION, and REVISIONS

This section should include information regarding any modifications or revisions of the MOU.

The parties agree that the terms of this MOU as a whole will take effect as of YYYY-MM-DD and will continue in effect until YYYY-MM-DD or such time as any party will modify, extend, or terminate this MOU. Amendments to the MOU may be made upon consensus of all parties at least 30 days prior to the effective date of the change.

The terms of the shared funding of infrastructure costs agreed to in Section IV will take effect as of YYYY-MM-DD and will continue in effect until YYYY-MM-DD, or such time as any party will modify, extend, or terminate that subpart of this agreement.

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 renegotiated or rewritten.

AMENDMENT PROCEDURES (Sec. 121 (c)(2)(v)) (§ 678.500(b)(5))

Describe amendment procedures, including annual negotiation of infrastructure and shared system costs to address the following:

- The amount of notice a Partner Agency must provide the other Partners to make amendments,
- The procedures for informing other Partners of the pending amendment,
- The circumstances under which the local Partners agree the MOU must be amended,
- The procedures for amending the MOU to incorporate the final approved budget on an annual basis,
- The procedures for terminating the MOU or a specific Partner's participation in the MOU, and
- The process for resolving any disputes that evolve after the agreement is reached'

NOTE: Ensure the MOU reflects the most recent date as amendments are approved, if applicable.

RENEWAL PROVISIONS § 678.500(b)(6)

Provide the process and timeline in which MOU will be reviewed, including:

- Explain the renewal process, which must occur at a minimum of every three (3) years

This document accompanies OWD Issuance 01-2019 and is part of that guidance.
Memorandum of Understanding (MOU)

- Describe the required renewal process if substantial changes occur before the MOU's three (3) year expiration date

NOTE: Ensure the MOU reflects the most recent date as renewals are approved

EFFECTIVE DATES and TERM of MOU

This section should include the effective dates, term length of the MOU, and an assurance to review the MOU at least every three (3) years. The MOU and all addendums, if applicable, constitutes the entire agreement between the parties hereto.

DURATION OF AGREEMENT (Sec. 121(c)(2)(v)) (§ 678.500(b)(5))

The MOU must include provisions specifying its duration and the procedures for amending it. The MOU must contain assurances that it will be reviewed and, if substantial changes have occurred, be renewed. The MOU must be renewed not less than once every three (3) years. State the agreed upon expiration date (cannot exceed three years)

XII. TERMINATION

This section should include information regarding termination of the MOU.

Any party to this agreement may cease participation in the agreement. Any party that intends to cease participation must notify the other parties to the agreement at least 30 days prior to the effective termination date.

XIII. AUTHORITY AND SIGNATURES (§678.500(d))

When fully executed, the MOU must contain the signatures of the Local WDB, One-Stop Partners, and the CEO(s).

Include a statement that the individuals signing the MOU have authority to represent and sign on behalf of their program under WIOA

The MOU must contain signatures of the CEO (s), the Local WDB Chairperson, Local WDB director, and authorized representatives of each Partner program included in the MOU

Each signor must be identified by Partner program they represent, date of the signature, and printed and written signatures. The format for the signature page may appear as follows:

NAME OF *PARTNER PROGRAM* (Typed on signature page above signature area for each signatory)

Signature

Printed/Typed Name of Signatory

Title within the partner program

Date

Organization

This document accompanies OWD Issuance 01-2019 and is part of that guidance.
Memorandum of Understanding (MOU)

In a case where an individual other than the authorized signatory negotiated on their behalf, the signature page would also include:

INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR *Partner Program* IF DIFFERENT THAN THE SIGNATORY ABOVE

Signature

Printed/Typed Name of Signatory

Title

Date

Organization

ATTACHMENT 1
SERVICES TO BE PROVIDED BY ONE-STOP PARTNERS THROUGH THE ONE-STOP SYSTEM

Each of the following Partner programs are required to have an MOU with the Local WDB. If a program is not funded in a LWDA, then the MOU is not necessary.

- A. ADULT PROGRAM
- B. DISLOCATED WORKER PROGRAM
- C. YOUTH PROGRAM
- D. ADULT EDUCATION AND FAMILY LITERACY
- E. WAGNER-PEYSER PROGRAM
- F. VOCATIONAL REHABILITATION
- G. UNEMPLOYMENT INSURANCE
- H. VETERANS PROGRAMS
- I. TRADE ADJUSTMENT ASSISTANCE
- J. JOB CORPS
- K. YOUTHBUILD
- L. PERKINS ACT PROGRAMS
- M. TEMPORARY ASSISTANCE TO NEEDY FAMILIES
- N. OLDER AMERICANS ACT PROGRAMS/SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAMS
- O. DEPARTMENT OF CORRECTIONS/SECOND CHANCE ACT PROGRAMS
- P. HOUSING AND URBAN DEVELOPMENT FUNDED PROGRAMS FOR EMPLOYMENT AND TRAINING
- Q. COMMUNITY SERVICES BLOCK GRANT FUNDED PROGRAMS FOR EMPLOYMENT AND TRAINING
- R. MIGRANT AND SEASONAL FARM WORKERS
- S. OTHER OPTIONAL PROGRAMS

The following is an example of the required information regarding service delivery and coordination. This information must be completed for every required program Partner. If a required Partner is not funded in the LWDA, please include that explanation so that it does not appear that a Partner program was overlooked.

Partner: *Name of Program Partner*

This program will make their services accessible through the One-Stop Delivery System by the following methods: *State the manner in which the program Partner is fulfilling the access to services requirement and provide details. State if the program Partner is collocated in the One-Stop Center, has provided cross-trained staff in the One-Stop Center, or is providing services through direct technological linkage.*

Service Delivery: Services provided by this Partner shall include, but are not limited to, the following:

Describe (a) the services to be provided, (b) coordination of services, and (c) delivery of services by this Partner.

PARTNER PROGRAM SERVICES

For each Partner program, identify the services provided in the chart below or in narrative format. Enter “D” for directly delivered services, “R” for Referrals, or “B” for both. Add other services not listed in the space at the bottom of this form.

PRELIMINARY SERVICES		Career Information	
Determination of Program Appropriateness for Customer		Eligibility Determination	
Follow-Up Services		Initial Assessment	
Job Referrals		Job Search Skills and Information	
Labor Market Information		Orientation	
Outreach and Recruitment		Public Information	
Resource Center		Workshops	

SERVICES REQUIRING ELIGIBILITY		Alternative Secondary School	
Basic Education		Case Management	
Computer Literacy Training		Diagnostic Assessment	
Employment Plans		English as a Second Language Training	
Enrollment or Registration		GED Training	
Group Counseling		Individual Counseling	
Individual Self-Sufficiency		Job Readiness Training	
Job Retention Services		Leadership Development Activities	
Life Skills Training		Literacy Training	
Mentoring		Post-Employment Services	
Study Skills Training		Supportive Services	
Tutoring			

TRAINING SERVICES		Apprenticeships Training	
Customized or Workplace Training		Entrepreneurial Training	
Financial Assistance for Training		Occupational Skills	
One-the-Job Training		Re-training	
Skills Training		Work Experience Internship (including Summer Jobs)	

EMPLOYER SERVICES		Candidate Screening	
Candidate Testing		Employer Incentives	
Employer Seminars		Focus Groups	
Job Analysis		Job Fairs	

This document accompanies OWD Issuance 01-2019 and is part of that guidance.
Memorandum of Understanding (MOU)

Job Listing		Job Referrals	
Labor Market Information		Local Economic Development Information	
Outplacement Services		Services to Laid Off Workers	
Space for Job Interviews			

OTHER SERVICES

ONE-STOP CENTER SERVICES

Identify the services provided by the One-Stop Center in the chart below or in narrative format. Enter “D” for directly delivered services, “R” for Referrals, or “B” for both. Add other services not listed in the space at the bottom of this form.

PRELIMINARY SERVICES		Career Information	
Determination of Program Appropriateness for Customer		Eligibility Determination	
Follow-Up Services		Initial Assessment	
Job Referrals		Job Search Skills and Information	
Labor Market Information		Orientation	
Outreach and Recruitment		Public Information	
Resource Center		Workshops	

SERVICES REQUIRING ELIGIBILITY		Alternative Secondary School	
Basic Education		Case Management	
Computer Literacy Training		Diagnostic Assessment	
Employment Plans		English as a Second Language Training	
Enrollment or Registration		GED Training	
Group Counseling		Individual Counseling	
Individual Self-Sufficiency		Job Readiness Training	
Job Retention Services		Leadership Development Activities	
Life Skills Training		Literacy Training	
Mentoring		Post-Employment Services	
Study Skills Training		Supportive Services	
Tutoring			

TRAINING SERVICES		Apprenticeships Training	
Customized or Workplace Training		Entrepreneurial Training	
Financial Assistance for Training		Occupational Skills	
One-the-Job Training		Re-training	
Skills Training		Work Experience Internship (including Summer Jobs)	

EMPLOYER SERVICES		Candidate Screening	
Candidate Testing		Employer Incentives	
Employer Seminars		Focus Groups	
Job Analysis		Job Fairs	
Job Listing		Job Referrals	
Labor Market Information		Local Economic Development Information	
Outplacement Services		Services to Laid Off Workers	
Space for Job Interviews			

This document accompanies OWD Issuance 01-2019 and is part of that guidance.
Memorandum of Understanding (MOU)

OTHER SERVICES