

MOU Sample Language for Compliance

11. DATA SHARING (Governor's Guidelines, Section I, Item 9)

- *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 local area will be collectively achieved*
- *Provide assurances that participants' Personally Identifiable Information (PII) will be kept confidential*
- *In each description, cite specific examples of required partners demonstrating a commitment to integration in the local area*

NOTE: Partners are encouraged to seek clarification from their respective core partner state agency and/or data staff

Sample language covering all elements of the section

All partners in LWIA __ agree to share data to the fullest extent possible through agreements and practices that allow each program to comply with the state and federal laws governing it to protect personally identifiable information while working toward greater integration of services across programs. Partners will share the number of customers served and program performance to assure that all common primary performance indicators are achieved. The implementation of an integrated technology-enabled intake and case management information system for programs carried out under WIOA is being implemented and is scheduled for completion in MM/YYYY. [or... will be implemented as soon as practical following guidance from the State of Illinois Department of Innovation Technology.]. Until a data system solution is implemented the partners agree to pursue other means of securely sharing information relevant to improved outcomes for customers and businesses. Examples of such practices include: W, and X which are currently in use by [identify partners]; and Y and Z which are under development and are intended to be in use by MM/YYYY.

Where statewide data sharing agreements exist, agencies that can sign onto those agreements will do so. However, recognizing that such agreements are not always going to be the proper protocol, a common Release of Information form is being developed collaboratively for use by all partners to share appropriate information allowing coordinated and/or integrated service delivery to individuals and businesses.

Example 1: Title II Adult Literacy and the Perkins Post-Secondary Career and Technical Education programs are at [provider institution name] and share a common client database so students move from non-credit to credit programs seamlessly. [Name of provider institution] follows FERPA (Family Educational Rights and Privacy Act) federal requirements to assure that student data is confidential. All employees are trained on FERPA rules and sign as a requirement of their employment that they will follow FERPA regulations of data access and use. These are signed by all new employees and continuing employees are trained and must update their commitment to following FERPA on a regular basis to have access to information needed to perform their duties at the college.

This will allow staff to share necessary and appropriate information while still guaranteeing that Personal Identifiable Information will be kept confidential unless authorized by the customer in accordance with state and federal laws.

Example 2: [Name of institution] provides Workforce network-related unemployment counselors in [identify program(s)] with confidential information regarding a client's academic progress only after the client signs off on an agreement to share that confidential information with other relevant program staff in the Workforce network. Information is shared only as needed so the counselors can provide integrated cross-program services to the client, including academic planning established with students, tracking of transcripts or other information to document student continued progress, and helping clients obtain reimbursement for courses, books, fees, etc.

6. DESCRIPTION OF COMPREHENSIVE ONE-STOP SERVICES (Sec. 121 (c)(2)(i)) (§ 678.500(b)(1)) (Governor’s Guidelines, Section 1, Items 2 and 5)

- *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)*
- *In the spaces provided below:*
 - *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))*
 - *In the spaces below designated 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 below, describe the location(s) at which services of each required partner will be accessible*

Sample language covering element 2 of the section

The partner agencies are committed to provide the best possible services to customers and businesses. Members of the group realize that integration of services and collaboration among the agencies is absolutely essential to success. Services will be collaborated in a number of ways, including in person, electronically (email, Skype, other electronic means) and via telephone. Partners will use a referral form in order to track integration and collaboration among the required partners. Cross-training efforts have begun and will continue into PY17. Responsibility for these coordinated efforts have become part of the one-stop operator’s duties. Cross-training staff within the center will allow for better customer service.

Designated staff will welcome the customer and a needs-based assessment will determine the customers next steps in the service delivery process. It is then determined by appropriate staff if a referral to another agency is needed.

Cross-trained staff will direct clients to the services that best fit their needs, either by in-person or direct linkage technology. Local partners who will have staff at the center include (names of partners). Partners will work together with the community to provide efficient and comprehensive employment-driven services to each customer who expresses need for assistance.

Title I – WIOA Title IB career services will be provided on-site and through technology at the workNet Centers. ___ provides the services for Adult, Dislocated Worker and Youth programs. The WIOA Adult Formula Program provides career and training services through the American Job Center Network to help job seekers who are at least 18 years old succeed in the labor market. In the provision of individualized career services and training services, WIOA established a priority for serving low-income individuals, recipients of public assistance, as well as individuals who are basic skills deficient.

The WIOA Dislocated Worker Program provides career and training services to help job seekers who meet the definition of a dislocated worker. The goal of the program is to help individuals return to the workforce with the skills they need to obtain quality employment in "in demand" industries. These career and training services are provided through the One-stop Delivery System at the American Job Center.

The WIOA Youth Program provides services for young adults to succeed in education and the workforce. WIOA provides a significant opportunity for coordination across all core and partner programs including planning, reporting, and service delivery. This creates an opportunity for the WIOA Adult program to work closely with the WIOA Youth program.

CSBG - ___ administers the Community Services Block Grant and will do so through technology and possibly on-site in the future. The program provides a wide range of services and activities that a direct, measurable impact on the cause of poverty in the county. Through the implementation of the CSBG, the county has established specific programs that address the problems of the impoverished and encourage self-sufficiency.

Through a coordinated effort to provide these services in a comprehensive manner, the CSBG provider will participate in the one-stop delivery system by:

- CSBG employment and training dollars are used to pay for tuition for low- income adults to obtain short-term training certificate or a degree that will lead to employment in a high growth career. Short-term training is offered through local community colleges in the areas of truck driver and certified nurse assistance.
- Enrollment into CSBG supportive services (e.g. child care, transportation subsidies, emergency food services, etc.) through CSBG-funded staff at the American Job Center, other American Job Center staff (cross training), or direct linkage to the CSBG provider through technology. Technology linkages may be conducted remotely at the American Job Center by phone or computer.
- Staff on a part-time or intermittent basis from the CSBG provider may be physically present to enroll clients in supportive services or provide services directly.
- CSBG provider staff may cross train with the workforce staff about supportive services and learn about the American Job Center programs and services from their workforce partners.
- The CSBG provider may coordinate employment and training services or other supportive services activities on-site at the American Job Center.

3. VISION FOR THE SYSTEM (Governor’s Guidelines, Section 1, Item 1(b))

- *Describe the shared vision and commitment of the local board 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)*
- *Describe which aspects of the vision are currently in place*
- *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*

Sample language covering all required elements of the section

The LWIA__ one-stop delivery system has a shared vision consistent with federal and state planning priorities. The State of Illinois vision has been adopted which is to...

“Promote business driven talent solutions that integrate education, workforce and economic development resources across systems to provide businesses, individuals, and communities with the opportunity to prosper and contribute to growing the state’s economy.”

In furtherance of the plan developed for the region, partners will build a system that:

- Is employer-centric and built upon common efforts of our economic development partners with strong industry partnerships in place.
- Is holistically focused on the industry sectors that are being targeted.
- Uses regional labor market data to have an up-to-date understanding of both the supply and demand sides of our regional economy, including the talent needs and qualifications of employers and our education and training systems effectiveness in meeting them.
- Builds upon educational efforts throughout the region to identify and create job relevant career pathways for all on-ramps within a given industry sector and their associated occupations.
- Advances opportunities for all job seekers including low-skilled adults, youth, individuals with disabilities, veterans and other individuals with multiple barriers to employment.
- Creates a system of workforce, education and economic development partners that provide excellence in meeting the needs of businesses and individuals thus growing a vibrant and robust regional economy.

Aspects of the vision that are currently in place include:

- A strong emphasis on sector strategies. The partners are well versed in the need to train individuals for jobs in occupations that pay a living wage. Since the great recession of 2008, there have been numerous initiatives at both State and Local Level in which partners have participated. Partners have collaborated on projects such as ____, which included collaboration by workforce, education and business partners.
- The use of labor market information to understand the supply and demand side of the economy - projects such as ____ were built through the use of labor market information. The partners use LMI products, such as the Career Information System (CIS) to understand which occupations will be most in demand and what training is required to obtain jobs within that occupation.
- Career Pathways - the partners have worked together over the past few years to implement career pathway initiatives and post-secondary career pathway efforts in targeted sectors.
- Targeted Services to individuals with barriers to employment - the partners work with local community groups to identify persons, who with some encouragement, might benefit from WIOA services. We recognize that in order for customers with significant barriers to employment to be successful, basic needs, education barriers, perceptions of work, peer pressure and a range of issues have to be addressed.

Elements of the Vision that are not yet in place:

1. Common Efforts with Economic Development with strong Industry Partnerships in place.
2. Focus on Industry Sectors being targeted.
3. Job Relevant Career Pathways.
4. Advancement Opportunities for all Job Seekers.
5. Creation of a system that provides excellence in meeting the needs of businesses and individuals.

The partners will take the following steps over the next three years to fully implement the vision:

Year 1: Complete inventories of:

- (a) Current Economic Development Efforts by Industry
- (b) Industry sector initiatives by partner
- (c) Current Career Pathways by targeted industry sector
- (d) Engagement Levels by each partner with individuals with barriers
- (e) Performance Measures for each partner

Year 2: Create Initiatives for Each Sector that was targeted in the Regional Plan

Year 3: Review outcomes of initiatives to date

This local MOU is intended to reflect the shared vision and commitment of the Board and Partners to a high-quality workforce development system and Center and be consistent with the vision articulated by the Federal, State, regional and local planning priorities.

It is understood that the development and implementation of a successful One-Stop System will require time, planning, mutual trust and cooperation of all Partners acting as a team, in good faith. One-Stop Partners will continue to implement and improve various aspects of the shared vision. This MOU supports the vision to ensure collaboration among education, workforce, economic development and required partners as they provide program participants the ability to move along their chosen career pathway, leading to high paying jobs in growing sectors of the economy that offer long-term opportunities for stable employment

4. RENEWAL PROVISIONS (Sec. 121(c)(2)(v)) (Governor's Guidelines, Section 1, Item 13-15) (§ 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 years*
- *Describe the required renewal process if substantial changes occur before the MOU's three-year expiration date*

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

Sample language covering only element 2 of the section

A review of the MOU will be completed annually to ensure that there are no substantive changes that need to be implemented prior to the MOU's three-year expiration date. If substantial changes do occur before the MOU's three-year expiration date, the local board may convene the partners to jointly address any necessary modifications; or any party to the MOU may request, in writing, the local board to convene the partners to conduct an interim review of the situation. The local board will determine the need to convene all parties to the MOU to review proposed changes and negotiate revisions to the MOU. The MOU will be amended with agreement for partner agencies and executed by the authorized partner signatures.

Other Information

What if one required partner will not agree to commit .25 FTEs?

Required partners in a local area must negotiate how they will provide services. If partners in the local area agree to accept a required partner's commitment of less than the minimum .25 FTEs, then the local area is out of compliance with the [Governor's Guidelines – Revision 2](#).

For purposes of the "Report of Outcomes" (Appendix Item 10 to the Governor's Guidelines – Revision 2), due April 15, 2017, if all required partners in a local area agree to accept a partner's fractional FTE commitment that is less than the minimum .25 FTE, then the local area marks the first box indicating "local partners in this local area have reached agreement on a memorandum of understanding (MOU), including how comprehensive one-stop center infrastructure costs will be funded for the year beginning on July 1, 2017.", and must provide the rationale for agreeing to an FTE less than .25 in the "Notes" section of the MOU Budget Sheet.

The Governor, then, will determine whether an exception to the .25 minimum FTE requirement is warranted. Required partners in the local area can anticipate additional requirements for documentation and rationale for the local decision.