

Los Angeles County Workforce Development Board
Workforce Innovation and Opportunity Act (WIOA)
Workforce System Partners'
Memorandum of Understanding (MOU) Task Force

Meeting on Customer Referral and Coordination

January 21, 2020

1:00 p.m. – 3:00 p.m.

East Los Angeles College

Building F5 – Room 201 – Multi-Purpose Room

Review of Task Force Purpose and Objectives

- ∞ Why a Task Force?
- ∞ Composition of the Task Force
- ∞ What the MOU Must Do
- ∞ What the MOU Can and Should Do
- ∞ Task Force Roles and Responsibilities

Why a Task Force?

- ✎ Developing an MOU is, by design, best done as group process.
- ✎ As we enter the sixth year of WIOA, relationships and interactions among the partners have matured and evolved.
- ✎ Doing the “heavy lifting” now will avoid scrambling as a target completion date approaches.
- ✎ Since the end goal is collaboration, why not start with it?

Composition of the Task Force?

WDACS is seeking participation in the Task Force from the following decision-makers:

- ❖ Leaders from organizations representing the “one-stop” partners that are party to the MOU.
- ❖ Organizations that contract as service providers and “operators” at County-funded AJCCs.
- ❖ Executive leadership from WDACS.

A commitment to participate in all scheduled meetings is required.

What the MOU Must Do

- ✎ Describe the Workforce Development/AJCC Service Delivery System
- ✎ Describe Methods for Referring Customers
- ✎ Describe Administration and Operations Management
- ✎ Indicate the Duration of the MOU
- ✎ Describe Approach and Mechanisms for WIOA-Mandated Cost Sharing
 - Infrastructure Costs
 - Other System Costs

What the MOU Can and Should Do

Can the MOU be enhanced so as to:

- Increase the system's customers focus, putting customers at the center of what we do?
- Increase quality of services provided by the partners and, as a result, customers' satisfaction with services?
- What opportunities exists to develop or import new strategies?

Task Force Roles and Responsibilities

- ∞ Identify System Coordination Priorities
- ∞ Consider Models and Options
- ∞ Make Recommendations for MOU Key Content

**Focus of Today's Task Force
Discussion:**

**Customer Referral and
Coordination**

Work Group Topics

- ✎ **System Coordination:** What do we need to coordinate?
- ✎ **Customer Referrals:** Processes and desired outcomes
- ✎ **Customer Referrals:** Mechanisms: ideal vs. practical.
- ✎ **Information Sharing:** What, why and how?

Reminder on Upcoming Task Force Meetings

- ∞ **February 18, 2020** (Tuesday) – Administration and Cost Sharing
- ∞ **March 16, 2020** (Monday) - Capstone Session: Recommendations