



MASSACHUSETTS
WORKFORCE INNOVATION AND OPPORTUNITY ACT
JOINT PARTNER COMMUNICATION

WIOA Joint Partner Communication 02.2017.2

Policy Information

To: Chief Elected Officials
MassHire Workforce Board Chairs
MassHire Workforce Board Directors
WIOA Title I Administrators
MassHire Career Center Directors
WIOA Title I Fiscal Officers
MDCS 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, MassHire Department of Career Services
Richard Jeffers, Director, Department of Unemployment Assurance
Toni Wolf, Commissioner, Massachusetts Rehabilitation Commission
Paul Saner, Commissioner, Massachusetts Commission for the Blind
Wyvonne Carter-Stevens, Acting 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: May 10, 2019

Subject: **Workforce Innovation and Opportunity Act (WIOA) Joint Partner Local Memorandum of Understanding (MOU) – 2nd REVISION**

Purpose: This document provides updated guidance for MassHire Workforce Boards (Local Boards), WIOA Required Partners (WIOA Partners) and other stakeholders (as locally defined) with regard to the WIOA Joint Partner Local MOU (heretofore called the WIOA Joint Partner Local *Umbrella* MOU).

Revisions: **Attachment A - WIOA Joint Partner Local MOU Guidance** is revised to provide greater specificity with regard to the **Infrastructure Funding Agreement (IFA)**. Each Joint Partner Local Memorandum of Understanding (MOU) must include the language, specified on **page 11 of Attachment A**.

MassHire Boards must also include the policy link for the WIOA State Partner Infrastructure Contributions within the local MOU.

For the WIOA State Partner infrastructure contributions, the policy link is found here: [WIOA State Partner Infrastructure Contributions](#).

Attachment B - WIOA Joint Partner Local MOU Template – Section V. Memorandum of Understanding Content has been revised with the requirement to include a plan for how OSCC Required Partners will discuss integrated service strategies and necessary adjustments to Partner shared and infrastructure funding contributions. The revision also specifies the required IFA language to be included within the MOU content.

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 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 MassHire Career Center service delivery system in the local area.

The local MOU is a tool that defines service delivery methods and establishes a stable and equitable funding stream for ongoing one-stop operations. The MOU is 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 of 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 elected to implement the umbrella MOU model.

As described in WIOA Joint Partner Communication 03.2018, Local Boards convened their Partners to continue development of the initial local umbrella MOU leading towards a “refreshed” MOU. The purpose of the “refreshed” MOU was to ensure that Local OSCC Partners further expanded MOUs in response to feedback provided by the WIOA State Partners on areas of capacity building towards a strengthened MOU and new opportunities or partnerships developed during the course of FY18.

Negotiations of a “refreshed” local MOU resulted in a fully executed Local MOU with an effective period of no longer than three years (July 1, 2018 – June 30, 2021).

Definitions:

One-Stop Career Center (OSCC) Required Partner: the Partners who are identified under WIOA and included within the 2016 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 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 individuals needs.

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

Note: The MOU is a fluid document and must be revised as appropriate to reflect changes in 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* delineates 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 a local infrastructure funding impasse.

**Local Board
Action**

Required: The MassHire Board convenes the OSCC Required Partners and other stakeholders (as defined locally) to improve and strengthen coordinated service delivery strategies for youth, job seekers, and businesses. The MassHire Board will engage with the OSCC Partners and other stakeholder to strategize integrated, person-centric service design and delivery within the MassHire Career Center.

MassHire Board shall incorporate into the Joint Partner Local Memorandum of Understanding (MOU) the language related to the Infrastructure Funding Agreement (IFA) as specified on page 11 of Attachment A.

MassHire Boards must also include the policy link for the WIOA State Partner Infrastructure Contributions within the local MOU.

MassHire Board Directors are requested to provide confirmation that the IFA language has been incorporated into the local MOU and MOU signatories have

been notified. Please send email confirmation to Lisa Caissie
Lisa.J.Caissie@MassMail.State.MA.US by no later than May 31, 2019.

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 is articulated in the WIOA Joint Partner Local Umbrella MOU.

Effective: Immediately

Attachments: A - WIOA Joint Partner Local MOU Guidance – Revised
B – WIOA Joint Partner Local MOU Template – Revised
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 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
34 CFR 361 and 463