

**ONE STOP PARTNERS
MEMORANDUM OF UNDERSTANDING
As Required By
THE WORKFORCE INNOVATION & OPPORTUNITIES ACT
Between
Northeast Indiana Works
&
Catholic Charities of Diocese of Fort Wayne-South Bend, Inc.**

I. Parties

This Memorandum of Understanding (MOU) is entered into by and between **Northeast Indiana Works**, hereinafter referred to as **NEINW**, the one-stop operator, and the Workforce Development Board (WDB) for the Northeast Indiana Workforce Investment Area and **Catholic Charities**, representing the **Older Americans Act, Title V**.

II. Introduction and Purpose

Northeast Indiana Works, the region's non-profit workforce development organization and Workforce Development Board (WDB), provides public and private financial and employment resources for education and skills training to meet the needs of regional industries. Each year, we serve more than 30,000 individuals and 1,300 employers in Adams, Allen, DeKalb, Grant, Huntington, LaGrange, Noble, Steuben, Wabash, Wells and Whitley counties. Our operational, funding and service delivery policies are guided by the federal Workforce Innovation and Opportunity Act ("WIOA"), which seeks to increase access to employment, education, training and support services for youth and adults. WIOA promotes work-based learning opportunities, such as apprenticeships and internships, and encourages the development of career pathway strategies.

"WIOA" requires an MOU between the WDB and all one-stop partners. As identified within the legislation, the Older Americans Act, Title V program (operated as the **Senior Community Service Employment Program/SCSEP** by Catholic Charities), is a federally mandated One-Stop

System Partner, and falls under federal and state guidance (as identified in WIOA Section 121 and 134, and Indiana Department of Workforce Development Guidance 2016-08) for shared infrastructure costs of the One-Stop System that is proportionate to the programs utilization of the System.

The purpose of this MOU is to establish a mutual understanding of the roles and responsibilities of the parties with respect to the one-stop delivery system and the WorkOne American Job Centers (“WorkOne Centers”) in Northeast Indiana. This MOU identifies resources brought to the One-Stop System, and the shared infrastructure costs incurred (if any) by Catholic Charities proportionate to SCSEP’s utilization of the One-Stop System.

III. Duration of Agreement

The term of this Memorandum of Understanding shall begin July 1, 2017 and must be reviewed by December 31, 2019.

IV. One-Stop System Overview

Northeast Indiana Works operate and staff eleven (11) WorkOne career centers; oversee state and federally supported adult education programs and two youth-oriented career development programs; fund and manage employer-focused training programs to enhance the skills of existing workers; and help facilitate community-based career pathway initiatives.

- a. NEINW’s vision is to empower the current and future northeast Indiana workforce with targeted training opportunities that prepare participant for high-demand, high-wage jobs.
- b. NEINW’s mission is to develop strategy that establishes and directs a results oriented workforce development and business service system for Eastern Indiana through:
 - i. Gathering and utilizing labor market information
 - ii. Designing a regional workforce system that meets the needs of business
 - iii. Partnerships with economic development and education

- iv. Assisting workers to transition from one industry to another and into new careers
- v. Assisting workers with barriers to employment
- c. Attached (Exhibit A) is a list of the WorkOne Career Centers (American Job Center) locations.
- d. The parties to this MOU have provided a description of the services offered to the one stop system (Exhibit B).

V. One-Stop Performance Requirements and Goals

The parties to this Memorandum of Understanding agree to work toward the below listed goals:

Goals of the Workforce Investment System
To work with regional business, education, and economic development partners to identify and meet central Indiana’s workforce needs.
To develop and disseminate relevant and timely information about central Indiana’s workforce and economy so business and educators make good decisions about workforce issues.
To reorganize the One-Stop centers so they are more responsive to business and job seeker needs.
To seek out funds to supplement restrictive government funds and to allow NEINW and partners to pursue innovative programming.
To partner with appropriate groups to advance skills of individuals who face significant barriers to economic self-sufficiency.

VI. Provision of Services

The attached chart (Exhibit B) identifies the services provided by Catholic Charities’ SCSEP program through the one-stop delivery system.

Catholic Charities agrees to continue to work with NEINW to develop new access or improve upon existing access to their services through the one-stop system. Each partner will work with NEINW to analyze available services and identify areas where access to services through the

one-stop system could be improved. The partners agree to work with NEINW on continuous improvement of the one-stop system.

VII. Referral Arrangements

The primary principal of the referral system is to provide integrated and seamless delivery of services to workers, job seekers, and employers. In order to facilitate such a system, Partners agree to:

- a. Be responsible for their own clients and to refer individuals eligible for each other's programs as may best meet the needs of the customer;
- b. Familiarize themselves with the basic eligibility and participation requirements, as well as with the available services and benefits offered, for each of the Partner's programs represented in Northeast WorkOne;
- c. Develop materials summarizing their program requirements and making them available for Partners and Customers;
- d. Individuals shall be offered access to all programs as may be available electronically regardless of whether the client enters the one stop system through a full services physical location, express sites, or electronically.
- e. Provide substantive referrals to customers who are eligible for supplemental and complementary services and benefits under partner programs;
- f. The parties agree to share information about their customers in the best interest of the customers and to the extent allowed by law and agreed to by the individual customers;
- g. Regularly evaluate ways to improve the referral process;
- h. Commit to robust and ongoing communication required for an effective referral process.

VIII. Cost Allocation and Resource Sharing

The one-stop system will be funded primarily through local Workforce Innovation and Opportunities Act funds, and funds allocated to Workforce Development programs (i.e. Wagner-Peyser, Veterans, Unemployment Compensation, and Trade Act). As partners elect to

negotiate with the workforce development board to locate staff in WorkOne offices, financial agreements with those individual partners may be negotiated and included in the attached resource sharing (Exhibit C).

In accordance with the Workforce Innovation and Opportunities Act the parties agree that the service costs and system operating costs must be shared in a manner proportionate to the usage of the one-stop.

IX. Dispute Resolution

The parties hereto shall first attempt to resolve all disputes informally at the lowest level starting with the site supervisor and staff. If dispute resolution is not accomplished, any party may call a meeting of the parties to formally discuss and resolve all disputes. Should the parties fail to resolve the dispute, the dispute shall be referred to the President/CEO of NEINW who shall place the dispute on the agenda of a regular or special meeting of the Board's Executive Committee. The Executive Committee shall mediate the dispute and shall have final authority to resolve the issue.

X. Severability

If any part of this MOU is found to be null and void, or is otherwise stricken, the rest of this MOU shall remain in full force and effect.

XI. Modification

This MOU constitutes the entire agreement between the parties hereto. A partner may submit a written request to the workforce development board for an amendment to this Memorandum of Understanding at any time. Such amendments will require the signatures of all partners and NEINW indicating agreement with the proposed changes on an amended MOU document. In the event that a signatory partner to this MOU ceases to receive Title V funding, that signatory will no longer be a party to this MOU.

XII. Signatures

IN WITNESS WHEREOF, the parties hereto execute this Memorandum of Understanding by their duly authorized representatives.

Northeast Indiana Works



**Edmond O'Neal III
President**

8/21/17
Date

Catholic Charities



**Gloria D. Whitcraft, M.S. Ed, LMFT
Chief Executive Officer**

8/14/17
Date

Exhibit A: Northeast Indiana WorkOne Career Centers



<p>Adams County 251 W 850 N Decatur, IN 46733 Phone: 260.724-2037 Fax: 260.724-7513 Hours: Monday 8:00-4:30</p>	<p>Allen County 201 E. Rudisill Blvd., Ste. 102 Fort Wayne, IN 46806 Phone: 260.745.3555 Fax: 260.745.7757 Hours: Monday, Tuesday, Wednesday & Friday 8:00 am - 4:30 pm Thursday 10:00 am – 4:30 pm</p>
<p>DeKalb County 936 W. 15th Street Auburn, IN 46706 Phone: 260.925.0124 Fax: 260.925.5118 Hours: Monday, Tuesday, Wednesday & Friday 8:00 am - 4:30 pm Thursday 10:00 am – 4:30 pm</p>	<p>Grant County 850 N. Miller Avenue Marion, IN 46952 Phone: 765.668.8911 Fax: 765.662.7499 Hours: Monday, Tuesday, Wednesday & Friday 8:00 am - 4:30 pm Thursday 10:00 am – 4:30 pm</p>
<p>Huntington County Huntington County Community Learning Center 2201 N. Jefferson Street Huntington, IN 46750 Phone: 260.356.2858 Fax: 260.358.2254 Hours: Monday & Wednesday 8:00 am - 4:30 pm Thursday 10:00 am - 4:30 pm</p>	<p>LaGrange County 848 North Detroit Street LaGrange, IN 46761 Phone 260.499.4835 Fax 260.499.4836 Hours: Wednesday 8:00 am - 4:30 pm</p>
<p>Noble County 524 Fairview Blvd. Kendallville, IN 46755 Phone 260.599.1000 Fax 260.599.1001 Hours: Monday & Wednesday 8:00 am - 4:30 pm Thursday 10:00 am - 4:30 pm</p>	<p>Steuben County The Enterprise Center 907 S. Wayne Street, Bldg A, Ste 200 Angola, IN 46703 Phone: 260.624.2004 Fax: 260.624.2008 Hours: Tuesday & Friday 8:00 am - 4:30 pm</p>
<p>Wabash County 1143 N. Cass St. Wabash, IN 46992 Phone: 260.563.8421 Fax: 260.563.8424 Hours: Tuesday & Friday 8:00 am - 4:30 pm</p>	<p>Wells County Dutch Mill Plaza 360 N. Main Street, Ste. B Bluffton, IN 46714 Phone: 260.824.0855 Fax: 260.824.0859 Hours: Friday 8:00 am - 4:30 pm</p>
<p>Whitley County 480 W. Plaza Drive Columbia City, IN 46725 Phone 260.248.8611 Fax 260.248.8318 Hours: Tuesday & Friday 8:00 am - 4:30 pm</p>	<p>For Assistance with: Unemployment Claims 1.800.891.6499 Debit Cards 1.888.393.5866</p>

Find us on social media: Website: www.neinworks.org • Facebook: www.facebook.com/workonenortheast • Twitter: @NEINworks

Exhibit B – Service Delivery Chart

SCSEP fosters economic self-sufficiency for older, low income adults by providing tangible job skills training through community service assignments at non-profit and public facilities. These services include orientations, community service assignments, occupational, work skills and aptitude assessments, skills training, free physical exams and assessment of needs-based supportive services and job search assistance. Most services are provided in-house at SCSEP offices. Community service assignments are at host area non-profits and governmental entities. SCSEP provides participants wages and the hosting entity provides daily supervision.

Referrals to SCSEP may be made in person by staff or others in the community including community organizations and the other one-stop partners. Referrals may also be made by telephone, email, letter, fax or other electronic means. If an appointment is not confirmed at the initial point of referral, SCSEP will follow-up to learn about the individual's needs and as appropriate to schedule face-to-face advising session as soon as possible.

Entity Name	WorkOne System	Catholic Charities (SCSEP)	IPFW	Ivy Tech Community College	Noble County Probation-Second Chance Act	Proteus
One-Stop Activity Core Services	O=Onsite at WorkOne, R=Referral to WorkOne site	R	R	R	R	R
	Outreach/Intake	R	R	R	R	R
	Initial Assessment	R	R	R	R	R
	Job Search	R	R	R	R	R
	Job Placement	R	R	R	R	R
	Career Counseling	R	R	R	R	R
	Workshops	R	R	R	R	R
	Supportive Services Info	R	R	R	R	R
	WIOA Eligibility Determination	R	R	R	R	R
	Follow-Up Services	R	R	R	R	R
Intensive Services	Eligible WIOA Training Providers Info	R	R	R	R	R
	Comprehensive Assessment	R	R	R	R	R
	Develop Individual Plan	R	R	R	R	R
	Career Planning	R	R	R	R	R
	Short-term Prevocational Services	R	R	R	R	R
	Adult Basic Education Services	R	R	R	R	R
	Individual Training Accounts /Occupational Skills Training	R	R	R	R	R
	On-the-Job Training	R	R	R	R	R
	Work Experience	R	R	R	R	R
	Rehab Technology	R	R	R	R	R
Other/Specify:	Job Site Modification	R	R	R	R	R
	Housing Assistance	R	R	R	R	R
	Adult Basic Education	R	R	R	R	R

Exhibit C

NEINW and Catholic Charities have agreed that services for the one-stop system are provided by direct linkages and that no common intake is utilized nor are any resources co-funded for the good of the system. As needs arise both parties will agree to discuss and negotiate as appropriate. If any common costs are determined and used to collaborate the partners will update this MOU and add the local funding agreements.