



Larimer County Workforce Center

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LARIMER COUNTY WORKFORCE DEVELOPMENT BOARD (WDB) REVIEW REQUEST

TYPE: Memorandum of Understanding (MOU) with CHP International, as represented by Job Corps.

WDB EXECUTIVE REVIEW: August 3, 2016
ANTICIPATED WDB REVIEW: August 10, 2016

BACKGROUND: The Workforce Innovation and Opportunity Act (WIOA) requires the local board (i.e., WDB), with the agreement of the chief elected official, to develop and enter into a memorandum of understanding (MOU) with each mandatory one-stop partner. Job Corps is one of the mandatory one-stop partners. Job Corps is administered through CHP International, Inc.

The Larimer County Workforce Center (LCWC) has maintained a referring partnership with Job Corps for many years. The current MOU does not exchange resources, and ranges from July 1, 2016 through June 30, 2017.

Job Corps is a no-cost education and training program administered by the United States Department of Labor and Employment (USDOL) helping eligible young people, ages 16-24, improve the quality of their lives through vocational and academic training. Colorado has one Job Corps center, located in Collbran, CO, and each center is a residential care environment. Job Corps students can benefit from an increased connection to the LCWC for their employment needs and the LCWC can provide referral opportunities to candidates that are interested in Job Corps.

KEY FACTS: Job Corps's closest office is located in Greeley, CO. This office supports the northern Front Range and eastern plains. The LCWC has agreed to pilot the efforts to increase the service access to Job Corps staff by offering a limited number of office hours, on-site at the Larimer County Workforce Center's Fort Collins location.

STAFF: Mark Johnston, WIOA Center Manager



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Larimer County Workforce Development Board

MEMORANDUM OF UNDERSTANDING FOR SERVICE DELIVERY AGREEMENTS PURSUANT TO THE WORKFORCE INNOVATION AND OPPORTUNITY ACT

PARTIES AND PURPOSE

This Memorandum of Understanding ('MOU') is made between the **Larimer County Workforce Development Board and Job Corps/CHP International Inc.**

TERM

The Parties' performance under this MOU ('Effective Date' and 'Initial Term') shall commence on **July 1, 2016**, and shall terminate on **June 30, 2017**, unless previously terminated or updated by one of the parties pursuant to the terms of this MOU.

SCOPE

This Memorandum of Understanding is entered into by and between the Parties for the operation of the one-stop delivery system, including the coordination of service delivery and the referral of customers, for the **Larimer County** area.

The Parties to this MOU agree to work collaboratively to carry out the provisions of this MOU.

PROVISIONS

The Larimer County Workforce Development Board has identified the following location as the comprehensive center for the local workforce development area.

Larimer County Workforce Center
200 West Oak, Suite 5000
Fort Collins, CO 80522
Larimer County

I: Access to Services- Services will be made accessible through the one-stop delivery system by the following methods:

The Larimer County Workforce Development Board (LCWDB) and Job Corps/CHP International Inc. will make services accessible through the one-stop delivery system in the following ways:

Co-location: The Larimer County Workforce Center agrees to provide office hours at the Comprehensive One-Stop location in Fort Collins, Colorado one time per month for Job Corps/CHP International, Inc staff. Office hours are designed to increase access presence within the one-stop system in an effort to further develop partner integration and accessibility to community residents. Services during office hours will include Job Corps service overview, eligibility review and determination, co-case management coordination for shared customers, and other service related information. The Larimer County Workforce Center agrees to provide an interview room location, access to the resource computer lab, wireless internet, fax machines, printing, scanning, and copier machine access and other resources available within the Larimer County Workforce Center. Job Corps/CHP International, Inc staff will be expected to adhere to the same internal operating policies associated with the Larimer County Workforce Center.



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Cross-trained staff: Partners agree to provide staff training to increase accessibility. This will be accomplished through Colorado Department of Labor and Employment (CDLE) sponsored training, Larimer County Workforce Center sponsored training, and Job Corps/CHP International, Inc. sponsored training. A minimum of one formal training per program year will occur with the intended outcomes of local staff increasing their awareness of the following topics: system eligibility criteria to access services, service components of each system, local referral linkages to increase the efficiency of service delivery, outcome measurements that define success, information sharing processes with mutual customers, and complaint resolution steps when partners are impacted.

The outcomes of these trainings will provide a cross-trained group of local staff across the one-stop service delivery system equipped to respond to the immediate education and workforce needs of customers. An on-going publication of local partner staff contact information will be created to facilitate increased staff communication. A matrix of funding accessible in the local region, in addition to a common set of questions per funding stream that may include eligibility definitions, services provided, referral links, and outcome measurements will be developed to further facilitate referrals between agencies.

Direct technological linkages: The Larimer County Workforce Center will provide two separate phone lines within the One-Stop location for partner referral linkages. These phone lines will be staffed by cross-trained One-Stop staff to field immediate WIOA partner and customer questions on services and information. The first phone line will be dedicated to young adult's ages 14-24 years of age and/or partner staff providing services to young adults. The second phone line will be dedicated to adult's ages 25 years of age and older and/or partner staff providing services to adults. Both phone lines are operational Monday through Friday, between the hours of 7:30am and 5:30pm.

II: Service Delivery

The Larimer County Workforce Development Board administers three Workforce Center's in the Larimer County local area. The Comprehensive One-Stop location is in Fort Collins, Colorado. Two additional One-Stop locations are in Loveland, Colorado and Estes Park, Colorado. Job Corps/CHP International Inc locations are in Greeley, Colorado. Job Corps/ CHP International Inc.'s local Project Office is located in Denver, CO.

Below is a matrix identifying all Basic Career Services and Individualized Career Services the Workforce Innovation and Opportunity Act (WIOA) identifies as requirements and the locations that services are delivered in the Larimer County local area.

The Larimer County One-Stop service delivery system provides Basic Career Services. These services are provided within the Comprehensive One-Stop Location, Additional One-Stop Locations and/or at the Partner locations. These services include:

Basic Career Services	Comprehensive One-Stop Location	Additional One-Stop Locations	Partner Locations
Job vacancies in labor market areas	Yes	Yes	Yes
Information on job skills necessary to obtain the jobs	Yes	Yes	Yes



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Local, in-demand occupations and related earning potential	Yes	Yes	Yes
Opportunities for advancement in those occupations	Yes	Yes	Yes
Outreach, intake and orientation to information and other services available through one-stop system	Yes	Yes	Yes
Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes and abilities	Yes	Yes	Yes
Labor exchange services including job search assistance and information on in-demand sectors, occupations, and non-traditional employment	Yes	Yes	Yes
Referrals and coordination of activities with other programs and services	Yes	Yes	Yes
Performance and cost information on eligible providers of training services and local WIOA performance accountability measures	Yes	Yes	Yes
Information relating to the availability of supportive services and referrals to those services	Yes	Yes	Yes
Information on Unemployment Insurance including meaningful assistance in filing claim	Yes	Yes	Yes
Financial aid information to establish eligibility for training not provided under WIOA	Yes	Yes	Yes

The Larimer County One-Stop service delivery system provides Individualized Career Services. These services are provided within the Comprehensive One-Stop Location, Additional One-Stop Locations and/or at the Partner locations pending eligibility and funding availability. These services include:

Individualized Career Services	Comprehensive One-Stop Location	Additional One-Stop Locations	Partner Locations
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Development of an Individual Employment Plan (IEP)	Yes	Yes	Yes
Career planning and group/individual counseling	Yes	Yes	Yes
Comprehensive assessment of skill levels and service needs of Adults and Dislocated Workers	Yes	Yes	No
Short-term prevocational services	Yes	Yes	No
Internship and work experience linked to careers	Yes	Yes	Yes
Workforce preparation activities	Yes	Yes	Yes
Out-of-area job search and relocation assistance	Yes	Yes	Yes
Financial literacy services	No	No	Yes
English language acquisition and integrated education programs	No	No	Yes
Follow-up services for participants placed in unsubsidized employment, for up to 12 months after first day of employment.	Yes	Yes	Yes

III: Current Resources

The Larimer County Workforce Center administers Basic and Individualized Career Services through the following resources:

- Wagner-Peyser
- Workforce Innovation and Opportunity Act: Adult, Dislocated Worker, and Youth

The Job Corps/CHP International, Inc. administers Basic and Individualized Career Services through the following resources:

- Workforce Innovation and Opportunity Act: Title I-C
- CHP International Inc. as needed

IV: Referrals

The Larimer County Workforce Center and Job Corps/CHP International, Inc will coordinate access of Basic and Individualized Career services in our partnership locations. This will be accomplished through the following four categories:

1. Methods of referrals between partners for appropriate services and activities
 - Partners will create a shared referral form. This form will provide the necessary information partner staff requires to take action on the customer service needs.
 - Job Corps/CHP International, Inc. agrees to host one-stop office hours at the Comprehensive One-Stop location a minimum of one time per month to prospective candidates and/or partner

- staff. Larimer County Workforce Center staff will make referrals to the office hours. Office hours will provide access to the Job Corps/CHP International, Inc activities, pending eligibility and funding availability.
- Partners will provide on-site bulletin board access or other prominent physical space featuring partner's informational brochures and other marketing materials.
 - The Larimer County Workforce Center will provide two dedicated phone lines as outlined under MOU Provisions section I, #2.
 - The Larimer County Workforce Center agrees to maintain a website that provides on-line information regarding partner services that are available and the action steps necessary to pursue services.
2. Tracking referrals and related activities
- The Larimer County Workforce Center will complete referral processes to the partner, tracked through a real-time coding structure housed in State of Colorado's Connecting Colorado reporting system.
 - Job Corps/CHP International, Inc. will provide attendance reports to LCWC staff for customers that have given permission through a Release of Information. These reports will aid in tracking referral outcomes and the related activities being provided.
3. Coordination and follow through
- Partners agree to provide a Question and Answer document and comprehensive listing of staff phone numbers, emails, and project lead liaisons assigned directly to the partner for service coordination.
 - Partners agree to bi-annual meetings to review referral activity. Partners also agree to reviewing best practices to consider adopting.
 - The Larimer County Workforce Center completes internal program compliance monitoring and will adapt this process to include reviews of partner referrals to review service effectiveness.
 - Partners agree to explore opportunities for coordination and submission of grants or other funding opportunities to enhance or strengthen employment opportunities customers.
 - Partners agree to provide information on Connecting Colorado registration and the Larimer County Workforce Center's menu of services as Job Corps students reintegrate back into the Larimer County community.
 - Partners agree to coordinate job development and employer relations activities for mutual customers.
 - The Larimer County Workforce Center agrees to provide job order listings to Job Corps/CHP International, Inc. staff.
4. Shared data systems and documentation
- Each partner will require a Release of Information (ROI) to be secured with each customer to accomplish increased service efficiency, effectiveness, and confidentiality of personal information. These ROI's will be shared in a number of different methods including secure fax, scanning, e-mail, and in-person. Customer information to be shared may include eligibility documents, pre/post test assessments, goal planning and progression, case coordination activity, outcome progression and completion, credentials obtained, entered and retention of employment information, wage obtainment information, and other service related information.
 - Partners jointly agree to high performance for the one-stop service delivery system. It is the intent of each partner to support continuous improvement for program delivery and high quality services through the workforce system wherever customers access services. To be measured by:



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sharing customer feedback, and sharing performance expectations and outcomes by funding sources as requested.

V. Assurances

Larimer County Workforce Center will provide information and/or access to basic career services and referral to other one-stop services in the following methods:

- Identify workers, youth and individuals with barriers to development, including individuals with disabilities, at point of physical entry of the One-Stop Center (as reasonable given the nature of the situation);
- Announce availability of accommodations, as needed, for participation in the agency's workforce development services on the agency website (www.larimerworkforce.org), marketing/informational materials, and other virtual delivery resources.
- Inform individuals regarding the array of employment, training, and placement services available via promotional materials, agency website, staff guidance, and other virtual delivery resources.
- Assistive technology (i.e., large print keyboard, adjustable work station, amplification equipment) is available to career seekers in the Resource Center of the comprehensive One-Stop Center.
- TTY telephone access is available to all customers of Larimer County at 970.498.7969.

Larimer County Workforce Center established the Auxiliary Aids and Services for Customers with Disabilities policy (#00-103) to ensure that appropriate auxiliary aids and services (such as sign language) are made available when necessary to afford an individual with a disability an equal opportunity to participate in, and enjoy the benefits of agency services, programs, and activities. Likewise, the Language Assistance Services plan is reviewed and updated, per guidance from CDLE, to improve access to services for persons with Limited English Proficiency.

It is the practice of Larimer County to provide equal opportunity in employment to all employees and applicants. No person shall be discriminated against in any condition of employment because of race, color, national origin, sex (includes gender and gender identity), religion, age, disability, veteran status, sexual orientation or upon any other basis prohibited by Federal or State law, except where age or sex are bona fide occupational qualifications.

VI. Modifications and Amendments

This MOU may be modified, revised, or amended by mutual written consent of all the signatory Parties. A written request must be submitted to the named parties. The modification shall not be effective unless agreed to in writing by all Parties in an Amendment to this MOU, properly executed and approved in accordance with applicable Colorado State law, and State Fiscal Rules.

VII. Additional Provisions

A. Entire Understanding

This Agreement is intended as the complete integration of all understandings between the Parties. No prior or contemporaneous addition, deletion, or other amendment shall have any force or affect whatsoever, unless embodied herein in writing. No subsequent notation, renewal, addition, deletion, or other amendment shall have any force or effect unless embodied in a written amendment executed and approved by the Parties of this Agreement.

B. Relationship of Parties



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The Parties shall perform their duties hereunder as an independent contractor and not as employees of the State. The Parties, nor any employee, agent, subcontractor, service provider, or licensee of the Parties shall be or shall be deemed to be, an employee or agent of the State. The Parties shall be solely responsible for the acts or omissions of its employees, agents, subcontractors, service provider, and licensees. The Parties shall not have any authorization, express or implied, to bind the State to any agreements, liability, or understanding except as expressly set forth herein and shall be solely responsible for the acts or omissions of its own employees, agents, subcontractors, service provider, and licensees.

C. Confidentiality of Records

In the event that any Party obtains access to any records, files, or other information of the other Party(ies) in connection with, or during the performance of this MOU, then that Party shall keep all such records, files, or other information confidential, and shall comply with all laws and regulations concerning the confidentiality of such records, files, or other information to the same extent as such laws and regulations; apply to the other Party. Such information shall not include information required to be disclosed pursuant to the Colorado Open Records Act, C.R.S. § 24-72-101, et seq.

D. Ownership of Materials and Information

Unless otherwise provided for in this MOU, the Parties agree that all material, information, data, computer software, documentation, studies, and evaluations produced by the State in the performance of this MOU are the sole property of the State.

E. Non-Discrimination

The Local Area shall ensure that its employees, contractors, subcontractors, agents, and designated officers adhere to the provisions of Section 188 of the WIOA addressing non-discrimination and the prohibition of discrimination in carrying out its duties and responsibilities of this Agreement.

F. Conflict of Interest/Maintenance of Integrity

Partners shall comply with all conflict of interest provisions under WIOA law and regulation, applicable State and Federal law, regulation, and policy, and shall ensure that its employees, contractors, subcontractors, agents, and designated officers adhere to these provisions throughout the term of this Agreement. The Partners shall administer this Agreement in an impartial manner, free from personal, financial, political, or other questionable or improper gain or motive. In administering this Agreement, the Local Area and its executive staff, and employees shall avoid situations which give rise to a suggestion or perception that any decision made by the Local Area was influenced by prejudice, bias, special interest, or personal gain.

Signatures:

Joni Friedman, Director
Larimer County Workforce Center

Yoshiko White, Project Director
Job Corps/CHP International, Inc.