



**MASSACHUSETTS
WORKFORCE INNOVATION AND OPPORTUNITY ACT
JOINT PARTNER COMMUNICATION**

WIOA Joint Partner Communication 02.2017

☒ **Policy** ☐ **Information**

To: Chief Elected Officials
Workforce Development Board Chairs
Workforce Development Board Directors
WIOA Title I Administrators
Career Center Directors
WIOA Title I Fiscal Officers
DCS Operations Managers
Adult Education Providers
Massachusetts Rehabilitation Offices and Providers
Massachusetts Commission for the Blind Offices and Providers
SCSEP Providers
Department of Transitional Assistance Offices and providers of SNAP and TANF services

From: Jennifer James, Undersecretary, Executive Office of
Labor and Workforce Development
Alice Sweeney, Director, Department of Career Services
Richard Jeffers, Director, Department of Unemployment Assurance
Nick Osborne, Commissioner, Massachusetts Rehabilitation Commission
Paul Saffar, Commissioner, Massachusetts Commission for the Blind
Joranne Conway, State ABE Director, Department of Elementary and Secondary
Education, Adult and Community Learning Services
Olga Yulikova, Senior Community Service Employment Manager,
Senior Community Service Employment Program
Jeffrey McCue, Commissioner, Department of Transitional Assistance

Date: December 27, 2017

**Subject: Workforce Innovation and Opportunity Act (WIOA) Joint Partner Local
Umbrella Memorandum of Understanding (MOU) - REVISED**

Purpose: This document provides additional guidance for Local Workforce Development Boards (Local Boards), WIOA Required Partners (OSCC Core Partners) and other stakeholders (as locally defined) regarding the development and submission of the WIOA Joint Partner Local Umbrella MOU.

Background: WIOA emphasizes full and effective partnerships between Local Boards and One-Stop Career Center Required Partners and other Partners (as locally defined) to improve job and career options for youth, job seekers, and businesses through collaboration in designing integrated services that place the customer at the center of the service delivery.

In accordance with WIOA Regulations 20 CFR § 678.500, the Local Umbrella MOU, a product of local discussion and negotiation, is an agreement developed and executed between the Local Board and the One-Stop Partners relating to the operation of the one-stop service delivery system in the local area.

The local Umbrella MOU is a tool that will define service delivery methods and establish a stable and equitable funding stream for ongoing one-stop operations. The MOU shall be developed in accordance with WIOA sec. 121(c) (1) Memorandum of Understanding – Development. The Local Board, with the agreement of the Chief Elected Official shall develop and enter into a memorandum of understanding (between the Local Board and the One-Stop Partners) concerning the partnership and integration of services within the local area.” WIOA allows the option of the development of a single “umbrella” MOU for a local area versus multiple different memoranda between Local Boards and each Partner (20 CFR § 678.505). Massachusetts’ state-level Partners have elected to implement the umbrella MOU model.

Definitions:

One-Stop Career Center (OSCC) Required Partner: the Partners who are identified under WIOA and included within the Massachusetts Combined State Plan include: WIOA Title I (Adult, Dislocated Worker, Youth); Title II (Adult Education and Family Literacy); Title III (Wagner Peyser/Employment Service); Title IV (Vocational Rehabilitation); Temporary Assistance to Needy Families (TANF); Supplemental Nutrition Assistance Program (SNAP); Unemployment Insurance (UI); Trade Adjustment Assistance (TAA); Jobs for Veterans State Grant (JVSG) and the Senior Community Service Employment Program (SCSEP).

Shared Customer: OSCC Required Partners have agreed that youth, job seekers, and businesses who receive services from more than one OSCC Required Partner are considered “shared” customers. Shared customers benefit from services and resources delivered across multiple OSCC Partners and other stakeholders that are aligned to meet an individual's needs.

Policy: The Local Board convenes OSCC Required Partners and other stakeholders (as defined locally) to discuss, develop, negotiate and execute a WIOA Joint Partner Local Umbrella MOU that specifies how services will be connected, integrated, or jointly designed in ways that improve outcomes for shared customers.

Local Boards continue to convene the local partners in order to implement and refine the Local Umbrella MOUs. Negotiations of a “refreshed” WIOA Joint Partner Local Umbrella MOU will be complete on or before June 30, 2018 and result in a fully executed Umbrella MOU by July 1, 2018, with an effective period of no longer than three years (July 1, 2018 – June 30, 2021.)

Note: The MOU is a fluid document and must be revised as appropriate to reflect changes to service delivery or funding methodologies.

In the event that the One-Stop Partners, Local Board and OSCC Required Partners are unable to reach agreement (defined in WIOA as “Impasse”) with regard to how local One-Stop services will be jointly delivered and funded, the Local Board must notify the State Board, Governor, and the State Workforce Agency as described in Attachment D.

Attachment A – *WIOA Joint Partner Local Umbrella MOU Guidance* contains the components and benchmarks of the WIOA Joint Partner Local Umbrella MOU and is intended to guide the development of a successful MOU.

Attachment B – *WIOA Joint Partner Local Umbrella MOU Template* is designed to be used as a template for local Umbrella MOU development.

Attachment C – *WIOA Joint Partner Local Umbrella MOU Customer-Centered Design Flow Charts for Priority Populations* provides examples of customer-service flow design.

Attachment D – *Impasse Resolution/State Infrastructure Funding Mechanism* describes the process for the state infrastructure funding mechanism related to impasse resolution.

Attachment E - *Impasse Resolution/State Infrastructure Funding Mechanism Notification Form* is to be submitted to the state in the event of an local infrastructure funding impasse.

Local Board

Action

Required: The Local Board will convene the OSCC Required Partners and other stakeholders (as defined locally) to develop coordinated service delivery strategies for youth, job seekers, and businesses. The Local Board will engage with the OSCC Required Partners and other stakeholder to strategize integrated,

person-centric service design and delivery within the One-Stop Career Center. The updated OSCC service design will be articulated in the “refreshed” Local WIOA Joint Partner Umbrella MOU effective July 1, 2018.

Please send a scanned copy of the local workforce areas fully executed WIOA Joint Partner Local Umbrella MOU to Lisa Caissie
Lisa.J.Caissie@MassMail.State.MA.US on or before June 30, 2018.

Partner

Action

Required: Representatives from the OSCC Required Partners and other stakeholders (as locally defined) will participate in the process to design and coordinate how local One-Stop Career Center Services will be delivered and funded. This information will be articulated in the WIOA Joint Partner Local Umbrella MOU.

Effective: Immediately

Attachments: A - WIOA Joint Partner Local Umbrella MOU Guidance
B – WIOA Joint Partner Local Umbrella MOU Template
C – Customer-Centered Design Flow Charts for Priority Populations
D – Impasse Resolution/State Infrastructure Funding Mechanism
E - Impasse Resolution/State Infrastructure Funding Mechanism Notification Form

Inquiries: For general questions about this joint communication, please email all questions to PolicyQA@mass.state.ma.us. Please include the issuance number with your inquiry.

References: Workforce Innovation and Opportunity Act (WIOA) (Pub. L. Section 121(c)(1) & (2))
20 CFR 678.500-678-510
34 CFR 361 and 463