



MOU-ving Forward to Success

Best Practices Presentation
for the
SCSEP Business Conference

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**The Memorandum of Understanding (MOU)
serves as a contract between and among
various One-Stop system partners and the
Workforce Investment Board.
(20 CFR 662.300)**



Who Should Have an MOU?

- Every “mandated” one-stop partner must enter into an MOU with the local Workforce Board.
- MOUs are considered part of the local plan as it relates to one-stop service delivery.

Section 121(c), Title I of the Workforce Investment Act of 1998



Separate or “Umbrella” MOUs?

- A separate MOU may be developed with each individual one-stop partner, or
- A single "umbrella" MOU could cover all of the one-stop partners
- The requirements for content remain the same for either approach

(20 CFR 662.310)



Local or State MOUs?

- If some mandatory partners are represented by State Departments (i.e., Vocational Rehabilitation), it may be desirable to have a statewide MOU, rather than a different MOU for each local area.
- This is also allowable.



What if You Cannot Agree on an MOU?

- Any failure to execute an MOU between a local board and a required one-stop partner **must be reported** by the local board and the required partner to the Governor or the State Board and the State agency responsible for administering the partner's program.
- In turn, if there is no resolution, the Governor, the State Board, and the State agency are **required to notify** the Secretary of Labor and the head of any other Federal agency with responsibility for oversight of a partner's program.
- If the impasse is not resolved and no MOU is executed, the one-stop partner may not serve on the local board and the **local area is not eligible for State incentive grants** awarded on the basis of local coordination of activities.

20 CFR 665.200(d)(2) and WIA sec. 121(c)



Timeline for Finalizing the MOU

- All MOUs for the local area must be included as an addendum to the local five-year plan; Therefore, all negotiations of MOUs are to be completed by that time.



What Types of MOUs are Effective?

- MOUs that identify vehicles for problem solving and train partners to use those vehicles.
- MOUs that **identify** lead One-Stop Operators responsible for administrative performance, summaries and reports.
- MOUs that organize work by functions rather than by specific organizations delivering services.



What Types of MOUs are Effective? (cont.)

- MOUs that include agreements associated with information sharing and/or technology in the One-Stop.
- MOUs that document guidelines and protocols regarding confidentiality of customer information and referrals between agencies.



What Types of MOUs are Effective? (cont.)

- MOUs that outline the process of sharing all employer job openings with the State Employment Service department.
- All posted jobs should be made available to all One-Stop customers.
 - (within two days of notification of job opening)



What Types of MOUs are Effective? (cont.)

- MOUs that include a clear explanation, or process, for how training for front line staff providing services within the one-stop system will be provided.
 - Both initially and on an ongoing basis.
- MOUs that indicate system-wide measures of performance.



How to Make an MOU Work For YOU!

- MOUs can help resolve “turf” issues between partners.
- Negotiate collocation agreements with SCSEP staff and/or participants:
 - One-Stops are allowed to place a value on the donated services of the SCSEP participant at that training site, in lieu of “rent”. (The specifics of this agreement should be included in the body of the MOU.)



How to Make an MOU Work For YOU!

- Know what training programs are available to SCSEP participants
- Know how to access that training for your staff members
- Know how to refer SCSEP participants to other training programs
- Use this training system to explain how the SCSEP program functions and how other One-Stop partners can refer eligible older workers to your program



Additional Topics and Resources

- For One-Stops and mandatory partners who are trying to develop an MOU with or between agencies that are represented under Collective Bargaining Agreements:
- <http://www.workingforamerica.org/documents/bestpracticesonestop.htm>



Additional Topics and Resources (cont.)

- The Heldrich Center has prepared a study, “Promising Practices”, that cites various One Stops recognized for their implementation practices.
- <http://www.heldrich.rutgers.edu/publications.asp>

(Type in “Promising Practices” and download the paper in “Word” or “PDF”)



Additional Topics and Resources (cont.)

- Assessing Workforce Development Systems: Benchmarks for Mature and Older Workers.
- http://www.doleta.gov/Seniors/html_docs/docs/Benchmarks1999.cfm



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