



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

WIOA Joint Partner Communication 02.2016

☒ **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 Greene, Director, Department of Career Services
Robert Cunningham, Director, Department of Unemployment Assurance
Nicky Osborne, Commissioner, Massachusetts Rehabilitation Commission
Paul Saner, Commissioner, Massachusetts Commission for the Blind
Jolanta 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 2, 2016

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

Purpose: This document provides guidance for Local Workforce Development Boards (Local Board), 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 or 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 § 678.500). 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, including 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 will convene 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.

Many Local Boards have begun convening toward the development of Local Umbrella MOUs. For boards that have yet to begin the process, the Local Board, OSCC Required Partners and other stakeholders (as defined locally) will commence activity forthwith toward the development of the WIOA Joint Partner Local Umbrella MOU. Negotiations of the WIOA Joint Partner Local Umbrella MOU will be complete on or before June 16, 2017 and result in a fully executed Umbrella MOU by July 1, 2017, with an effective period of three years (July 1, 2017 – June 30, 2020.)

Note: MOUs must be updated as needed for changes in infrastructure cost contributions.

In the event that the Local Board and OSCC Required Partners are unable to reach agreement 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 WIOA Required State Partners as soon as an impasse has been reached.

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.

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 OSCC service design will be articulated in the Local WIOA Joint Partner Umbrella MOU effective July 1, 2017.

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 16, 2017.

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

Inquiries: For general questions about this joint communication, please email all question to PolicyQA@massmail.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