

REGION 12 LWDB/CEO MEETING

Location: Western Iowa Tech Community College

Date: 3/28/19

PRESENT - LWDB MEMBERS				ABSENT - LWDB MEMBERS			
Mindy Collins	X	Dan Moore		Mindy Collins		Dan Moore	X
Sara DeAnda	X	James O'Donnell	X	Sara DeAnda		James O'Donnell	
David Gleiser	X	Judy Peterson	X	David Glesier		Judy Peterson	
John Hamm	X	Dr. Robert Rasmus	X	John Hamm		Dr. Robert Rasmus	
Janet Hansen	X	MacKenzie Reiling	X	Janet Hansen		MacKenzie Reiling	
Bridget Hoefling	X	Marcia Rosacker	X	Bridget Hoefling		Marcia Rosacker	
Christine Kennedy	X	Dan Schoenherr	X	Christine Kennedy		Dan Schoenherr	
Micah Lang	X	Susanna Taylor		Micah Lang		Susanna Taylor	X
Craig Levine	X	Mary Tyler	X	Craig Levine		Mary Tyler	
Jean Logan		Pam Woolridge	X	Jean Logan	X	Pam Woolridge	
PRESENT - CEO MEMBERS				ABSENT - CEO MEMBERS			
Craig Anderson	X	Pete Groetken	X	Craig Anderson		Pete Groetken	
Tom Brouillette	X	Wane Miller	X	Tom Brouillette		Wane Miller	
Raymond Drey	X	Keith Radig	X	Raymond Drey		Keith Radig	
PRESENT				PRESENT			
Alana Tweet – WIOA Title I			X	Guest: Sergio Pinedo – Program Participant			X
Janet Gill – WIOA Title I			X	Guest: Tara Gunderson – Voc Rehab			X
Lori Knight – WIOA Title I			X	Guest: Jenny Anderson–Sioux City Housing Authority			X
1. Call to Order & Roll Call: LWDB @ 4:03 p.m. – Call to Order & Roll Call – Mary Tyler, Vice Chair CEO @ 4:03 p.m. – Call to Order & Roll Call – Craig Anderson, Chair							
2. Approval of AMENDED Agenda to include <i>Workforce Development Field Information Memo No: 19-01 on the Workforce Innovation Opportunity Act (WIOA) Title I Monitoring PY18 – Carry In – LWDB – Mary Tyler</i> Approval of AMENDED Agenda to include <i>Workforce Development Field Information Memo No: 19-01 on the Workforce Innovation Opportunity Act (WIOA) Title I Monitoring PY18 – Carry In – Craig Anderson, CEO Chair</i>							
3. Approval of Meeting Minutes: January 24, 2019 Joint LWDB/CEO Minutes – LWDB – Mary Tyler & CEO – Craig Anderson							
4. New Business: Program Participant Success Story; Approval Disability Access Committee Team Member – Tammy Crouch, Disability Rights IOWA – LWDB – Mary Tyler & CEO – Craig Anderson; Request to add Boost to MOU							
5. Old Business: State Workforce Board Updates – Realignment, LWDB, Board Structure							
6. WIOA Core Partner Reports: Title I – Adult, Dislocated Worker, Youth Services; Title II – Adult Basic Education and Literacy; Title III – Employment Services; Title IV – Vocational Rehabilitation Services – Presentation							
7. LWDB Chair Report: Mary Tyler							
8. Policy/Field Memo Updates: TEGL# 20-13: Designation of Additional Population of Veterans and Other Populations Eligible for Services from the Disabled Veterans' Outreach Program Specialists; Field Memo# 19-01: <i>Workforce Innovation Opportunity Act (WIOA) Title I Monitoring PY18 – Carry In</i>							
9. Reports from Individual LWDB/CEO Members							
10. Report from State Representative							
11. Adjournment							

Motions Taken - Decisions Reached

APPROVALS	1ST	2ND	Unanimously Approved
2. Approval of AMENDED Agenda to include <i>Workforce Development Field Information Memo No:19-01 on the Workforce Innovation Opportunity Act (WIOA) Title I Monitoring PY18</i> – Carry In – LWDB – Mary Tyler	Janet Hansen	Marcia Rosacker	X
2. Approval of AMENDED Agenda to include <i>Workforce Development Field Information Memo No:19-01 on the Workforce Innovation Opportunity Act (WIOA) Title I Monitoring PY18</i> – Carry In – CEO – Craig Anderson	Keith Radig	Raymond Drey	X
3. January 24, 2019 Joint LWDB/CEO Minutes – LWDB – Mary Tyler – Attachment “A”	Dr. Robert Rasmus	Micah Lang	X
3. January 24, 2019 Joint LWDB/CEO Minutes – CEO – Craig Anderson – Attachment “A”	Pete Groetken	Keith Radig	X
4b. Approval Disability Access Committee Team Member – Tammy Crouch, Disability Rights IOWA – LWDB – Mary Tyler	Sara DeAnda	Christine Kennedy	X
4b. Approval Disability Access Committee Team Member – Tammy Crouch, Disability Rights IOWA – CEO – Craig Anderson	Keith Radig	Pete Groetken	X
4c. Approval Request to add Boost to MOU – Attachments “B” & “C” – LWDB – Mary Tyler	Sarah DeAnda	David Gleiser	X
4c. Approval Request to add Boost to MOU – Attachments “B” & “C” – CEO – Craig Anderson	Keith Radig	Raymond Drey	X
11. Adjournment – LWDB @ 4:58 p.m.	Sarah DeAnda	Marcia Rosacker	X
11. Adjournment – CEO @ 4:58 p.m.	Craig Anderson	Adjourned the	CEOs

Meeting Notes

Reports/Discussion:

IV. New Business

Sergio Pinedo, program participant success story, spoke about working with Duane and completing an internship with Divvy. After the internship he was hired on by the company and he has been promoted several times. He stated that he was thankful for the internship opportunity which has allowed him to get a job that he enjoys.

MacKenzie Reiling reviewed Tammy Crouch’s history. Tammy spent her career working with people with disabilities and helping them get back into the workforce. Tammy would be a great asset to the Disability Access Committee team, stated MacKenzie Reiling.

MacKenzie Reiling stated that BOOST works with youth who have had a brush with the law and would be a good partner to the MOU. Janet Gill stated the MOU needs to be renewed on July 1, 2019.

V. Old Business

A new map was sent out on realignment and there is 60 days to protest the realignment. Craig Anderson stated that the regions division looks better on the new map. MacKenzie Reiling stated the regions can appeal. Craig Anderson asked if there is anything known about the board makeup. MacKenzie Reiling stated not at this time.

VI. Partner Reports

Title I. – Janet Gill reviewed the Title I report which included recent and upcoming company closings in the region. There were 97 employers on campus today for the career fair.

Title II. – Pam Woolridge reviewed the Title II report. ABE has 1113 students enrolled in programs (632 ELL and 481 HSED) with total attendance of 46,815 hours. There were 50 HSED completers (3 in Cherokee, 27 Denison and 20 Sioux City main campus). Advertised on 97.1 radio and tripled the numbers at West. Pam Woolridge stated working with IowaWORKS Greater Siouxland on referrals.

Title III. – MacKenzie Reiling reviewed the Title III report. IowaWORKS Greater Siouxland has two Work Experience Program participants. IWGS is partnering with Iowa Legal Aid for an Expungement Clinic on May 16th, 2019 from 2 to 6 p.m. The event is in partnership with the Human Rights commission. Geo Solutions implementation is moved back to June. The DEI Grant ends in March 2019. STEM Education and Workplace Partnerships Summit is to be held on April 30th, 2019.

Title IV.

Mindy Collins stated that Vocational Rehabilitation has resources for business people to help retain workers. Tara Gunderson passed out information and gave a short presentation on partnering with businesses to work with people with barriers.

VII. LWDB Chair Report – None

VIII. Policy/Field Memo Updates

Janet reviewed TEG# 20-13: Designation of Additional Population of Veterans and Other Populations Eligible for Services from the Disabled Veterans' Outreach Program Specialists which now includes Vietnam-era Veterans as of February 7, 2019 and Field Memo# 19-01: Workforce Innovation Opportunity Act (WIOA) Title I Monitoring PY18.

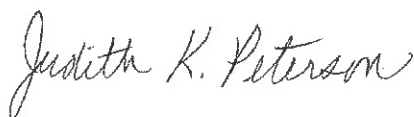
IX. Reports from Individuals LWDB/CEO Member

Craig Anderson talked about the short notice for a disaster grant that was due tomorrow at noon. MacKenzie Reiling said that the State of Iowa was notified that it is a State Disaster Area for Federal Assistance. This National Dislocated Worker grant is to be used only to fix projects on public land and for some non-profits.

XI. Reports from State Representative – None

XII. Adjournment

RESPECTIVELY SUBMITTED



Judith Peterson

Date: 3/28/19

“The Mission of our group is to fully engage the Region 12 community in strengthening the economy through workforce development making it a better place to live, work, and grow.”

Local Plan Modification Transmittal Form

To Be Completed by LWDB		STATE USE ONLY	
LWDB:	Region 12	Date Received:	
Date Submitted:		Date Approved:	
Provide a description of Local Plan changes below:		Effective Date:	
		Title I Rep:	

Add the following to the Region 12 Local Service Plan:

1. Geographical Preference for Enrollment Policy and Procedures:

The Geographical Preference for this Region is that the participant must be a resident within the following counties: Cherokee, Ida Grove, Monona, Plymouth, and Woodbury. For individuals living outside of these boundaries who request assistance from this Region, the application must be forwarded to the current residency WIOA Title I Director to either approve assistance or defer the application for service to this region. Approval must be documented in the data management system.

2. Eligibility Determination Policy for Participation of Minors:

The Region 12 LWDB does not authorize any additional responsible adults outside of those mentioned the State Policy to authorize program participation for minors.

3. Ineligibility to Receive Services Policy:

On the date that the individual is found ineligible to receive services the individual will be mailed a letter stating why they are ineligible and providing them 30 days to respond to correct the ineligible status. A final determination will be made after the 30 days have expired and the individual will be mailed a letter stating the final determination of services.

4. Closure of Services Due to Fraud Policy:

On the date that the individual is found to have committed or attempted to commit fraud to receive services, the individual will be mailed a letter stating the determination and provide them 30 days to respond to the fraud status. A final determination will be made after the 30 days have expired and the individual will be mailed a letter stating the final determination of services.

5. Selection of Adult Mentors Policy:

Region 12 will Partner with other Partner Agencies for Adult Mentor.

6. Objective Assessment Policy:

Region 12 will utilize one or a combination of the following assessments as part of the Objective Assessment Service: CASAS, Aleks, (Get You Future Ready) /Career Coach, NCRC and O*NET Interest Profiler.

7. Support Services Policy: General

The American Job Center partners will work in conjunction to ensure that duplication of services does not happen for dual enrolled participants.

Following are the allowable types of Support Service Payments and description of each per program year for dislocated workers and adult:

1. **Clothing (CHG):** Up to \$500.00/participant for the cost of items such as clothes and shoes, which are necessary for participation in WIOA Title I activities.
2. **Counseling (CLG):** Up to \$500.00 participant.
3. **Dependent Care (DPC):** For those individuals not eligible for dependent care services from other entities, a maximum of \$2.50/hr. per person or the rate of the provider, whichever is less, \$20.00 per day maximum per child. DPC will not be paid to any relative living in the same house with dependent; WIOA Title I will not be responsible for paying of meals at the daycare site. DPC payments paid directly to the childcare provider.
4. **Educational Assistance (EST):** Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary educational classes is allowable. Maximum expenditure is \$3,000.00 per program year.
5. **Educational Testing (EDT):** Assistance with educational testing required for participation in WIOA Title I activities is allowable. Some examples of educational testing include, but are not limited to, high school equivalency testing and vocational testing. If required for employment, the costs for licenses and application fees are allowable. Maximum expenditure is \$600.00 per participant.
6. **Financial Assistance (FAS):** Maximum of \$600.00/participant.
7. **Healthcare (HLC):** Up to \$1,000.00/participant.
8. **Miscellaneous Services (MSS):** Bonding is an allowable cost, if it is not available under federally or locally sponsored programs. If bonding is an occupational requirement, it should be verified that the participant is bondable before the participant is placed in training for that occupation. The costs of licenses, certifications, testing or application fees are allowable if occupationally required. Maximum of \$1,000.00/program year.
9. **Needs-Related Payment (NRP):** Needs Related Payments will not be provided.

- 10. Relocation (RLT):** A maximum of \$500.00 may be offered to WIOA Title I participants who accept training related employment that will require the relocation because the position is located beyond a reasonable commute (a letter of employment from the new employer is required for documentation of employment).
- 11. Services for Individuals with Disabilities (SID):** WIOA Title I will provide these support services only if other entities are unable to address these needs. Reasonable costs up to \$300.00/individual per program year will be provided.
- 12. Supported Employment and Training (SET):** These services will be provided only after all resources from collaborating agencies are exhausted—up to a maximum of \$1,000.00/program year will be expended.
- 13. Transportation (TRN):** Paid at rate of \$.30/mile up to a maximum of \$25.00 per day for roundtrip travel from the clients' home to the classroom or training facility.

Levels of Support Services per Program Year for Youth:

1. **Clothing (CHG):** Maximum of \$500.00.
2. **Dependent Care (DPC):** For those individuals not eligible for dependent care services from other entities, a maximum of \$2.50 per hour (per person) or the rate of the provider, whichever is less, \$20.00 per day maximum per child. If it is the policy of the provider to charge for absences, a written statement of policy is required. Dependent care will be paid or reimbursed for a maximum of 4 days of absence in a calendar month.
3. **Financial Assistance (FAS):** Maximum of \$600.00.
4. **Health Care (HLC):** Maximum of \$1,000.00.
5. **Miscellaneous Services (MSS):** Maximum of \$500.00. Miscellaneous Services are defined by the Region 12 Youth provider as diverse expenses that represent challenges to the participants' employability, retention of employment or to completing a major level of education if not met by other resources. Case notes and/or the Local Service Plan will identify the specific service to be provided by the Youth program.
6. **Residential Meals/Support (RMS):** The current allowed WITCC rate. Receipts required. Redetermination of support services will be allowed at any time. Youth in the post-program phase can receive support services throughout the entire post-program period.
7. **Services of Individuals with Disabilities: (SID)** Maximum of \$300.00.

8. **Supported Employment and Training (SET):** A maximum of \$1,000.00 after all resources from collaborating agencies are exhausted.
9. **Stipends (STI):** For participants in non-wage paying Occupational Skill Training that are scheduled for four months or longer, a monthly stipend, maximum of \$250 per month depending on individual need, paid at the end of the month in which participation occurred. For participants in Youth Build, the Youth Build stipend policy will be followed. Excessive absences, of more than 10% of scheduled days will result in a reduction of the stipend, \$7.50 per day, unless the need to be absent is the result of an event that could be excusable in an employment situation. Documentation of the event is not required, but can be requested at the discretion of the case manager.
10. **Transportation (TRN):** \$.30/mile with a reimbursement maximum of \$25/day

Incentive and Bonus Policy for Youth Programs:

Incentive and bonus payments will be available to youth participants to encourage and reward achievements that are tied to performance measures and to employability. Incentive and bonus awards may be issued in the form of check or a gift certificate with the same cash equivalency, depending on the preference of the participant.

1. **HSED/High School Attendance Incentive:**

Eligible participants can receive an Incentive of up to \$50.00 per month available at the discretion of the youth specialist, with input from the youth's instructor and the approval of the Iowa Region 12 WIOA Title I Director, to address poor attendance issues. The criteria to be met in order to qualify for the incentive will be clearly stated in the ISS or in an addendum of the ISS. The purpose of the attendance incentive is to improve attendance so that the youth can progress toward educational/academic goals. The incentive will not be an "entitlement" but rather a true incentive for those participants who need additional motivation to improve attendance.

2. **HSED/High School Achievement Incentive:**

Eligible participants can receive an Incentive of \$100 for successful completion of a High School Diploma or \$200 for successful completion of the HSED. High School transcripts, School Diploma, or \$200 for successful completion of the HSED. High School transcripts, a HSED Official Report of Test Results, or a statement from a school official will document academic achievement. Neither incentives nor bonuses will be awarded until academic achievement is documented in the participant file.

3. **Youth Achievement Incentive:**

Eligible participants can receive an Incentive of \$100 for earning the National Career Readiness Certificate at the Gold Level; \$50 for the Silver Level during enrollment. Eligible participants can receive an Incentive of \$100 for achieving the Literacy/Numeracy skill goal

limited to one bonus per year. Both the NCRC and Literacy/Numeracy incentives can be earned in the same year.

4. Service Learning Completion Incentive:

Eligible participants can receive a \$100 Incentive for completing a minimum of twenty (20) hours of service learning activity per calendar month. The activity must be with the same agency/project/person and must be approved in advance by the youth specialist. The Incentive is limited to six (6) months in a twelve- month period beginning the month after enrollment.

5. Pre-Employment Training Incentive:

Eligible participants can receive a \$100 Incentive for completing all three (3) pre-employment workshops in the areas of Customer Service, Financial Literacy, and Bring Your "A" Game. In order to receive the Incentive participants must complete a workshop survey.

WIOA Title I Youth Programs in Region 12 do not utilize cash or gift cards as part of its incentive and bonus policy. Rather all payments are in the form of checks issues by the WIOA Title I Youth fiscal agent.

8. Additional Assistance for Youth Policy: Region 12 identifies the following categories for Youth Needing Additional Service in addition to those outlined in State Policy.

9. Economic Self-Sufficiency:

Region 12 adopts the State Standard for Economic Self-Sufficiency.

10. Underemployed Individuals Policy:

Region 12 outlines the following criteria to qualify as an Underemployed Individual under the Adult and Dislocated Worker Programs:

1. Currently employed on a less than full-time basis and is seeking full-time employment.
2. Currently in a position, that is less below their level of skills and training.
3. Currently does not meet the definition of a low-income individual, but their current job's earnings are not sufficient compared to their previous job's earnings from their previous employment. Must be at 80% or below previous earnings.

11. Individualized Career Services Policy:

Region 12 will utilize the following assessment to determine eligibility:

1. CASAS

These assessments are approved for use by the National Reporting System.

Approvals:

LWDB Chair

Date

CEO Chair

Date

DRAFT

MEMORANDUM OF UNDERSTANDING
between
The Region 12
CHIEF ELECTED OFFICIALS, REGIONAL WORKFORCE
DEVELOPMENT BOARD, and
WORKFORCE DEVELOPMENT PARTNERS

1. Background.

Congress enacted The Workforce Innovation and Opportunity Act (WIOA) to strengthen our country's workforce development system by aligning its employment, training, and education programs. This alignment of program services will combine with a metrics-based assessment of performance to improve our workforce development system. WIOA prioritizes a forward-looking one-stop system that provides integrated employment, training, and education programs responsive to the employment needs of the system's customers: job seekers, employees, and businesses. This focus will result in a one-stop system that will lead to economic growth for the individual, State, and nation.

Iowa has previously taken steps to integrate and streamline its workforce services, but WIOA requires further integration between agencies and programs. The parties to this memorandum of understanding (MOU) will come together to develop a partnership for workforce services delivery that fosters cooperation, collaboration, communication and accessibility. This MOU sets forth the framework for local-level collaboration in pursuit of attaining the goals and meeting the requirements set forth by WIOA.

Iowa's one-stop delivery system is a locally-driven system that provides the programs and services to achieve the goals set forth in the Iowa Unified State Plan:

- **Goal I:** Iowa's employers will have access to advanced, skilled, diverse, and Future Ready workers.
- **Goal II:** All Iowans will be provided access to a continuum of high quality education, training, and career opportunities.
- **Goal III:** Iowa's workforce delivery system will align all programs and services in an accessible, seamless, and integrated manner.

These goals will be accomplished by providing all customers in each region across the state access to a high-quality one-stop system with the full range of services available in their communities.

2. Purposes.

The purposes of this MOU are to:

- 2.1. Establish a cooperative working relationship among partners;
- 2.2. Define respective party roles and responsibilities;
- 2.3. Coordinate resources to prevent duplication;
- 2.4. Develop a one-stop system that creates a seamless customer experience;
- 2.5. Ensure the effective and efficient delivery of workforce services;
- 2.6. Establish joint processes and procedures that will enable partners to align and integrate programs and activities across the regional one-stop system;
- 2.7. Increase and maximize access to workforce services for individuals with barriers to employment; and
- 2.8. Coordinate to implement state workforce development initiatives.

3. Parties.

The following entities are parties to this MOU:

- 3.1. Region 12 Chief Elected Official Board (CEO Board).
- 3.2. Region 12 Workforce Development Board.
- 3.3. Region 12 One-Stop System Partners:
 1. WIOA Title I Adult, Dislocated Worker and Youth
 2. WIOA Title II Adult Education and Literacy
 3. WIOA Title III Wagner-Peyser
 4. WIOA Title IV Vocational Rehabilitation
 5. WIOA Title IV Iowa Department for the Blind
 6. Title V Older Americans Act
 7. Carl Perkins Career Technical Education
 8. Job Corps
 9. American Indian Programs
 10. Proteus/ Migrant Seasonal Farmworkers
 11. Veterans
YouthBuild
 12. Trade Adjustment Act
 13. Community Services Block Grant (Employment & Training)
 14. Sioux City Housing Authority (Family Self-Sufficiency Program)
 15. Unemployment Compensation
 16. TANF/PROMISE JOBS
 17. Family Development Self-Sufficiency (FaDSS)
~~Disability Employment Initiative~~
 18. **BOOST**

4. Region 12 Vision and Goals.

IowaWORKS Greater Siouxland will deliver a demand driven system that focuses on building a workforce of high skilled, high wage jobs that will enable the employers of our region to remain competitive in a global environment. The One Stop system within our region is a comprehensive, integrated service delivery system that is responsive to the employment and training needs of the customers we serve and incorporates the products and services of our partners in order to assure that customer needs are met without duplicating services and are delivered efficiently and cost effectively. The vision of the region is for all career-seekers to have a career path and that all businesses will have their positions filled with career-ready individuals.

5. Term.

This MOU commences on ~~July 1, 2019, and concludes on June 30, 2019~~ **July 1, 2016, and concludes June 30, 2019**. The Parties may agree to amend this MOU at any time before its designated conclusion date.

6. Development and Implementation.

This MOU will be developed and implemented in two phases:

- **Phase I:** Phase I of this MOU focuses on the operation of the one-stop system. This phase will foster alignment and integration of programs and services and specify the responsibilities of the Partners under WIOA.
- **Phase II:** Phase II will be an addendum to this MOU that will incorporate and include Phase I. Phase II will include the application of an agreed upon formula or plan developed by State Partners. Phase II will address costs of services, operational costs, and infrastructure costs in accordance with WIOA section 121(c)(2)(A)(ii). Phase II will take effect in accordance with the deadline set by the United States Department of Labor (USDOL) and United States Department of Education (USDOE).

By signing this MOU, the Partners agree to adhere to and execute Phase I and support and participate in good faith in the development of Phase II.

7. Legal Obligations.

The parties propose to coordinate and perform the activities and services described herein within the scope of legislative requirements governing the parties' respective programs, services, activities, and entities. Nothing in this MOU supersedes any provision of WIOA or any other state or federal statutes or regulations. The parties agree to amend this MOU in response to changes in applicable state and federal law in order to ensure compliance with applicable state and federal law.

8. One-Stop System Description.

The integrated service delivery model for all partners in Region 12 allows for customers to enter "any door" as the right door for access to all services that are available. The workforce development system can be accessed through any core partner program within the region. Multiple points of access will be established, both physical and through electronic means, throughout the region. Region-developed referral and verification forms will assist to document access to services. Orientation sessions that describe the workforce development system will be developed and available at any partner location within the region at a future date. All core partners are focused on ensuring services are delivered and available to all eligible individuals, including eligible individuals with barriers to employment. In order to expand access to employment, education, training and other support services for all individuals, there are options to access resources on-line through internet based access points and other on-line resources for which accessibility must be developed and maintained at the state level. The English Language Learner (ELL) and Adult Basic Education (ABE) services are offered at multiple locations around the region which provide better accessibility options for those with barriers. The hours for these services vary at each location though they are generally available from 8:30am in the morning until late evening hours which end at 9:00pm.

The core partners and programs are part of the development and long term planning for activities and events that are part of the region's implementation process. Region 12 utilizes collaboration of services and funding streams whenever possible to ensure that all participants receive the assistance and access to resources to make sure they can be successful long-term. Funding options including GAP, Pell, DEI, IVRS, IDB, Promise Jobs, and WIOA Title 1 are blended and used whenever and wherever appropriate to meet individual needs and access requirements. Region 12 serves all Iowans with a focus on those with barriers to employment including those with disabilities. One-Stop Services are described in detail in Attachment A. The specific services and how those services are delivered by each partner are included in Attachment B.

Integrated Customer Flow: Based on an initial basic assessment, customers will progress through services in a unified, standard flow organized by "function" rather than "program." Customers start with registration services (stream-lined program enrollment and initial triage); advance to career services (to build occupational and job seeking skills), and then either referral to recruitment and placement services (with connections to hiring employers) or referral to more individualized career services and, if warranted, training services. More specific details of the Integrated Service Flow are included in Attachment C.

Career services comprise a hub of employment and training service delivery. Process steps and procedures are designed to meet one of the core missions of the IowaWORKS system: that all individuals have the opportunity to "know their skills, grow their skills and get the best job possible with their skills." To that end, an assessment of skills is a universal service delivered. The outcome of service delivery in the career services area is a relevant pool of talent with skills in demand and job-search know-how. When customers have completed career services, have the tools and knowledge for an effective job search, and meet specific criteria, they are referred to employers to be matched to available job openings.

9. Responsibilities of the Parties.

- 9.1. The parties agree to participate in joint planning and modification of activities to result in:
 - 9.1.1. Continuous partnership building;
 - 9.1.2. Continuous planning responsive to State and federal requirements;
 - 9.1.3. Timely response to specific local economic conditions including employer needs; and
 - 9.1.4. Adherence to common data collection and reporting needs.
- 9.2. Make available to customers through the one-stop delivery system the services that are applicable to the partner's programs;
- 9.3. Participate in the operation of the one-stop system consistent with the terms of this MOU and requirements of applicable law;
- 9.4. Participate in staff capacity-building and development, including but not limited to cross-training between partner staff;
- 9.5. Participate in one-stop assessments under applicable state policies and procedures, utilizing state standards created to develop a base-line for one-stop center and system certification and continuous improvement as required by WIOA section 121(g); and
- 9.6. Develop, offer and deliver quality business services that assist industry sectors in overcoming the challenges of recruiting, retaining and developing talent for the regional economy.

10. Methods of Customer Referral and Tracking.

The partners agree to develop a referral process to aid in the integration and alignment of services within the regional one-stop system. The referral process must help create a more seamless customer experience by providing convenience of services to individuals and businesses. This process also provides for a continuum of services and follow-up to ensure customer needs have been met. All partners agree to follow the Region 12 one-stop center referral process outlined in Attachment D, the Region 12 Core Partner Joint Referral Form.

Region 12 has a long history of working collaboratively with various partners within the region. Ongoing partner meetings have been held with multiple providers to determine what services are currently being offered through various programs and identify gaps within the current service structure. In this way, partners are able to maximize services and funding levels and the participants benefit by having a more complete, comprehensive service plan to reach self-sufficiency. In turn, the region is more likely to meet performance goals.

All integrated Center customers will move through a standardized process that co-enrolls them into multiple programs based on eligibility. This unified customer pool will be shared and served by multiple partners within the One-Stop system. When eligibility permits, every member must be co-enrolled into all qualifying programs for individualized

career services. This allows for optimal participant tracking and increases the likelihood of successful referrals.

Within this flow, customers will be provided career services to gain necessary skills needed by employers within the region. Services will continue to be customized to meet individual customer needs. Field staff are able to provide outreach services in all counties within Region 12 as needed. Such efforts enable applicants with transportation or other barriers to meet with WIOA staff who can initiate registration and training activities.

Service provision outreach has long been part of the various programs and activities offered in the tri-state corner in western Iowa. This provision has especially been offered to those clients most in need. This has resulted in partnerships with multiple community partners. This effort will continue into the foreseeable future as new partnerships are identified and developed.

Service providers in Region 12 have always had an open relationship and often meet together to discuss how they can benefit one another as well as their mutual clients. As a result of this effort, there are many successful programs being operated in Region 12 that serve all categories of individuals.

11. Increased and Maximized Access

The Partners agree that meeting WIOA's mandate for increased access to the Region's workforce services-particularly for individuals with barriers to employment-must be a priority as we work together to deliver workforce services. This necessarily includes outreach to individuals with barriers to employment, a group that includes members of the following populations:

Individuals with disabilities, including but not limited to individuals with vision loss,

- 11.1. Displaced homemakers
- 11.2. Low-income individuals
- 11.3. Native Americans, including Indians, Alaska Natives and Native Hawaiians as those terms are defined in WIOA section 3
- 11.4. Individuals age 55 and older
- 11.5. Returning citizens (ex-offenders)
- 11.6. Homeless individuals
- 11.7. Youth who are in or have aged out of the foster care system
- 11.8. English language learners, a group that is also often referred to as individuals with Limited English Proficiency (LEP)
- 11.9. Individuals who have low levels of literacy
- 11.10. Individuals facing substantial cultural barriers

- 11.11. Eligible migrant and seasonal farmworkers
- 11.12. Single parents, including single pregnant women
- 11.13. Long-term unemployed individuals
- 11.14. Individuals within two years of exhausting lifetime eligibility under part A of title IV of the Social Security Act

To achieve the priority of increased access for individuals with barriers to employment, the parties will:

- Leverage the expert knowledge of its membership and collaborate to maximize access to workforce services;
- Conduct outreach to stakeholders and other organizations within the Region; and
- Participate in state workforce development accessibility initiatives.

12. Common Performance Measures.

The Partners will collaborate to achieve common performance indicators outlined in the State of Iowa Unified State Plan and any modifications made thereto. This collaboration includes strategizing on approaches to attain these measures and providing data in the method and of the substance requested by state-level partner agencies.

13. Service Design.

The Partners will work together to achieve an integrated partnership that seamlessly incorporates the services provided by Partner programs. The Partners will collaborate to develop and implement operational policies, procedures and proven and promising practices that reflect an integrated system of performance, communication and case management, and use technology to achieve integration and expanded service offerings.

13.1. Alignment of Services.

The Partners will collaborate to develop policies, procedures and proven and promising practices to facilitate the organization and integration of workforce services by function (rather than by program) when permitted by a program's authorizing statute and as appropriate. This will include coordinating staff communication, capacity building, and training efforts. Functional alignment includes having One-Stop Center staff who perform similar tasks serve on relevant functional teams (e.g. Skills Development Team, Business Services Team). Service integration will focus on serving all customers seamlessly (including individuals with barriers to employment) by providing a full range of services staffed by cross-functional teams, consistent with the purpose, scope and requirements of each Partner Program.

13.2. Career Services.

Career Services include a variety of self-help services and services requiring more staff involvement, generally provided to individuals deemed to be in need of more intensive/training services to obtain employment; or who are employed but deemed to be in

need of more intensive or individualized services to obtain or retain employment that allows for self-sufficiency.

Each partner is responsible for the provision of services associated with the One-Stop system site. The levels of service begin with a set of basic career services available to the universal population. Further assessments may necessitate the need for more intensive or individualized services. These services, customized and based upon the Region 12 needs, are described in a detailed narrative and are outlined in Table format in the Attachment B documents.

Attachment B "Partner Services Responsibilities" identifies the services each required partner will provide and the methods of service delivery each partner will use to ensure that integration and non-duplication of services is addressed.

13.3. Employer Services.

WIOA requires that Local One-Stop Systems provide workforce services that meet the labor-market needs of employers. To meet this requirement, the Partners will collaborate to achieve an integrated approach to business services delivery. This will include the implementation of business-focused outreach and initiatives:

13.3.1. Employer-Focused Outreach.

The Partners will create an Integrated Business Services Team that includes local staff from each core partner agency to:

- a. Facilitate engagement of employers in workforce services programs;
- b. Offer and deliver quality business services that assist specific businesses and industry sectors in overcoming the challenges of recruiting, training, retaining, and developing talent for the regional economy;
- c. Identify and develop a clear understanding of industry skill needs, strategies for assisting employers and coordinating business services activities across programs;
- d. Incorporate an integrated and aligned business services strategy among partner to present a unified voice for the One-Stop Center in its communications with employers; and
- e. Engage employers to develop sector partnerships that are responsive to labor-market trends.

13.3.2. Business-Focused Initiatives.

The partners will develop policies, procedures and promising practices regarding the development of programs and activities that may include but are not limited to implementation of initiatives such as:

- a. Incumbent worker training programs;
- b. On-the-job training;
- c. Customized training programs;

- d. Registered apprenticeships;
- e. Industry and sector partnerships;
- f. Career pathways; and
- g. Public-Private partnerships.

13.4. Equal Opportunity.

The parties agree to obey all applicable state and federal nondiscrimination laws. The parties shall not unlawfully discriminate against any customer, applicant for employment, or employee of a party to this MOU or other entity. The parties shall adhere to the policies, procedures, and guidance issued by the State of Iowa Workforce Development Board and state-level partner agencies regarding equal opportunity, nondiscrimination, and increased accessibility. Nothing in this Section shall be construed as limiting the parties' agreement to increase and maximize access for individuals with barriers to employment under Section 11 of this MOU.

13.5. Integrated Management System.

WIOA emphasizes technology as a critical tool in making possible all aspects of information exchange including client tracking, common case management, data collection, and reporting. Iowa Workforce Development, Iowa Vocational Rehabilitation Services, Iowa Department for the Blind, and Iowa Department of Education, Adult Education and Literacy, are working to develop technological enhancements that allow interfaces of common information needs for WIOA implementation. To support the use of these tools, the One-Stop Partner agrees to:

- 13.5.1. The principles of common reporting and shared information through electronic mechanisms including shared technology;
- 13.5.2. Commit to share information to the greatest extent allowable under their governing legislation and confidentiality requirements; and
- 13.5.3. Develop a process for shared case management that coordinates services and leverage funding to meet the employment needs of an individual job seeker/customer.

13.6. Confidentiality.

The parties agree to comply with provisions of WIOA, the Wagner-Peyser Act, the Rehabilitation Act of 1973, and the Adult Education and Literacy Act, and any other applicable requirement of state or federal law to assure that customer information shall be shared solely for the purpose of enrollment, referral, or provision of services. When required under applicable state or federal law, a release of information will be obtained from the customer before sharing confidential protected information. In carrying out their respective responsibilities, each party shall respect and abide by the confidentiality policies, procedures, and guidance of the other parties.

14. Amendment.

This MOU may be amended at any time upon mutual agreement of the parties. Any amendment to this MOU must be consistent with federal, state or local laws, regulations, rules, plans, or policies. Any amendment of this MOU must involve the process outlined in this section.

A party may request to amend this MOU during its term. A party seeking an amendment must submit a written request to each party. The request must include:

- 14.1. The requesting Partner's name;
- 14.2. The reason(s) for the amendment request;
- 14.3. Each section of this MOU that will require revision;
- 14.4. The desired date for the amendment to take effect; and
- 14.5. The signature of an authorized representative of the requesting Partner.

After receipt of an amendment request, the parties must attempt to reach consensus on amending this MOU. If the parties reach unanimous agreement to amend this MOU, this MOU may be amended. Each party must execute the amended MOU via an authorized representative for the amended MOU to take effect. If a party objects to the requested amendment to this MOU and consensus on amending this MOU cannot be reached, the requesting party may utilize the Dispute Resolution process outlined in Section 15 to seek amendment of this MOU.

15. Dispute Resolution.

The parties agree to act in good faith to implement this MOU to help execute the local plan. However, should a dispute arise among the parties while attempting to implement the provisions contained in Phase I of this MOU that results in an impasse, the parties agree to utilize the following process:

- 15.1. A written document detailing the dispute must be submitted to the State of Iowa Workforce Development Board, with a copy delivered by U.S. mail or email to each of the parties to this MOU.
- 15.2. The State Workforce Development Board will appoint a standing committee to review and work with the parties to attempt to resolve the impasse. Impasses involving state level partners will have the participation of their respective executive director or administrator, or their designees, in all resolution activities.
- 15.3. If the standing committee successfully brokers a resolution to the dispute, the parties must execute a written agreement containing the terms of the dispute resolution. The standing committee must then make a written report to the State Workforce Development Board at the first meeting to occur after the impasse is resolved and agreement between the parties is executed, detailing the dispute and the resolution. The State Workforce Development Board must publish the standing committee's report on its website.
- 15.4. In the event the dispute cannot be resolved within thirty (30) days, the standing

committee will make a recommendation to the State Workforce Development Board regarding a resolution to the impasse. At its next meeting, the State Workforce Development Board will vote on whether to adopt the standing committee's proposed resolution.

15.4.1. If the State Workforce Development Board votes to not adopt the standing committee's proposed resolution, the State Workforce Development Board may direct the standing committee to engage in further efforts to resolve the dispute or dissolve the standing committee and create another standing committee to take the initial standing committee's place.

15.4.2. If the State Workforce Development Board adopts the standing committee's proposed resolution, the standing committee must draft a report detailing the dispute, its efforts to resolve the dispute, and the resolution. The State Workforce Development Board must post the standing committee's report on its website.

The policies and procedures outlined in this section will not apply to any dispute among the parties regarding cost or resource sharing. Any dispute among the parties regarding cost or resource sharing must be subject to a separate and distinct dispute resolution process that will be outlined in Phase II of this MOU and be compliant with WIOA.

16. Termination.

16.1. The parties understand that implementation of the one-stop system is dependent on everyone's good faith effort to work together to improve services to the community. The parties also agree that this is a project where different ways of working together and providing services are being tried.

16.2. In the event that it becomes necessary for one or more party to cease being a party to this MOU, said party shall notify the other parties and the State Workforce Development Board, in writing, ninety (90) days in advance of that intention.

16.3. A party's termination in whole or in part of its participation in this MOU will not affect its duties and obligations under any applicable federal or state law, including but not limited to WIOA.

16.4. A party's termination in whole or in part of its participation in this MOU will be effective only as to that entity.

16.5. If a party terminates in whole or in part its participation in this MOU, this MOU will remain in full force and effect as to all other parties.

16.6. A party's termination in whole or in part its participation in this MOU will trigger a review of the regional workforce development board's certification under WIOA section 107(c) and local workforce development area's designation under WIOA section 106(b) by the State Workforce Development Board which will result in recommendations to the Governor of the State of Iowa.

17. No Indemnification and Liability.

By executing this MOU each partner agrees to work together to deliver Region 12 one-stop services for employers, employees, and those seeking employment. However, the parties are not legally "partners" to the extent that term encompasses joint and several liabilities under Iowa law. Each partner under this MOU is responsible for its own employees, representatives, agents, and subcontractors.

LWDB/CEO MEETING DATES 2019-2020

**SEPTEMBER 26, 2019— WESTERN IOWA TECH
COMMUNITY COLLEGE, SIOUX CITY — 4:00PM
JOINT LWDB/CEO MEETING**

**NOVEMBER 21, 2019— WESTERN IOWA TECH
COMMUNITY COLLEGE, SIOUX CITY — 4:00PM**

**JANUARY 23, 2020 — WESTERN IOWA TECH
COMMUNITY COLLEGE, SIOUX CITY — 4:00PM
JOINT LWDB/CEO MEETING**

**MARCH 26, 2020— WESTERN IOWA TECH
COMMUNITY COLLEGE, SIOUX CITY — 4:00PM**

**MAY 21, 2020 — WESTERN IOWA TECH
COMMUNITY COLLEGE, SIOUX CITY— 4:00PM
JOINT LWDB/CEO MEETING**

"The Mission of our group is to fully engage the Region 12 community in strengthening the economy through workforce development making it a better place to live, work, and grow."

Kim Reynolds, Governor
Adam Gregg, Lt. Governor
Beth Townsend, Director



May 10, 2019

RE: *Realignment of Local Workforce Development Board Areas*

To Chief Elected Officials and Local Board Members:

On February 18, 2019, the State Workforce Development Board (SWDB) approved a configuration recommendation from the Realignment Committee that will realign the local workforce development areas from fifteen (15) local areas to six (6) local areas. As previously indicated, this change is necessary to address the findings issued in the U.S. Department of Labor WIOA Implementation monitoring report in November 2017, in order to assure WIOA compliance in the State of Iowa. The map approved for the six new local workforce development areas is attached.

On behalf of the SWDB, Iowa Workforce Development will accept all appeals arising from the February 18, 2019, SWDB decision until close of business on May 24, 2019. We have received a number of appeals already and those will be considered as well so it is not necessary to refile those. The SWDB will provide an opportunity for individuals who want to speak to the board in support of their appeal at the next schedule meeting which is May 30, 2019, 1 p.m. at the Greater Des Moines Botanical Garden, Des Moines, Iowa. Any chief elected official submitting an appeal who elects to supplement the appeal with a short presentation, should plan to attend the meeting and present their appeal. We will provide all written appeals to SWDB members prior to the meeting. We anticipate allowing for 45 minutes of comments and the amount of time available for each presenter will depend on the number of individuals present who want to speak to the SWDB.

After the presentation of the appeals, the SWDB will vote to determine whether any changes should be made and if so, what those changes will be. At the meeting we also intend to provide an update on our continuing efforts to assist local boards in implementing WIOA and standing up the new local areas. Should you have any questions, please feel free to contact General Counsel, David Steen, at david.steen@iwd.iowa.gov or (515) 725-5492.

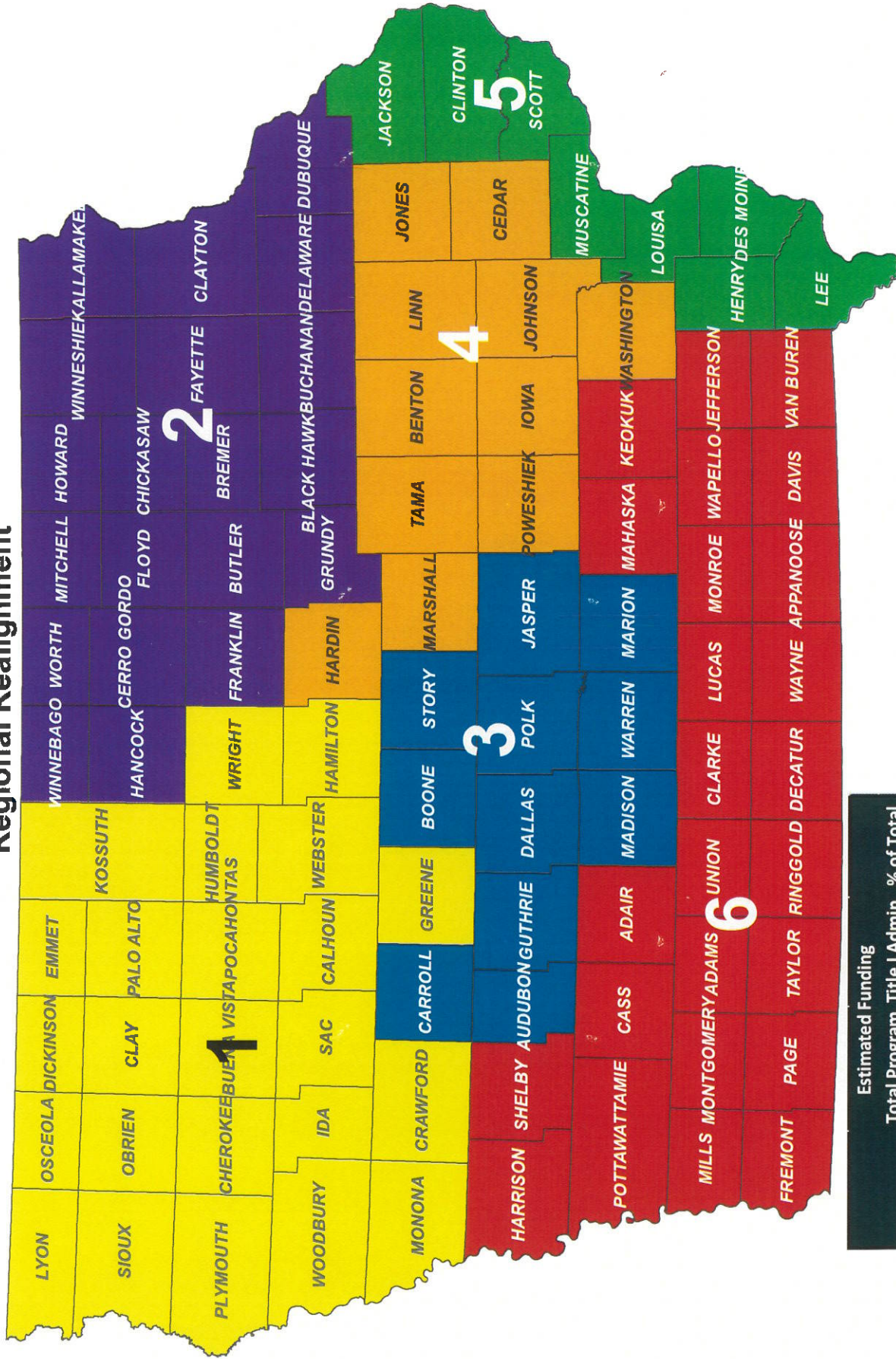
Sincerely,

A handwritten signature in black ink that reads "Beth Townsend".

Beth Townsend

Attachment - SWDB approved realignment map

Iowa Workforce Development Regional Realignment



Estimated Funding			
	Total Program	Title I Admin	% of Total
1- Yellow	\$1,388,433	\$154,270	14.73%
2- Purple	\$1,758,411	\$195,380	18.65%
3- Blue	\$2,066,261	\$229,586	21.93%
4- Orange	\$1,678,327	\$186,480	17.80%
5- Green	\$1,340,999	\$149,000	14.22%
6- Red	\$1,194,843	\$132,759	12.67%
	\$9,427,274	\$1,047,475	100%



TITLE I REPORT MAY 23, 2019

Title I Dislocated Workers - Business Closure

Shopko (Sioux City) Rapid Response meetings are scheduled for May 16th and May 20th this month. Close to 50 employees are impacted by the Sioux City store closure, which is scheduled for June 23rd. This is the final Shopko store that will be closing in our Region, bringing the total dislocated workers from Shopko in our Region to about 100. The closure of other retailers including Sears, Kmart, and Payless Shoes impacted an additional 75 workers in our region.

Title I Youth - Experiential Learning

With the current emphasis on work based learning, it is exciting to report that 10 participants have been involved in WEP's (Work Experience Programs). This represents 30% of Title I Youth program participants during this fiscal year.

Geo Solutions Implementation

Title I casework tracking and financial documentation will be entered and tracked via the new GEO Solutions platform effective June 3, 2019. In preparation for the transition, Title I staff will participate in an additional training sessions on May 30th and 31st.

Title I Funding - 2019-2020

Earlier this month, the state distributed the Title I allocations for Iowa Title I Regions. As expected, due to the strong Iowa and regional economy, allocations were lower than last year. Region 12 allocation of \$368,578 is down about \$80,000 and near levels of 2009 (10 years ago).

Title I Program Formula Funding History:

	<u>2019</u>	<u>2018</u>	<u>2015</u>	<u>2012</u>	<u>2009</u>
Low-Income Adult	\$94,692	\$113,264	\$144,069	\$153,828	\$111,618
Dislocated Worker	\$148,934	\$181,976	\$203,921	\$300,804	\$140,918
Disadvantaged Youth	\$124,682	\$150,697	\$180,257	\$168,359	\$132,737
TOTAL PROGRAM	\$368,578	\$445,937	\$528,247	\$622,991	\$385,273

Fortunately, we have been able to attain additional annual funding from other grant sources such as:

- GAP Funding - \$100,000+ to provide training funds for high demand programs (*see attached GAP flyer*)
- SNAP Funding – est. \$15,000-\$20,000 to provide services for low-income clients
- Rapid Response Funding (as needed) to assist dislocated workers impacted by closures and layoffs

Other Updates – Covered Under Other LWDB/CEO Agenda Items

Local Customer Service Plan MOD – Attachment B

MOU Partner – Attachment C

Realignment Update – Attachment D

TUITION ASSISTANCE GEARED FOR YOU

On your path to a better career through Western Iowa Tech Community College.



GAP TUITION ASSISTANCE AT WITCC

GAP Tuition Assistance has been approved for the following Western Iowa Tech Community College Continuing Education courses:

ADVANCED MANUFACTURING

- Boiler Operator
- Production Welding
- Residential Plumbing Certificate
- Welding
- Solid Works Essentials

TRANSPORTATION AND LOGISTICS

- Commercial Driver's License (CDL)

HEALTH

- Advance Cardiac Life Support
- Advanced Emergency Medical Technician
- Advanced Medical Life Support
- Certified Nursing Assistant (CNA)
- Emergency Medical Technician
- IV Therapy: Concepts & Technician
- Medication Aide
- Medication Manager
- Paramedic
- Pediatric Advanced Life Support
- Pharmacy Technician
- Prehospital Trauma Life Support
- Safety & Health Specialist
- ServSafe Certificate

INFORMATION TECHNOLOGY

- Basic Computer/Networking

FOR MORE INFORMATION CONTACT

Job Training Partners
Western Iowa Tech Community College
712.274.6401 or gapassistance@witcc.edu

GAP TUITION ASSISTANCE

For students pursuing short-term certificates in non-credit programs, most forms of federal aid are not applicable. However, full tuition assistance is available to qualifying students through the GAP Tuition Assistance Program. To qualify, students must meet certain income guidelines. The chart below outlines these 2019 guidelines.

INCOME GUIDELINES EFFECTIVE APRIL 1, 2019

Family Size	Total Household Income Eligible Range	
	150%	to 250%
1	\$18,735	\$31,225
2	\$25,365	\$42,275
3	\$31,995	\$53,325
4	\$38,625	\$64,375
5	\$45,225	\$75,425
6	\$51,885	\$86,475
7	\$58,515	\$97,525
8	\$65,145	\$108,575

Note: add \$6,630 (150%) – \$11,050 (250%) for each additional family member

1. Currently serving Adult Basic Education students at the following locations:
 - a. WITCC Main Campus
 - b. Goodwill in Sioux City
 - c. IowaWORKS Greater Siouxland
 - d. West Middle School (includes free childcare)
 - e. Le Mars
 - f. Denison
2. 1,188 students enrolled in ABE programming:
 - a. 670 ELL
 - b. 518 HSED
3. Total attendance consists of 60,010 hours (32 weeks of class.)
4. 302 students have completed current levels.
5. 62 HSED completers up-to-date
3 Cherokee/39 Denison/20 Main Campus
31 students participated in the WITCC Graduation Ceremony held at the Tyson Center.
6. Working with Pace/Gap to provide opportunities for funding and programming.
7. Recruitment opportunities:
 - a. Contacted 280 referrals from IWD for ABE/ELL Classes for recruitment opportunities.
 - b. Radio advertisement for West Middle School with Joaquin Garza, Fiesta 97.1 Radio – El Chulo de la Manana
8. Two sessions of summer classes available at WITCC Campus:
 - a. June 3 – June 27, 8:30 a.m. – 11:30 a.m. and 6:00 p.m. – 9:00 p.m.
 - b. July 8 – August 1, 8:30 a.m. – 11:30 a.m. and 6:00 p.m. – 9:00 p.m.
9. New Students testing for classes at WITCC July 9, 2019 at 9 a.m. and 5 p.m.
10. Ten ABE staff will attend Educate and Elevate Iowa, Adult Education & Literacy Conference July 15 – 17, 2019 in Des Moines, IA.

11. Five benchmarks achieved in Area 12 in ABE/ELL benchmarks:
 - a. ESL Beginning Literacy 50% (goal 44%)
 - b. ESL Low Beginning 50% (goal 50%)
 - c. ESL Low Intermediate 49% (goal 45%)
 - d. ESL High Intermediate 55% (goal 45%)
 - e. ESL Advanced 38% (goal 28%)
12. The WITCC Festival of Nations presented to WITCC students and the Siouxland Community with approximately 450 attendees who successfully enjoyed the event.
13. The ABE Department is preparing for an IBEST CNA Program. This program will start on the WITCC Campus May, 2019.
14. ABE Lead Instructor, Susanna Lee attended a National Training Program, COABE Conference in Louisiana last month, she presented at the conference and acquired new teaching strategies to share with other colleague's in her field.
15. All testing and paperwork will be completed by June 30, 2019 and recorded by July 10, 2019.

(Final numbers may vary, due to the fact we are still testing until 6/30/19)

TRAINING AND EMPLOYMENT NOTICE	NO. 24-18
	DATE April 3, 2019

TO: AMERICAN JOB CENTERS
STATE WORKFORCE AGENCIES
STATE AND LOCAL WORKFORCE BOARD CHAIRS AND DIRECTORS
STATE-LEVEL EQUAL OPPORTUNITY OFFICERS
STATE LABOR COMMISSIONERS
STATE WORKFORCE ADMINISTRATORS WAGNER-PEYSER
JOB CORPS CENTER OPERATORS
JOB CORPS CENTER DIRECTORS
ETA GRANTEES
STATE APPRENTICESHIP AGENCIES

FROM: MOLLY E. CONWAY 
Acting Assistant Secretary

SUBJECT: Updated Promising Practices in Achieving Nondiscrimination and Equal Opportunity: A Section 188 Disability Reference Guide

1. **Purpose.** To provide an updated version of the Department of Labor's Workforce Innovation and Opportunity Act (WIOA) Section 188 Disability Reference Guide to American Job Center (AJC) programs. The guide, now available at <https://www.dol.gov/oasam/programs/crc/188Guide.htm>, provides promising practices that correlate with specific nondiscrimination and equal opportunity requirements in Section 188 of WIOA and its implementing regulations.
2. **Action Requested.** Please share this guide with staff and leaders who implement AJC programs.
3. **Summary and Background.**
 - a. Summary - This new guide builds on the previously published guide that helps AJC programs provide services in accordance with nondiscrimination and equal opportunity requirements.
 - b. Background - The Department previously issued Promising Practices in Achieving Universal Access and Equal Opportunity: A Section 188 Disability Reference Guide (Reference Guide) to provide updated information and technical assistance to the one-stop system in meeting their universal access and equal opportunity obligations for individuals with disabilities. The previous Reference Guide can be found at the CRC website at <https://www.dol.gov/oasam/programs/crc/Section188Guide.pdf>.

**EMPLOYMENT AND TRAINING ADMINISTRATION
U.S. DEPARTMENT OF LABOR
WASHINGTON, D.C. 20210**

The Department updated the Reference Guide to assist AJC programs by providing updated information and technical assistance, including promising practices that correlate with specific nondiscrimination and equal opportunity requirements in Section 188 of WIOA and the regulations implementing Section 188 of WIOA.

Section 188 of WIOA prohibits discrimination against individuals who apply to, participate in, work for, or come into contact with programs and activities that receive financial assistance under Title I of WIOA. This includes programs and activities operated by one-stop partners (both required and additional partners) to the extent that these programs and activities are being conducted as part of the one-stop delivery system. It prohibits discrimination on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief and, for WIOA beneficiaries only, an individual's citizenship status, or participation in any WIOA Title I-financially assisted program or activity.

In general, WIOA took effect in July 2015, and supersedes the Workforce Investment Act of 1998 (WIA). While Section 188 of WIOA contains provisions identical to those in Section 188 of WIA, WIOA specifically incorporates the obligations of physical and programmatic accessibility throughout Title I of WIOA.

Section 188 of WIOA and its implementing regulations require, among other things, that the one-stop system ensure nondiscrimination and equal opportunity and access for individuals with disabilities. The relevant WIOA regulations at 29 CFR part 38 include:

- 29 CFR §38.12 (discrimination against individuals with disabilities prohibited)
- 29 CFR §38.13 (recipient's responsibilities regarding physical and programmatic accessibility)
- 29 CFR §38.14 (recipient's responsibilities regarding reasonable accommodations and reasonable modifications for individuals with disabilities)
- 29 CFR §38.15 (recipient's responsibilities for communications with individuals with disabilities)
- 29 CFR §38.40 (recipient's responsibilities to conduct affirmative outreach)

4. **The Updated Reference Guide.** The updated Reference Guide, available at <https://www.dol.gov/oasam/programs/crc/188Guide.htm> provides promising practices that correlate with the nondiscrimination and equal opportunity requirements of WIOA Section 188 and its implementing regulations for individuals with disabilities. While this document is focused on AJC programs, anyone working to ensure nondiscrimination and equal opportunity for individuals with disabilities in the workforce development system may use it as a resource document, including (but not limited to) Governors, State Administrators, State Workforce Agencies, Equal Opportunity Officers, and State and Local Workforce Development Boards. The Department will continue to provide technical guidance to help AJCs comply with their obligations under Section 188.

5. **Inquiries.** For further information, please contact the Civil Rights Center (<https://www.dol.gov/oasam/programs/crc/index.htm>) by voice phone at (202) 693-6500, by fax at (202) 693-6505, by relay at (800) 877-8339, or by e-mailing CivilRightsCenter@dol.gov.

6. **References.**

- Workforce Innovation and Opportunity Act, Section 188, 29 U.S.C. § 3248, and its relevant implementing regulations at 29 CFR Part 38;
- Training and Employment Notice No. 20-16, Announcing the publication and effective date of the *Section 188 WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38) Final Rule* in the Federal Register https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=7195;
- Promising Practices in Achieving Universal Access and Equal Opportunity: A Section 188 Disability Reference Guide (2015) <https://www.dol.gov/oasam/programs/crc/Section188Guide.pdf>; and
- Training and Employment Notice No. 1-15, Promising Practices in Achieving Universal Access and Equal Opportunity: A Section 188 Disability Reference Guide https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=3182.

7. **Attachments.** Not Applicable.