

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

Kick Off Meeting

November 18, 2019

1:00 p.m. – 4:00 p.m.

The Village at Indian Hill, Pomona California



Overview of Task Force Kick-Off Meeting

- The MOU – At a Glance
- 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

- Moving from Here to There
- Task Force Calendar
- Capturing and Presenting Task Force Recommendations
- Development and Execution of the New MOU
- Other Matters

The MOU – At a Glance

State Guidance:

- In order to establish a high quality AJCC delivery system and enhance collaboration among partner programs, WIOA requires Local Boards to develop MOUs with all AJCC required partners within their Local Workforce Development Area.
- These MOUs will serve as a functional tool as well as visionary plan for how the Local Board and AJCC partners will work together to create a unified service delivery system that best meets the needs of their shared customers.
- For the initial negotiation process of these MOUs, the state separated the development process into two distinct phases. The Phase I Directive addressed service coordination and collaboration among all AJCC partners. The Phase II Directives addressed how to sustain the unified system through the use of resource sharing and joint cost funding. In the next iteration of the MOU, prior components will be consolidated.

Content of the Current MOU

- **Purpose**
- **Process and Development**
 - Effective Date and Term of the MOU
 - The Parties to MOU Phase II
 - Process Used to Reach Consensus
 - Process Used to Resolve Issues during MOU Term When Consensus Cannot be Reached
 - Process for Periodic Modification and Review
 - Assurances
- **Infrastructure Funding Agreement (IFA)**
 - Partner Agreement to Cost Allocation Methodology
 - Comprehensive AJCCs
 - Affiliate and Specialized AJCCs
 - Infrastructure Cost Allocation Methodology
 - Infrastructure Budget
 - Initial Proportionate Share
 - Infrastructure Contributions

- **Sharing of Other System Costs**
 - Partner Agreement to Share Other One-Stop System Costs
 - Career Services Applicable to Partners
 - Consolidated Budget for the Delivery of Applicable Career Services and Other System
 - Costs
- **Amendments to MOU Phase I**
 - Changes to MOU Phase I Partner List
 - Updated Los Angeles County AJCC System Design
 - Updated Shared Services Matrices
 - Reemployment Services and Eligibility Assessment Program (RESEA) Amendment
 - New Customer Service and Quality Control Plan Target Date
 - Update to WIOA Grievances and Complaints Procedure

- **Confidentiality**
- **Non-Discrimination and Equal Opportunity**
- **Americans with Disabilities Act, Seismic and Amendments Compliance**
- **Modifications and Revisions**
- **Termination**
- **Assignment**
- **Execution in Parts or Counterparts**
- **Hold Harmless/Indemnification/Liability**
- **Severability**
- **Integration Clause**
- **Authority and Signature**

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.

Parties to the MOU

- Chief Local Elected Official: Los Angeles County Board of Supervisors
- Local Workforce Development Board: Los Angeles County Workforce Development Board

Co-located AJCC Partners Participating in the Infrastructure Funding Agreement (IFA) and Shared Other System Costs Agreement:

- WIOA Title I Adult, Dislocated Worker, Youth: Los Angeles County Workforce Development, Aging and Community Services (WDACS)
- WIOA Title I Job Corps (Subtitle C): Cornerstone Solutions, Inc. — Job Corps Services
- WIOA Title II Adult Education and Literacy: New Opportunities Organization
- WIOA Title III Wagner-Peyser: California Employment Development Department (EDD)

- WIOA Title IV Vocational Rehabilitation: California Department of Rehabilitation (DOR)
- Title V of Older Americans Act: SER—Jobs for Progress, Inc. San Joaquin Valley
- Veterans' Employment and Training (Jobs for Veterans State Grants): EDD
- Trade Adjustment Assistance Act (TAA): EDD
- Second Chance Act: Los Angeles County Probation Department (Probation); New
- Opportunities Organization
- Other: Five Keys Schools and Programs (Five Keys); Goodwill Southern California

Non-Co-located AJCC Partners Participating in the Shared Other System Costs Agreement:

- WIOA Title I Job Corps (Subtitle C): Department of Labor operated in Los Angeles County by YWCA Greater Los Angeles
- WIOA Title I Native American Programs (WIOA Section 166): Department of Labor operated in Los Angeles County by Southern California Indian Center, Inc. (SCIC)
- WIOA Title I Migrant Seasonal Farmworkers (WIOA Section 167): Not applicable/required in Los Angeles County
- WIOA Title I Youth Build (WIOA Section 171): Department of Labor operated in Los Angeles County by Youth Policy Institute and Reentry Employment Opportunities; Los Angeles Region Youth Build Collaborative

- WIOA Title II Adult Education and Literacy: Antelope Valley Union High School District; Azusa Unified School District; Baldwin Park Unified School District; Bassett Unified School District; City of Covina; Claremont Unified School District; Compton Unified School District; Culver City Unified School District; El Monte Union High School District; Glendora Unified School District; Hacienda La Puente Unified School District; Literacy for all of Monterey Park (LAMP) Literacy Program; Los Angeles Unified School District; Lynwood Unified School District; Monrovia Unified School District; Montebello Unified School District; Mt. San Antonio Community College District; Paramount Unified School District; Pomona Unified School District; Rowland Unified School District; Santa Monica Community College District; Santa Monica-Malibu Unified School District; Tri-Community Adult Education; Whittier Union High School District; William S. Hart Union High School District
- Title V of Older Americans Act: WDACS, Area Agency on Aging; National Asian Pacific Center on Aging (NAPCA)

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

Describe the Workforce Development/AJCC Service Delivery System

- Define the purpose, mission, values and goals of the AJCC system.
- Identify the AJCC partner(s) included in the MOU (both required and optional).
- Describe the AJCC system design.
- Describe the AJCC system services, that are applicable to each partner, including career services and those identified in the bi-lateral agreements contained in the California Workforce Development Strategic Plan
- Identify the AJCC system customers and describe shared customers.
- Describe the responsibilities of the AJCC partner(s), including joint planning and staff development/ professional development

Describe Methods for Referring Customers

- Describe the AJCC system referral process.
- Describe commitment to ensuring a high quality customer service and customer-centered focus.
- Identify how the AJCC system will provide direct access to partners through real-time technology.

Describe Administration and Operations Management

- Describe management operations, including site supervision and day to day operations.
- Describe how the AJCC system will engage in media releases and communication.
- Describe the AJCC system policy and procedures regarding hold harmless, indemnification, and liability.
- Describe how the AJCC system will handle dispute resolution.

Indicate the Duration of the MOU

- Identify the effective dates of the MOU.
- Include an assurance to review the MOU at least every three years.
- Describe the procedures established to revise and modify the MOU.
- Describe the procedures established to terminate the MOU.

Describe Approach and Mechanisms for WIOA-Mandated Cost Sharing

- Infrastructure Costs
- Other System Costs

Infrastructure Costs

- A budget outlining the infrastructure costs for each comprehensive AJCC in the Local Area with a detailed description of what specific costs are included in each line item. Please note, if the Local Board chooses to negotiate infrastructure costs based on their network of comprehensive AJCCs, rather than center by center, then the budgets for all the comprehensive AJCCs can be consolidated into one system budget.
- The cost allocation methodology chosen to charge each partner in proportion to its use of the AJCC(s) and benefit received, in accordance with Uniform Guidance.
- The initial proportionate share of infrastructure costs allocated to each partner based on the agreed upon cost allocation methodology, each partner's estimated total contribution amount, and whether it will be provided through cash, non-cash (in-kind), and/or third-party in-kind contributions. This initial determination must be periodically reconciled against actual costs incurred and adjusted accordingly.
- For any identified non-cash or in-kind contributions, the method by which the value of the contribution was or will be fairly evaluated, in accordance with Uniform Guidance Section 200.306

Other System Costs

- A budget outlining other system costs for each comprehensive AJCC in the local AJCC delivery system and a detailed description of what specific costs are included in each line item. The budget must include “applicable career services” as well as any other shared costs agreed upon by the AJCC partners.
- The cost allocation methodology agreed to by all partners to charge other system costs according to if benefit is received and their proportionate use in accordance with Uniform Guidance.
- The initial proportionate share of other system costs allocated to each partner based on the agreed upon cost allocation methodology, each partner’s estimated total contribution amount, and whether it will be provided through cash, non-cash (in-kind), and/or third-party in-kind contributions. This initial determination must be periodically reconciled against actual costs incurred and adjusted accordingly.
- For any identified non-cash or in-kind contributions, the method by which the value of the contribution was or will be fairly evaluated, in accordance with Uniform Guidance.

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

Moving from Here to There

The Existing MOU

- Phase I – Shared Customers and Shared Services
- Phase II – Shared Costs: Infrastructure Funding Agreement and Other System Costs

The New MOU

- Innovation
- Strategy
- Progress

Three Questions...

- What has been learned since the MOU was first developed that has improved partners' effectiveness in serving shared customers?
- Have inter-agency referral systems improved? If so, what have been the benefits?
- What are the next steps in system collaboration? What achievements in system cooperation and alignment are within reach?

Task Force Calendar

Four Planning Meetings and a Capstone Session

- November 18, 2019 (Monday):
Introduction and Kick-Off
- December 16, 2019 (Monday):
The System Partners and Service Delivery
- January 21, 2020 (Tuesday):
Customer Referrals and Coordination
- February 18, 2020 (Tuesday):
Administration and Cost Sharing
- March 16, 2020 (Monday):
Capstone Session: Recommendations

Capturing and Presenting Task Force Recommendations

- Notes taken at each task force meeting
- Review of task force discussions by WDACS Leadership
- On-Going Sharing of Task Force Notes
- WDACS Leadership and Consultant/Facilitator Identify Significant Themes
- Recommendations presented to task force at “capstone” meeting and feedback used to guide development of new MOU

Development and Execution of the New MOU

- WDACS will take the lead
- Information updates:
 - System-wide
 - Center-based
- Draft of the MOU to Signatory Parties for Review and Comments
 - Date - TBD
- Transmission of MOU for Final Review and Signature
 - Date - TBD

Other Matters

- Your Task Force Participation
- What's in it for me?
- Task Force Communications
- What's on Your Mind?