

# **Alaska Job Center Network One Stop Operator Memorandum of Understanding**

## **I. PURPOSE OF MEMORANDUM OF UNDERSTANDING**

- a. The purpose of this Memorandum of Understanding (MOU) is to meet requirements of the federal Workforce Innovation and Opportunity Act (WIOA) of 2014.
- b. This MOU provides information about the relationship between the Alaska Job Center Network (AJCN) partners, the Alaska Workforce Investment Board (AWIB), and the Division of Employment and Training Services (DETS) serving as Alaska's AJCN One Stop Operator including their respective roles and responsibilities, and expectations for implementation of the provisions of section 121(c) of Title I of WIOA.
- c. This MOU establishes a cooperative and mutually beneficial relationship between the AWIB and the various AJCN partners to include coordinating resources to prevent duplication and ensure the effective delivery of workforce services.
- d. This MOU also establishes joint processes and procedures that will enable partners to integrate with the current service delivery system resulting in a seamless and comprehensive array of job matching, education, support services, job training and other workforce development services.
- e. Each party to this MOU, proposes to coordinate and perform the activities and services described herein within the scope of legislative, regulatory and policy requirements governing the party's respective programs, services and agencies.

## **II. PHASES OF MOU DEVELOPMENT**

- a. The AJCN One Stop Operator MOU development process will be conducted in two phases. Phase I is completed through this MOU to address service coordination and collaboration amongst the AJCN partners. Phase II will address how to functionally and fiscally sustain the unified system described in Phase I through the use of resource sharing and joint infrastructure costs. This will result in an Infrastructure Funding Agreement (IFA) added as Attachment C to this MOU.
  - i. Phase I: Service Coordination – this MOU will be utilized by the AWIB, DETS (Alaska's One Stop Operator), and the AJCN required partners listed in Section IV of the MOU to clarify operation of the AJCN system as it relates to shared services and customers.
  - ii. Phase II: Infrastructure Funding Agreement – joint infrastructure funding is required by WIOA and is critical to establishing the foundation needed for integrated service delivery. The AWIB will build upon the Phase I MOU and determine how to best support the established service delivery model through the sharing of resources and costs. Phase II should be completed no later than December 31, 2017. The initial IFA design will begin Fall 2017 and will adhere to WIOA regulations and joint guidance provided in Training and Guidance Letter (TEGL) 17-16 jointly developed by the U.S. Departments of Labor, Education, and Health and Human Services.

### III. BACKGROUND

- a. This MOU was developed to ensure that the following principles of WIOA are implemented.
  - i. Universal Eligibility: All customers, including those with barriers to employment, will have access to job seeker services at each Alaska Job Center, designed to provide information to make career and labor market decisions. Career services, training and support services will be made accessible on-site.
  - ii. One Stop System Approach: All customers may explore work preparation and career development services and have access to information on a range of employment, training and adult and occupational education programs. Services will be made available through the One Stop Centers or partner programs.
  - iii. Individual Choice: All customers will have access to a multitude of career, skill, employment, and training information to obtain the services and skills they need to enhance their employment opportunities based on their individual needs, building on the advice and counseling provided by Alaska Job Center and WIOA Partner staff.
  - iv. Regional Development: All customers will have access on-site at Alaska Job Centers to services such as tax credits and labor market information, which will result in the development of a workforce development system that upgrades the regional area workplace skills and enhances the economic development of the area.
  - v. Cost-Effectiveness: All customers will have access to a system that minimizes costs, enhances the participation of employers and job seekers served through the system and avoids duplicate services.
- b. This MOU also aligns with AWIB's mission and vision.
  - i. Mission: To provide leadership, recommend policy, direction and accountability standards to get Alaskans into jobs.
  - ii. Vision: Build connections that put Alaskans into good jobs.

### IV. PARTIES TO THE MEMORANDUM OF UNDERSTANDING

- a. WIOA identifies the One Stop System as the service delivery system for programs funded under the Act, and WIOA sec. 121 (b)(1)(B) identifies its partner programs. The One Stop System in the State of Alaska is the Alaska Job Center Network. The AJCN is a collaboration of partners responsible for administering WIOA, educational and other human resource programs and funding streams. The identified partners are as follows:
  - i. Alaska Workforce Investment Board: responsible for both the statewide and local board functions under WIOA. The AWIB establishes policies and oversees the workforce development system.
  - ii. Division of Employment and Training Services: Alaska's One Stop Operator, responsible for the coordination of activities at the physical One Stop Centers in the AJCN.
  - iii. Programs authorized under title I of WIOA, serving:
    - Adults;

- Dislocated workers;
  - Youth;
  - Job Corps;
  - Native American programs;
  - Migrant and seasonal farmworker programs; and
  - Veterans' workforce programs;
- iv. Programs authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.);
  - v. Adult education and literacy activities authorized under Title II of WIOA;
  - vi. Programs authorized under parts A and B of Title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.);
  - vii. Senior community service employment activities authorized under Title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.);
  - viii. Postsecondary vocational education activities under the Carl D. Perkins Vocational and Applied Technology Education Act (20 U.S.C. 2301 et seq.);
  - ix. Trade Adjustment Assistance activities authorized under chapter 2 of Title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.);
  - x. Activities authorized under chapter 41 of Title 38, U.S.C. (local veterans' employment representatives and disabled veterans outreach programs);
  - xi. Employment and training activities carried out under the Community Service Block Grant (42 U.S.C. 9901 et seq.);
  - xii. Employment and training activities carried out by the Department of Housing and Urban Development;
  - xiii. Programs authorized under State unemployment compensation laws (in accordance with applicable Federal law);
  - xiv. Programs authorized under section 212 of the Second Chance Act of 2007 (42 U.S.C. 17532); and
  - xv. TANF Programs authorized under part A of Title IV of the Social Security Act (42 U.S.C. 601 et seq.), subject to subparagraph (C).

b. The Table below lists the required partner and the associated agency of responsibility:

<b>WIOA Required Programs and Activities</b>	<b>MOU Partner</b>
<ul style="list-style-type: none"> <li>• WIOA Title I Adult</li> <li>• WIOA Title I Dislocated Worker</li> <li>• WIOA Title I Youth</li> <li>• WIOA Title II Adult Education and Literacy</li> <li>• WIOA Title III Wagner-Peyser</li> <li>• WIOA Title IV Vocational Rehabilitation</li> <li>• WIOA Title V Older Americans Act</li> <li>• Jobs for Veterans State Grant</li> <li>• Trade Adjustment Assistance Act</li> <li>• Migrant and Seasonal Farm Worker Program</li> <li>• Unemployment Insurance</li> </ul>	Alaska Department of Labor and Workforce Development
WIOA Title I Job Corps	Alaska Job Corps
WIOA Title I YouthBuild	N/A No 2016 Grantees in Alaska, will revisit as necessary <a href="https://www.doleta.gov/Youth_services/YouthBuild.cfm">https://www.doleta.gov/Youth_services/YouthBuild.cfm</a>

WIOA Title I Native American programs	WIOA sec. 166 grantees
Community Services Block Grant, employment & training activities	Alaska Department of Commerce, Community, and Economic Development
Housing and Urban Development, employment & training activities	Alaska Housing Finance Corporation
Carl D. Perkins Career and Technical Education Act of 2006, career and technical education programs at the postsecondary level	Alaska Department of Education and Early Development
Second Chance Act	N/A No 2016 Grantees in Alaska, will revisit as necessary
Temporary Assistance for Needy Families (TANF)	Alaska Department of Health and Social Services

#### V. PARTNER RESPONSIBILITIES

- a. WIOA Section 121(b) lists the minimum responsibilities of all required partners. Each partner is responsible for their provision of services associated with the Alaska Job Center Network and determining eligibility for their individual programs. Partners will strive to provide services in a seamless manner and will seek to prevent duplication whenever possible.
  - i. AVAILABILITY OF CAREER SERVICES – Career Services offered by each partner program will be available in a non-discriminatory and universally accessible manner to the program’s eligible population. Further assessments may necessitate the need for more one-on-one and/or training services. These services are catalogued in the Matrix of WIOA Partner Services, Attachment A.
  - ii. REFERRALS TO SYSTEM PARTNERS – Referrals will be made to partner programs as appropriate. Attachment B includes partner referral guidelines and a universal referral form, which may be used when person-to-person, telephonic, or electronic means are unavailable or not situationally appropriate.
  - iii. SERVING POPULATIONS WITH MULTIPLE BARRIERS TO EMPLOYMENT – Partners will ensure services are available to eligible individuals with barriers to employment, which WIOA defines as the following populations:
    - Displaced homemakers
    - Low-income individuals
    - Indians, Alaska Natives, and Native Hawaiians, as such terms are defined in section 166
    - Individuals with disabilities, including youth who are individuals with disabilities
    - Older individuals
    - Ex-offenders
    - Homeless individuals (as defined in section 41403(6) of the Violence Against Women Act of 1994 (42 USC. 14043e–2(6)), or homeless children and youths (as defined in section 725(2) of the McKinney-Vento Homeless Education Assistance Improvement Act (42 USC. 11434a(2))
    - Youth who are in or have aged out of the foster care system
    - Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers

- Eligible migrant and seasonal farmworkers, as defined in section 167(i)
- Individuals who are within 2 years of exhausting lifetime eligibility under part A of Title IV of the Social Security Act (42 USC. 601 et seq.)
- Single parents (including single pregnant women)
- Long-term unemployed individuals

Partners will conduct outreach targeting these populations in coordination with one another and will actively refer customers to the most appropriate partner to provide services based on need and available services.

- iv. **RESOURCE/COST SHARING** – The provision of direct services to individuals and businesses is a key component in the Job Center. Each partner serves a specific segment of the population and provides services that benefit those individuals. Each partner is responsible for the funding of their direct program services. All partners will share an equitable and proportionate responsibility for the costs of the operational expenses of the Alaska Job Centers if collocated. Phase II of this MOU will address the Infrastructure Funding of the Alaska Job Center Network. The Infrastructure Funding Agreement and associated documentation will be included as Attachment C.
- v. **CROSS TRAINING** – The AJCN partners will encourage, accommodate, and/or provide training and cross-training of staff, as deemed appropriate, to ensure that all partner staff are familiar with all programs represented within the Alaska Job Centers in order to integrate services, reduce duplication, and improve overall service delivery. Such cross training efforts could include in person or online training, or other activities such as material or information sharing intended to increase AJCN partner knowledge of services available in the network. The One Stop Operator will coordinate a training calendar and will work with One Stop partners to schedule trainings.
- vi. **COMMUNICATION** – AJCN Partners are invited to participate in the Alaska Job Center Network Advisory Council. Participating members will be required to keep contact information updated and serve as the liaison to the staff of the AJCN partner locally. The One Stop Operator will schedule and organize council meetings. This council will be focused on the following:
  - Service delivery system improvement and enhancement
  - Training opportunities
  - New developments with each partner
  - Development of web-based/technology driven resources

## **VI. GENERAL PROVISIONS**

- a. **PARTNER IMPASSE RESOLUTION** - Should any dispute or disagreements between partners regarding this MOU require discussion and resolution, applicable steps as required by WIOA and other applicable authorizing Acts and laws shall be followed. Parties shall continue with their responsibilities under this MOU during any period of dispute or disagreement. Disputes shall be resolved in a timely manner.
  - i. **Informal Dispute Resolution Process** - The AJCN partners agree to communicate openly and directly to resolve any problems or disputes related to provision of

- services in a cooperative manner and at the lowest level of intervention possible. In the event of an impasse between any AJCN partner and another AJCN Partner or the One Stop Operator, an attempt to resolve the impasse shall first be made within five business days from when the first impasse occurred between the two parties involved in the disagreement.
- ii. Local Dispute Resolution Process - If the impasse cannot be resolved through informal efforts, each party agrees to separately submit a written explanation within 15 business days from when the first impasse occurred to the One Stop Operator describing the nature of the dispute, steps taken to resolve differences, and recommend solution(s) to the impasse. The One Stop Operator or his/her designee will confer with each partners' operational authority when attempting to resolve the impasse. The decision of the One Stop Operator will be issued in writing within 15 business days from receipt of the written explanation.
  - iii. Alaska Workforce Investment Board Dispute Resolution Process – to appeal the decision of the One Stop Operator, a party shall submit information regarding the impasse in writing to the AWIB Executive Director. The Executive Director will collect information from all parties and the One Stop Operator and coordinate with the Executive Committee for final resolution. Following consideration of provided materials, the AWIB Executive Committee shall issue a decision. If the impasse is between an AJCN partner and the One Stop Operator, and cannot be resolved by an informal dispute resolution process, the AJCN partner and One Stop Operator will directly engage in the AWIB dispute resolution process.
- b. SUPPLEMENTAL AGREEMENTS – To ensure utmost flexibility for all partners, it is understood that the One Stop Operator may enter into separate legally enforceable agreements with each partner, or a combination of partners, which will specify the rights and obligations of that particular partner and the One Stop Operator.
  - c. EFFECTIVE DATES AND TERM OF MOU – This MOU will be effective upon execution by the partners and will remain in effect until June 30, 2020.
  - d. MODIFICATIONS AND REVISIONS –
    - i. Phase II of this MOU will add an Infrastructure Funding Agreement through Attachment C.
    - ii. After Phase II has been completed, the MOU will again be reviewed and, if necessary, renegotiated.
    - iii. The MOU will be reviewed not less than once every three years to identify any substantial changes that have occurred.
    - iv. Except as set forth in paragraph iii and vii in this section, the information contained in this MOU may be modified or amended by written consent of all of the partners. Any request to amend a provision should be made in writing to the One Stop Operator and must be agreed to by all partners. The One Stop Operator will notify the other partners of the details of any modification request.

- v. The MOU may be modified from time to time to add new Alaska Job Center Network partners. These new members may sign the MOU in its existing form as of the time that they are being added. All partners to the MOU will be notified in writing of additional parties joining in the MOU. Any adjustment of cost sharing items will be reviewed prior to adding additional partners.
  - vi. It is understood by the parties that each should be able to fulfill its role in full accordance with any federal and state laws and policies which govern or affect their activities. If at any time any party is unable to perform its functions under this Agreement consistent with federal, state or local statutory, regulatory or policy mandates, the affected party should immediately provide written notice to all parties of their intent to amend or modify the Agreement at least 30 days in advance of effectuating the amendment or modification. No consent from the other parties will be requested if an amendment or modification is made pursuant to this provision.
- e. **TERMINATION** – The parties understand that implementation of the Alaska Job Center Network is dependent on the good faith effort of every partner 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 attempted. In the event that it becomes necessary for one or more parties to cease being a part of this this MOU, said entity shall notify the other parties, in writing, 30 days in advance of that intention.

I. SIGNATURE PAGE

BY EXECUTING THIS MEMORANDUM OF UNDERSTANDING (MOU), as evidenced by the signatures set forth below, all parties represent that they have received a copy of this MOU, have reviewed the MOU, find it accurately reflects a general understanding of their role as a partner in the Alaska Job Center Network, and agree to participate in and fully support all of the procedures, policies and processes set forth therein without reservation. The person(s) signing this MOU on behalf of each partner and/or its organization represent that they are duly authorized by the partner and/or its organization to execute this MOU on its behalf.

FOR THE PARTNER:

Alaska Native Coalition of Employment and Training (ANCET)

on behalf of the WIOA Title I Native American programs WIOA sec. 166 grantees listed below:

Aleutian Pribilof Island Association  
Bristol Bay Native Association  
Chugachmiut Inc.  
Kawerak, Inc  
Manillaq Association

Association of Village Council Presidents  
Central Council of Tlingit & Haida Indian Tribes  
Cook Inlet Tribal Council  
Kodiak Area Native Association  
Tanana Chiefs Conference

Rae Belle Whitcomb, Chair ANCET

Holly Morales, Co-Chair ANCET

  
(Signature of partner representative)

DATE: 9/7/18

  
(Signature of partner representative)

DATE: 9.13.18

FOR THE ONE STOP OPERATOR:

James Harvey, Acting Director DETS  
(Typed or printed name and title of representative)

  
(Signature of AK representative)

DATE: 9/24/18

FOR THE AWIB:

Larry W Bell  
(Typed or printed name of AWIB Chair)

  
(Signature of AWIB Chair)

DATE: 9/25/18



**VII. SIGNATURE PAGE**

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**FOR THE PARTNER:**

Alaska Department of Labor and Workforce Development, Division of Employment and Training Services  
(Typed or printed partner agency name)

**WIOA Required Programs:**


- WIOA Title I Adult
- WIOA Title I Dislocated Worker
- WIOA Title I Youth
- WIOA Title II Adult Education and Literacy
- WIOA Title III Wagner-Peyser
- WIOA Title V Older Americans Act
- Jobs for Veterans State Grant
- Trade Adjustment Assistance Act
- Migrant and Seasonal Farm Worker Program
- Unemployment Insurance

Ed Flanagan, Director  
(Typed or printed name and title of partner representative)

  
\_\_\_\_\_  
(Signature of partner representative)      DATE: March 19, 2018

**FOR THE ONE STOP OPERATOR:**

Ed Flanagan, Director  
(Typed or printed name and title of representative)

  
\_\_\_\_\_  
(Signature of AK representative)      DATE: March 19, 2018

FOR THE AWIB:

Larry W Bell

(Typed or printed name of AWIB Chair)



(Signature of AWIB Chair)

DATE: 03/27/2018

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**FOR THE PARTNER:**

Division of Vocational Rehabilitation

\_\_\_\_\_  
(Typed or printed partner agency name)

John Cannon, Director

\_\_\_\_\_  
(Typed or printed name and title of partner representative)

John Cannon DATE: March 12, 2018  
(Signature of partner representative)

**FOR THE ONE STOP OPERATOR:**

Ed Flanagan, Director OETS/DOLWD  
(Typed or printed name and title of representative)

Ed Flanagan DATE: 3/28/18  
(Signature of AK representative)

**FOR THE AWIB:**

Harry W Bell  
(Typed or printed name of AWIB Chair)

Harry W Bell DATE: 03/27/2018  
(Signature of AWIB Chair)


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**FOR THE PARTNER:**

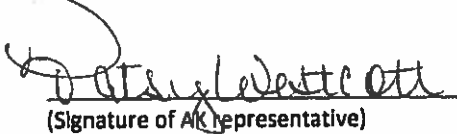
Alaska Housing Finance Corporation  
(Typed or printed partner agency name)

Bryan Butcher, CEO/Executive Director  
(Typed or printed name and title of partner representative)

 DATE: August 10, 2018  
(Signature of partner representative)

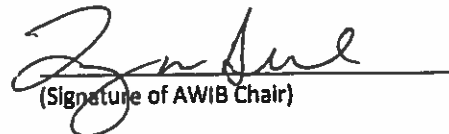
**FOR THE ONE STOP OPERATOR:**

Patsy Westcott, Acting DETS Director  
(Typed or printed name and title of representative)

 DATE: 8/13/18  
(Signature of AK representative)

**FOR THE AWIB:**

Larry W Bell Jr  
(Typed or printed name of AWIB Chair)

 DATE: 08/14/18  
(Signature of AWIB Chair)

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**FOR THE PARTNER:**

Dept. of Education + Early Development  
(Typed or printed partner agency name)

Sana Efird, Deputy Commissioner  
(Typed or printed name and title of partner representative)

Sana Efird DATE: 4/10/18  
(Signature of partner representative)

**FOR THE ONE STOP OPERATOR:**

Ed Flanagan  
(Typed or printed name and title of representative)

Ed Flanagan DATE: 4/30/18  
(Signature of AK representative)

**FOR THE AWIB:**

Larry W Bell  
(Typed or printed name of AWIB Chair)

Larry W Bell DATE: 5/1/18  
(Signature of AWIB Chair)

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**FOR THE PARTNER:**

Health + Social Services, Division of Public Assistance  
(Typed or printed partner agency name)

Monica M Window, Director  
(Typed or printed name and title of partner representative)

Monica M Window DATE: 8/19/18  
(Signature of partner representative)

**FOR THE ONE STOP OPERATOR:**

Patsy Westcott Acting DETS Director  
(Typed or printed name and title of representative)

Patsy Westcott DATE: 8/20/18  
(Signature of AK representative)

**FOR THE AWIB:**

Larry W Bell  
(Typed or printed name of AWIB Chair)

[Signature] DATE: 08/20/2018  
(Signature of AWIB Chair)

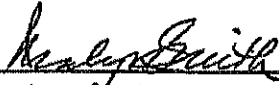
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**FOR THE PARTNER:**

ALASKA JOB CORPS CENTER  
(Typed or printed partner agency name)

MALYN SMITH - CENTER DIRECTOR  
(Typed or printed name and title of partner representative)

 DATE: 2/5/18  
(Signature of partner representative)

**FOR THE ONE STOP OPERATOR:**

EQ Flanagan, Director DETS/DOLOWD  
(Typed or printed name and title of representative)

 DATE: 3/28/18  
(Signature of AK representative)

**FOR THE AWIB:**

Larry W Bell  
(Typed or printed name of AWIB Chair)

 DATE: 03/27/2018  
(Signature of AWIB Chair)

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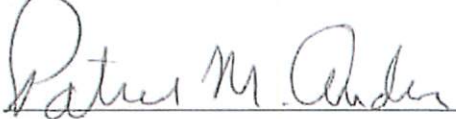
FORTHE PARTNER:

Rural Alaska Community Action Program, Inc. (RurAL CAP)

\_\_\_\_\_  
(Typed or printed partner agency name)

Patrick M. Anderson, Interim Chief Executive Officer

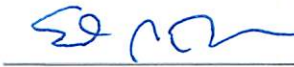
\_\_\_\_\_  
(Typed or printed name and title of partner representative)

 DATE: 4/11/18

(Signature of partner representative)

FORTHE ONE STOP OPERATOR:

Ed Flanagan, Director DETS/DOLWD  
(Typed or printed name and title of representative)

 DATE: 4/27/18  
(Signature of AK representative)

FORTHE AWIB:

Larry Bell

\_\_\_\_\_  
(Typed or printed name of AWIB Chair)

 DATE: 4/26/18  
(Signature of AWIB Chair)



## Attachment A

## WIOA REQUIRED SERVICES

REQUIRED PROGRAMS	MOU PARTNERS	Basic Career Services										Individualized Career Svcs.	Training Services	Business Services	
		WIOA Title IB Eligibility Determinations	Outreach & Orientation	Skills Assessment	Labor Exchange	Partner Referrals	Provision of LMI	Provision of Provider Performance Information	Supportive Services Information	UI Filing	Financial Aid Application Assistance				
Adult, DW, and Youth	DETS	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Adult Education/Family Literacy	DETS		X	X		X				X		X		X	
Wagner-Peyser	DETS		X	X	X	X	X				X				X
Rehab. Programs for Indiv. w/Disabilities	DVR		X	X	X	X	X			X		X	X	X	X
Post-Sec. Career & Tech Ed. (Perkins)	DEED		X				X			X		X		X	X
CSBG Employment and Training	DCCED, RuralCAP		X				X			X		X			X
Native American Programs	WIOA Sec. 166 Grantees		X				X			X		X		X	X
HUD Employment & Training	AHFC		X				X			X		X		X	X
Job Corps	Job Corps		X	X			X			X		X		X	X
Veterans Employment & Training	DETS		X	X	X		X	X		X	X	X	X		X
Migrant & Seasonal Farmworker	DETS		X				X			X		X			X
Senior Community Svc. Employment	DETS		X				X			X		X			X
Trade Adjustment Assistance	DETS		X				X			X		X		X	X
Unemployment Compensation	DETS		X				X				X				X
TANF	DPA		X				X			X		X		X	X

## Attachment A

The following are abridged definitions to aid partners in completing the above matrix. Full definitions are available via TEGL 16-16, or individual program CFR.

[https://wdr.doleta.gov/directives/attach/TEGL/TEGL\\_16-16\\_Acc.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_16-16_Acc.pdf)

**Eligibility Determinations:** Determination if an individual is eligible for WIOA Adult, DW, or Youth programs.

**Outreach & Orientation:** Information on and access to services in the Alaska Job Center Network.

**Skills Assessments:** Initial assessment of skill levels including literacy, numeracy, English language proficiency, and aptitudes and abilities (including skills gaps).

**Labor Exchange:** Job search and placement assistance, career counseling, and non-traditional employment information.

**Partner Referrals:** Referrals to and coordination with programs and services within the Alaska Job Center Network and other workforce programs.

**Provision of LMI:** Local, regional, and national labor market statistics including: job vacancy listings, skills needed to obtain those jobs, in-demand occupations and earnings, and advancement opportunities available.

**Provision of Provider Performance Information:** Program eligible training and service provider performance and cost information.

**Supportive Services Information:** Information relating to the availability of supportive services, such as child care and transportation, and referrals to supportive service programs, as needed.

**Unemployment Insurance Filing:** Information and assistance regarding filing claims for unemployment compensation.

**Financial Aid Assistance:** Assistance in establishing eligibility for financial aid programs not provided under WIOA.

**Individualized Career Services:** Individualized services provided to eligible customers, such as counseling and career planning, to help the customer obtain or retain employment.

**Training Services:** Access to training services such as On-the-Job training, entrepreneurial, adult education and literacy, and customized training.

**Business Services:** Employer services such as job fairs, recruitment assistance, and incumbent worker training, are made available to local employers.

**Referral Form – WIOA Partner Services****Referral Form**

**USE & REFERRAL INFORMATION:** This form is to be utilized to conduct partner referrals when person-to-person, telephonic, or electronic means are unavailable or not situationally appropriate. When transmitting the referral form, the originating agency should give a copy of the form to the customer with instructions to present the form to the receiving agency at the time customer contact is made. After assisting the customer, the receiving agency is to complete the referral results section of this form and return a copy to the originating agency who first initiated the service referral.

<b>APPLICANT:</b>	
Date of referral:	
Customer name:	
Address, City, State, Zip:	
Phone number:	
Customer is <u>currently</u> receiving:	<input type="checkbox"/> TANF <input type="checkbox"/> WIOA Basic Career Services <input type="checkbox"/> WIOA Individualized Services <input type="checkbox"/> WIOA Follow-Up Services <input type="checkbox"/> WIOA Training Services <input type="checkbox"/> WIOA Employer/Business Services <input type="checkbox"/> Other, please specify:

<b>AGENCY REFERRED TO: (Receiving Agency)</b>
Name of agency referred to:
Contact person:
Phone number:
Address, City, State, Zip:
Purpose of referral:
Services to be provided:

<b>REFERRED BY: (Originating Agency)</b>
Name of referring agency:
Contact person:
Phone number:
Address, City, State, Zip:

<b>Follow-up</b>
Did the customer report to the receiving agency? <input type="checkbox"/> Yes <input type="checkbox"/> No (If no, return this form back to the originating agency.)
Date customer was seen on:
The following action was taken:

**Alaska Job Center Network  
One Stop Operator  
Memorandum of Understanding**

**Attachment C: Infrastructure Funding Agreement**

**I. BACKGROUND AND PURPOSE**

This Infrastructure Funding Agreement (IFA) was developed in partnership with the agencies listed below which are physically and programmatically located at one or more Alaska Job Centers. For the first term of the “Alaska Job Center Memorandum of Understanding between the Workforce Innovation and Opportunity Act Partners and the Alaska Workforce Investment Board” (MOU) this agreement is referred to wholly as “Phase II”. Future terms of the MOU will directly include the IFA.

This IFA is established to meet the requirements of the Workforce Innovation and Opportunity Act, 29 U.S.C § 3151 and through the guidance jointly developed by the U.S. Departments of Labor, Education, and Health and Human Services.

**II. DURATION AND ADJUSTMENTS**

This IFA is effective beginning with State Fiscal Year (SFY) 2019 through the duration of the MOU and is subject to the terms defined in the MOU.

**III. SCOPE**

The IFA will include the allowable infrastructure and additional costs defined below:

The infrastructure costs are identified as the space, equipment, supplies, and network costs necessary for the operation of the one-stop center and benefitting WIOA required partner programs operated by the parties to the IFA.

a. **Infrastructure Space**

Space costs are calculated based upon current lease diagrams for each location, identifying areas utilized by the common participant. Notably, the resource rooms and workshop rooms where the majority of customers engage in self-service, staff-facilitated, and staff assisted WIOA Career Services. For each job center, this space is multiplied by the current lease cost to arrive at the Infrastructure Space Total Annual Cost.

b. **Infrastructure Operations**

Operational costs are calculated based upon the inventory of public accessible resource room and workshop PCs; public accessible copiers, printers, and associated supplies (e.g. paper and toner); and public furniture (e.g. customer work station chairs, etc.). Server costs are based upon percent of public use. The Technology equipment (PC's, copiers, printers, and servers) costs per job center were then multiplied by a factor of 0.25 to represent a four-year, industry standard replacement schedule.

Technology network costs were attributed to each job center based upon annual software and internet service costs.

c. **Additional Costs – Tech Staff**

Included in the scope of the IFA is the cost for staff directly supporting the technology related services accessed through the job center's public accessible technology resources. These costs are determined by each job center's number of supported public access PCs.

## Attachment C: Infrastructure Funding Agreement

### d. Additional Costs – IFA Management

Costs directly associated with the development and ongoing annual data matching performed by the Department of Labor and Workforce Development Research and Analysis section in support of this IFA (DOLWD/R&A).

## IV. METHODOLOGY

Participant User Data has been determined to be the most appropriate methodology for allocation of the identified costs. Individual program participant data for the prior SFY will be provided to DOLWD/R&A by September 15<sup>th</sup> of the current SFY, this data will be matched by DOLWD/R&A against general Job Center user records to determine each partner program's proportionate use of the Job Center infrastructure and the relative benefit received by the partner program for the allocable share of costs. Each partner program will reimburse the One Stop Operator for their allocable share of IFA costs for the current SFY. Data sharing will adhere to existing data and information MOU's allowing for the transfer and receipt of unit-level program participant data. All reporting to the IFA parties will be in the aggregate format.

## V. COLLECTION OF FUNDS

This IFA, as part of the MOU, serves as the master agreement. State government agencies will need to develop Reimbursable Service Agreements (RSAs) separately with the One Stop Operator to facilitate the billing and receipt of allocated costs. RSA billing will be conducted on an annual basis once costs are calculated with a year-end true-up as appropriate. If additional, non-state agencies are included in the IFA, then standard billing processes will be implemented on a quarterly basis.

Attachment C: Infrastructure Funding Agreement

VI. SIGNATURE PAGE

**FOR THE PARTNER:**

Division of Vocational Rehabilitation  
(Typed or printed partner agency name)

Mark Dale  
(Typed or printed name and title of partner representative)

Mark Dale DATE: 08/27/2018  
(Signature of partner representative)

**FOR THE ONE STOP OPERATOR:**

Patsy Westcott, Acting DETS Director  
(Typed or printed name and title of representative)

Patsy Westcott DATE: 8/27/18  
(Signature of representative)

**FOR THE AWIB:**

Larry w Bell  
(Typed or printed name of AWIB Chair)

Larry w Bell DATE: 09/05/2018  
(Signature of AWIB Chair)

Attachment C: Infrastructure Funding Agreement

VI. SIGNATURE PAGE

**FOR THE PARTNER:**

H+SS Division of Public Assistance  
(Typed or printed partner agency name)

Monica M Windom Director  
(Typed or printed name and title of partner representative)

Monica M Windom DATE: 8/27/18  
(Signature of partner representative)

**FOR THE ONE STOP OPERATOR:**

Patsy Westcott Acting DETS Director  
(Typed or printed name and title of representative)

Patsy Westcott DATE: 8/29/18  
(Signature of representative)

**FOR THE AWIB:**

Long W Bell  
(Typed or printed name of AWIB Chair)

Long W Bell DATE: 09/05/2018  
(Signature of AWIB Chair)

Attachment C: Infrastructure Funding Agreement

VI. SIGNATURE PAGE

**FOR THE PARTNER:**


DOLWD, Division of Employment & Training Services  
(Typed or printed partner agency name)

Patsy Westcott, Acting Director  
(Typed or printed name and title of partner representative)

 DATE: 8/29/18  
(Signature of partner representative)

**FOR THE ONE STOP OPERATOR:**

Patsy Westcott, Acting Director  
(Typed or printed name and title of representative)

 DATE: 8/29/18  
(Signature of representative)

**FOR THE AWIB:**

  
(Typed or printed name of AWIB Chair)

 DATE: 09/05/2018  
(Signature of AWIB Chair)