



LARIMER COUNTY WORKFORCE DEVELOPMENT BOARD (WDB) REVIEW REQUEST

TYPE: Memorandum of Understanding (MOU) with the State of Colorado, acting by and through the Department of Education, for the use and benefit of Front Range Community College (FRCC), as represented by its Centers for Adult Learning (CAL)

WDB EXECUTIVE REVIEW: July 6, 2016
ANTICIPATED WDB REVIEW: July 13, 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. The Title II Adult Education and Literacy Act (AELA) is one of the mandatory one-stop partners. AELA, in Larimer County, is administered through the Front Range Community College, as represented by the Center for Adult Learning in Fort Collins (CAL) and Loveland (CALL).

The Larimer County Workforce Center (LCWC) has maintained a referring partnership with CAL(L) for many years; however, no recent formal MOU has been established. The current MOU does not exchange resources, and ranges from July 1, 2016 through June 30, 2017.

CAL(L) services are used to offer classes in high school equivalency preparation, acquisition of English as a second language, and reading, writing, and math improvement for community residents. CAL(L) services are important in our community as they help job seekers obtain the necessary language and pre-high school education skills to compete for entry and middle skill positions. CAL(L) students can benefit from an increased connection to the LCWC for their employment needs. LCWC candidates can benefit from an increased connection to CAL(L) for those interested in classroom based learning.

KEY FACTS: The reauthorization of WIOA aligns the performance accountability system for Workforce Center, Adult Basic Education, and Division of Vocational Rehabilitation (DVR) systems into five measures. These measures are designed to measure the effectiveness and continuous improvement of the One-Stop service delivery system and include; Entry into unsubsidized employment, Retention in unsubsidized employment, Earnings change after entry into unsubsidized employment, Credential obtainment rate, and In-program skills gain.

The LCWC has agreed to provide increased service access to CAL(L) students by piloting a limited number of services at the CAL(L) locations during the MOU period. This includes increased access to our employment related workshops, and increased access to the WIOA Adult, Dislocated Worker, and Youth services, pending funding availability.

STAFF: Mark Johnston, WIOA Center Manager



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 the State of Colorado, acting by and through the Department of Higher Education, by the State Board for Community Colleges and Occupational Education, for the use and benefit of Front Range Community College (FRCC), as represented by its Centers for Adult Learning (CAL).

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 Front Range Community College (FRCC) Centers for Adult Learning (CAL) will make services accessible through the one-stop delivery system in the following ways:

- (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 Centers for Adult Learning 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.

- (2) **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 (WFC) 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. Front Range Community College Centers for Adult Learning (CAL) locations are in Fort Collins, Colorado and Loveland, Colorado.

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- WFC Led
Information on job skills necessary to obtain the jobs	Yes	Yes	Yes- WFC Led
Local, in-demand occupations and related earning potential	Yes	Yes	Yes- WFC Led
Opportunities for advancement in those occupations	Yes	Yes	Yes- WFC Led
Outreach, intake and orientation to information and other services available through one-stop system	Yes	Yes	Yes- Both Partners
Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes and abilities	Yes	Yes	Yes- CAL led
Labor exchange services including job search assistance and information on in-demand sectors, occupations, and non-traditional employment	Yes	Yes	Yes- WFC led

Referrals and coordination of activities with other programs and services	Yes	Yes	Yes- Both Partners
Performance and cost information on eligible providers of training services and local WIOA performance accountability measures	Yes	Yes	Yes- WFC led
Information relating to the availability of supportive services and referrals to those services	Yes	Yes	Yes- Both Partners
Information on Unemployment Insurance including meaningful assistance in filing claim	Yes	Yes	No
Financial aid information to establish eligibility for training not provided under WIOA	Yes	Yes	Yes- CAL Led

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

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 Front Range Community College's Centers for Adult Learning-Larimer County administers Basic and Individualized Career Services through the following resources:

- Workforce Innovation and Opportunity Act: Adult Education and Family Literacy Act

IV: Referrals

The Larimer County Workforce Center and Front Range Community College Centers for Adult Learning 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.
 - The Larimer County Workforce Center agrees to host one-stop service orientations at the partner locations a minimum of one time each semester to prospective students and/or partner staff. Partner staff will make referrals to the orientation dates. Orientations will provide access to the Basic Career Services activities and Individualized Career Services, pending eligibility and funding availability.
 - The Larimer County Workforce Center agrees to explore hosting work preparation workshops at the partner location sites to prospective students and/or partner staff, pending staff and funding availability. Partner staff will make referrals to the activities.
 - The Larimer County Workforce Center agrees to provide partner locations with a daily listing of job orders generated from the Connecting Colorado system.
 - 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 services that are available and the action steps necessary to pursue services.
 - Front Range Community College Centers for Adult Learning agrees to explore a direct link to the Larimer County Workforce Center's website.
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.
 - The Front Range Community College Centers for Adult Learning will provide monthly 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.
- Front Range Community College Centers for Adult Learning agrees to provide information to students on Connecting Colorado registration.
- Partners agree to meaningful and responsive e-mail coordination between partner staff when students are co-case managed between both partners, pending a release of information.

4. Shared data systems and documentation

- Prior to release of personal information, a voluntary Release of Information (ROI) shall be secured from each customer by each partner 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.
- Each partner jointly agrees 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: sharing customer feedback, and sharing performance expectations and outcomes by funding sources as requested.

V. Assurances

Partners shall ensure that the needs of workers and youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in the provision of necessary and appropriate access to services, including access to technology and materials, made available through the one-stop delivery system.

Larimer County Workforce Center will provide information and/or access to basic career services and referral to other one-stop services as appropriate through the One-Stop physical locations as well as through the Larimer County Workforce Center website at www.larimerworkforce.org and the Connecting Colorado website at www.connectingcolorado.com.

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

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

6-29-16

Date



Joseph Harbouk
Vice President of Finance and Administration

THE STATE OF COLORADO:
John W. Hickenlooper, Governor
Department of Higher Education, by the State Board for
Community Colleges and Occupational Education, for
the use and benefit of Front Range Community College

8/20/2016

Date

