

Workforce Innovation and Opportunity Act Memorandum of Understanding Provisions Checklist

Note: The bulleted items set forth in this document are not required to be included in local memoranda of understanding (MOUs); rather, they represent a set of best practices that Boards can use to meet statutory requirements for the five sections listed below.

Texas Workforce System Services

Per WIOA requirements at §121(c)(2)(A)(i), describe the services to be provided through the Texas workforce system, including the manner in which the services will be coordinated and delivered.

Texas workforce system services:

- identify each Texas workforce system partner (partner) included in the MOU;
- describe the Texas workforce system design;
- identify Texas workforce system services, including career services applicable to partners;
- identify and describe Texas workforce system customers; and
- describe each partner's responsibilities.

Funding Texas Workforce System Services and Operating Costs

Per WIOA requirements at §121(c)(2)(A)(ii), describe how Texas workforce system services and operating costs will be funded, including funding through cash and in-kind contributions (fairly evaluated), which may include funding from philanthropic organizations or other private entities, or through other alternative financing options, to provide a stable and equitable funding stream for ongoing Texas workforce system operations; and funding Workforce Solutions Offices' infrastructure costs.

Texas workforce system services will be funded as follows:

- Identify the period of time in which the infrastructure funding agreement is effective, which may be a different time period from the MOU's duration;
- Identify all partners participating in the infrastructure funding agreement;
- Identify an infrastructure and shared services budget that will be periodically reconciled against actual costs incurred and adjusted accordingly;
- Describe how shared operating and infrastructure costs will be funded by partners;
- Identify cash and in-kind contributions used to fund shared operating costs;
- Describe steps the Boards, CEOs, and partners use to reach a consensus, or provide an assurance that the Board, CEOs, and partners followed applicable infrastructure funding guidance;
- Describe the process to be used between partners to resolve issues during the MOU's duration when consensus cannot be reached; and
- Describe the periodic review and modification process.

Methods for Referring Customers

Per WIOA §121(c)(2)(A)(iii), describe methods used to refer individuals between the Workforce Solutions Office and Texas workforce system partners for appropriate services and activities.

Methods to Ensure Individuals Receive Appropriate Referrals to Texas Workforce System Services:

- Describe Texas workforce system referral process between partners;
- Describe the commitment to ensure quality customer service and customer-centered focus; and
- Identify how the Texas workforce system will provide direct access to partners through real-time technology.

Access to Services

Per WIOA §121(c)(2)(A)(iv), describe the methods used to ensure the needs of workers and youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in the provision of necessary and appropriate access to services, including access to technology and materials, made available through Workforce Solutions Offices.

Methods to Ensure Individuals with Disabilities or Barriers to Employment Are Provided Necessary Texas Workforce System Services:

- Describe how the Texas workforce system will ensure access and priority for services for all individuals with barriers to employment, including accessibility as it pertains to buildings and technology;
- Identify commitment by partners to work together to share data;
- Identify measures and internal control applied to ensure security;
- State commitment to comply with confidentiality provisions of respective statutes for partners;
- Describe how the system will provide measures to promote nondiscrimination and equal opportunity;
- Describe grievance procedures;
- Include a commitment that partners will comply with the Americans with Disability Act Amendments Act of 2008; and
- Provide an assurance that partners will promote capacity building and professional development for Workforce Solutions Office staff to raise awareness in dealing with customer service provided to these individuals.

Duration of the MOU

Per WIOA §121(c)(2)(A)(v), describe the MOU's duration and the procedures for amending the MOU during its duration, and assurances that such MOU shall be reviewed not less than once every three-year period to ensure appropriate funding and delivery of services.

MOU's Duration:

- Identify the MOU's effective date;
- Include an assurance to review the MOU at least once every three years;
- Describe procedures established to revise and modify the MOU; and
- Describe MOU termination procedures.