

**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 (LCWDB) and the Colorado Department of Labor and Employment (CDLE) on behalf of the Division of Vocational Rehabilitation (DVR) for the purpose of supporting Larimer County citizens with disabilities as authorized under the Workforce Innovation and Opportunity Act (WIOA).

**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 LCWDB 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

**SERVICES MADE ACCESSIBLE THROUGH THE ONE-STOP DELIVERY SYSTEM IN THE FOLLOWING METHODS:**

Services provided by the Division of Vocational Rehabilitation (DVR) are identified in the following chart. An "X" indicates that the services are provided directly by DVR staff and the "R" indicates services provided by referral to another program/agency.

<i>Preliminary Services</i>		<i>Services Requiring Eligibility</i>		<i>Training Services</i>		<i>Employer Services</i>	
Public Information	X	Enrollment or Registration		Financial Assistance for Training	X	Job Listing	X
Outreach, Recruitment	X	Diagnostic Assessment	X	Occupational Skills Training	X	Candidate Screening	
Determination of Program Appropriateness for Customer	X	Individual Self-Sufficiency or Employment Plans	X	On-the-Job Training	X	Candidate Testing	

Orientation	X	Counseling: Group or Individual	X	Skills Upgrading	X	Job Referrals	X
Resource Center	R	Case Management	X	Re-Training	X	Space for Job Interviews	
Initial Assessment	X	Basic Education, Literacy Training, GED Training	R X	Entrepreneurial Training	X	Labor Market Information	X
Workshops	R	English as a Second Language Training	R X	Apprenticeship Training	X	Local Economic Development Information	
Career Information	X	Computer Literacy Training	X	Customized or Workplace Training	X	Employer Incentives	X
Labor Market Information	X	Job Readiness Training	X	Work Experience, Internship (including Summer Jobs)	X	Employer Seminars	X
Job Search Skills & Information	X	Life Skills Training	R			Job Fairs	
Job Referrals	X	Supportive Services	X			Services to Laid Off Workers	X
Labor Market Information	X	Post Employment or Job Retention Services	X			Outplacement Services	
Follow-Up	X	Tutoring, Study Skills Training	R X			Job Analysis	X
Eligibility Determination	X	Leadership Development Activities				Focus Groups	
		Mentoring	X				
		Alternative Secondary School					

The Larimer County One-Stop service delivery system provides Basic Career Services. These services are provided within the Comprehensive One-Stop Location and may be available at additional One-Stop Locations:

<i>Basic Career Services</i>	<i>Comprehensive One-Stop Location</i>	<i>Additional One-Stop Locations</i>
Job vacancies in labor market areas	Yes	Yes
Information on job skills necessary to obtain the jobs	Yes	Yes
Local, in-demand occupations and related earning potential	Yes	Yes
Opportunities for advancement in those occupations	Yes	Yes
Outreach, intake and orientation to information and other services available through one-stop system	Yes	Yes
Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes and abilities	Yes	Yes
Labor exchange services including job search assistance and information on in-demand sectors, occupations, and non-traditional employment	Yes	Yes
Referrals and coordination of activities with other programs	Yes	Yes

and services		
Performance and cost information on eligible providers of training services and local WIOA performance accountability measures	Yes	Yes
Information relating to the availability of supportive services and referrals to those services	Yes	Yes
Information on Unemployment Insurance including meaningful assistance in filing claim	Yes	Yes
Financial aid information to establish eligibility for training not provided under WIOA	Yes	Yes

**The Larimer County One-Stop service delivery system provides Individualized Career Services.** These services are provided within the Comprehensive One-Stop Location and additional One-Stop Locations pending eligibility and funding availability:

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

Please provide detailed descriptions of each of the following:

**I. Access to Services**

The Larimer County Workforce Development Board (through the Larimer County Workforce Center) and the Division of Vocational Rehabilitation will make their services accessible through the one-stop delivery system using the following:

**(1) 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 Division of Vocational Rehabilitation 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.
- TTY telephone access is available to all customers of Larimer County (970.498.7969).

**(2) Direct technological linkages:**

- In addition, the Larimer County Workforce Center will provide a third separate phone line within the One-Stop location for partner staff questions (970.498.6696). This phone line is intended to bridge the technological linkage between professional partners to answer system access questions and/or provide clear access related answers to the Larimer County Workforce Center.
- The LCWC website is available to all DVR customers. Job search information, assessments, labor market information, and career pathway information is accessible 24/7 and at no cost.
- DVR staff may subscribe to receive email notifications regarding the daily jobs posted through the LCWC, along with the career seeker and employer services information.

Method	Larimer County Workforce Center (Fort Collins & Loveland)	Division of Vocational Rehabilitation
Co-Location	DVR staff will be onsite at the LCWC two times per month for direct service provision and staff consultation. This is a pilot program to determine need and appropriateness.	DVR staff will be onsite at the LCWC two times per month for direct service provision and staff consultation. This is a pilot program to determine need and appropriateness.
Cross-Trained Staff	The majority of LCWC and DVR staff has attended local cross-trainings prior to 7/1/16 and will continue to work locally to cultivate and implement additional training opportunities for increasing joint program knowledge and understanding.	
Direct Technological Linkage	Refer to narrative above.	Fort Collins DVR main office line is available for all Workforce Center staff and customers, M-F, 8am-5pm.
Outreach/Intake Briefings	Outreach and intake briefings available as demand necessitates.	DVR staff will be onsite at the LCWC two times per month for direct service provision and staff consultation. This is a pilot program to determine need and appropriateness. Additional outreach and intake briefings available as demand necessitates
Other (describe)	Conduct periodic and collaborative staff meetings to discuss enhanced access and employment outcomes for common customers, as appropriate.	



## II. Service Delivery

The Larimer County Workforce Development Board administers three Workforce Center's (WFC) in the Larimer County local area. The Comprehensive One-Stop location is in Fort Collins, Colorado. An additional One-Stop location is in Loveland, Colorado; plus, limited services are available in Estes Park, Colorado. DVR is located in Fort Collins, Colorado.

Below is a matrix identifying the Basic Career Services and Individualized Career Services that WIOA identifies as requirements, along with the locations that services are delivered in Larimer County. These services are provided within the Comprehensive One-Stop Location and/or Additional One-Stop Locations (i.e. Workforce Center) and/or at the Partner (i.e., DVR) location:

<b><u>Basic Career Services</u></b>	<b>Comprehensive One-Stop Location</b>	<b>Additional One-Stop Locations</b>	<b>DVR (Partner Location)</b>
Job vacancies in labor market areas	Yes	Yes	Yes
Information on job skills necessary to obtain the jobs	Yes	Yes	Yes
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	Yes	Yes	No

assistance in filing claims			
Financial aid information to establish eligibility for training not provided under WIOA	Yes	Yes	Yes

<i>Individualized Career Services</i>	<b>Comprehensive One-Stop Location</b>	<b>Additional One-Stop Locations</b>	<b>DVR (Partner Location)</b>
Development of an Individual Employment Plan (IEP)	Yes	Yes	Yes (called IPE) Individualized Plan for Employment
Career planning and group/individual counseling	Yes	Yes	Yes
Comprehensive assessment of skill levels and service needs of Adults and Dislocated Workers	Yes	Yes	Yes
Comprehensive knowledge of disabilities, accommodations, auxiliary equipment, workplace accommodations, and disability-related information/resources.	Some	Some	Yes—DVR Led
Short-term prevocational services	Yes	Yes	Yes
Subsidized internship and work experience linked to careers	Yes	Yes	yes
Workforce preparation activities	Yes	Yes	Yes
Out-of-area job search and relocation assistance	Contingent on program	Contingent on program	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	No

DVR provides services to applicants and eligible individuals with disabilities across the state to support them in preparing for, securing, retaining, or regaining employment. DVR provides clients with one-on-one vocational guidance and counseling to assist each person to develop a specific employment goal and a step-by-step plan for accomplishing it. Each goal and plan is created after assessment of the ways a participant's disabilities affect his or her ability to perform job functions and succeed in a work environment. The plan and goal must also reflect the participant's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

DVR directly delivers and procures services for applicants and eligible individuals through a statewide network of approximately 27 field offices across Colorado. Approximately 105 Rehabilitation Counselors are supported by office teams of Business Outreach Specialists, administrative support staff, supervisors, rehabilitation technicians and other staff to deliver these services to approximately 12,000 Coloradans each year.

The types of services delivered are extremely individualized and dependent upon each client's unique disability, talents, circumstances and situation. DVR is able to provide a broad range of services that may bring about successful employment including training and education, physical and mental restoration, assistive technology, job seeking skills training, job placement assistance, required training or vocational supplies and materials, and many others that may be necessary and appropriate to assist an individual to become employed.

DVR collaborates and coordinates with many community vendors and service providers, including the programs located at and provided through the Workforce Center. Through a combination of cross-trainings, regular joint meetings and overall relationship building activities, DVR staff will work closely with Workforce Center staff to ensure that program services and parameters are well known and understood by all and that common clients receive services leading to employment that are well-coordinated.

### **III. Current Resources:**

The LCWC administers Basic and Individualized Career Services through the following resources:

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

DVR services are funded through federal formula grants under the Rehabilitation Act of 1998 amended by WIOA with matching state and local funds.

There are no anticipated financial obligations or required payments between parties under this agreement. Accordingly, the parties are not required to enter into a Resource Sharing Agreement or to appropriate funds. Per Colorado Policy Guidance Letter #: WIOA-2016-02, One-Stop Partner contributions to infrastructure costs of the One-Stop System will be added to this MOU by July 1, 2017.

### **IV. Referrals**

The Workforce Center and DVR staff will collaboratively:

- Cross-train staff to increase joint program understanding and provision of high quality services, referrals and access to programs;
- Provide informational brochures to customers at each partner's main location;
- Work together to develop shared informal referral and follow up forms and processes that are client-centered in nature;
- Review options and look for opportunities to implement coordinated intake forms and data requirements;
- To the extent practical and permitted, document and track referral information in Connecting Colorado and consider implementation of shared data systems and documentation, when available and appropriate.

### **V. Assurances**

The Workforce Center and DVR staff will collaboratively:

- Casemanage shared customers enrolled in WIOA programs and DVR services and confidentially share assessment results as appropriate and allowed;
- Determine mutually agreed-upon operational and philosophical standards to support coordinated job development and employer relations activities, as determined appropriate and mutually beneficial;
- Explore opportunities for coordination and submission of grants or other funding opportunities to enhance or strengthen employment opportunities for individuals with disabilities;

- Provide information regarding the customer benefits of registering in Connecting Colorado;
- Review job orders and other services and make referrals as appropriate;
- Develop career pathways for shared customers, as appropriate;
- Each partner will support continuous improvement and high quality services wherever customers access services and will share performance expectations, based on funding, and related performance outcomes, as appropriate.

The Workforce Center will:

- Cross-train DVR and/or other partner staff in the role and mission, goals, and philosophy of the agency;
- Identify workers, youth and individuals with barriers to employment, including individuals with disabilities, at point of physical entry of the One-Stop Center (as reasonable given the nature of the situation);
- For customers co-enrolled in partner programs, provide the following information regarding LCWC services: orientation to the programs, intake and eligibility, basic assessment, career planning, case management, coordinated job search and daily job listings, along with hiring events, job fairs, and career development events, and follow-up services as required by funding sources;
- Announce availability of accommodations, as needed, for participation in the agency's workforce development services on the agency website ([www.larimerworkforce.org](http://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;
- Provide opportunities for cross-training of staff which may include:
  - Use of the One-Stop Resources
  - Utilizing the open job orders list
  - Assisting job seekers with accessing and completing registrations in Connecting Colorado
- Provide space for DVR staff to meet with prospective and ongoing co-enrolled customers as agreed.
- Provide opportunities for Division of Vocational Rehabilitation staff to attend Workforce Center training as appropriate;
- Maintain a website that provides on-line information regarding services available at the LCWC;
- 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;
- LCWC 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. The Language Assistance Services plan is reviewed and updated, per guidance from CDLE, to improve access to services for persons with Limited English Proficiency; and
- Provide access to daily listings of job orders.

The DVR will:

- Cross-train Workforce Center and/or other partner staff in the role and mission, goals and philosophy of the agency;
- Actively and meaningfully participate as a member of the Larimer County Workforce Development Board.



- Provide program specific assessments for customers, and confidentially share the information with Workforce Center programs about shared customers when allowed and appropriate;
- Assist customers to access Connecting Colorado at the DVR office or provide information to customers about accessing Connecting Colorado at a point of entry that the customer desires;
- Provide opportunities for Workforce Center staff to attend Division of Vocational Rehabilitation training as appropriate;
- As determined appropriate and beneficial, participate in Business Services strategies to include hiring events, career events and job development for co-enrolled clients by targeting business engagement opportunities and expanding awareness of employment opportunities for individuals with disabilities.
- For co-enrolled customers, provide the full range of program services available as appropriate for the customer which may include:
  - Evaluation and diagnostic services
  - Vocational rehabilitation counseling and guidance provided directly by a vocational rehabilitation counselor during the individual's plan of services;
  - Physical and mental restoration services
  - Training services
  - Specialized services for individuals who are blind, deaf, and deaf-blind
  - Rehabilitation technology services
  - Placement services
  - Supportive services
- Maintain a web site that provides on-line information regarding services available at the DVR.

## **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 effect 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**

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.

**\* Signature of One-Stop Partner:** By signing below, I swear and affirm that I am authorized to act on behalf of the One-Stop Partner identified below and that the information set forth in this Memorandum of Understanding is true, accurate and complete to the best of my knowledge, and acknowledge that the Parties to the MOU are relying on these representations.

Signatures:

  
\_\_\_\_\_  
Joni Friedman, Director  
Larimer County Workforce Center

\_\_\_\_\_  
Steve Anton, Director  
Division of Vocational Rehabilitation,  
Colorado Department of Labor and  
Employment



# Larimer County Workforce Center


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## Division of Vocational Rehabilitation Larimer County Workforce Development Board and Board of County Commissioner Approval

The Larimer County Workforce Development Board (WDB) approved the Division of Vocational Rehabilitation Memorandum of Understanding on this 10<sup>th</sup> day of August, 2016.

The WDB attest to participation of the development of this Agreement and will support and implement the provisions contained herein as required under the Workforce Innovation and Opportunity Act of 2014.

By signing below all parties mutually agree to the terms prescribed herein.

	<i>Nancy Patton</i>	<i>8-11-16</i>
Signature	Printed Name	Date
Workforce Development Board Chairperson		

	<i>08/10/2016</i>
Tom Donnelly, Chair	Date
Larimer County Board of Commissioners	



