



**ROGUE WORKFORCE
PARTNERSHIP**

**Memorandum of Understanding
Rogue Valley Local Workforce
Development Area**

This **Memorandum of Understanding** is between the Local Workforce Development Board, Rogue Workforce Partnership (RWP), the WorkSource Rogue Valley system partners (Partners), and the Chief Elected Officials (CEOs) representing Jackson and Josephine Counties. They are collectively referred to as the “Parties” to this MOU.

This MOU is developed to confirm the understanding of the Parties regarding the operation and management of the two WorkSource Rogue Valley (WSRV) centers in the Rogue Valley Local Workforce Development Area (WDA). The WSRV Centers are the region’s American Job Centers.

RWP provides local oversight of workforce programming for the Rogue Valley Local WDA. RWP, through a Request for Quotes and Qualifications, has competitively selected the One-Stop Operator for the Rogue Valley Local WDA, as further outlined in the One-Stop Operator section.

This document ensures compliance with WIOA and its implementing regulations and provides the framework to achieve our shared goal of providing a comprehensive, demand-driven, seamless customer-centric service delivery system. The MOU outlined herein reflect the commitment of the Parties to their job seeker and business customers, as well as to the overall Rogue Valley community.

PART 1. SERVICE COORDINATION

I. BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) was enacted in July 2014. It is designed to strengthen and improve the nation's public workforce system and help get Americans, including disconnected youth and those with significant barriers to employment, into high-quality jobs and careers and help employers hire and retain skilled workers.

In June 2016, the Departments of Education and Labor issued the final regulations to implement WIOA. The regulations clarify the need and expectation to modernize the nation’s workforce system and represent a more integrated, job-driven approach to support communities and expand job growth.

The regulations reaffirm the role of the one-stop delivery system as the cornerstone of the public workforce development system and expect required partners to collaborate to support a seamless customer-focused service delivery network. The regulations further require that programs and providers co-locate, coordinate, and integrate resources, activities, and information, so that the system, as a whole, is accessible to individuals and employers alike. The ultimate goal is to increase the long-term employment outcomes for individuals seeking services, especially those with significant barriers to employment.

II. WIOA REQUIREMENTS AND REFERENCES

- WIOA Section 121(c) requires that RWP develop and enter into a memorandum of understanding between RWP and WSRV system partners.
- WIOA Section 121(b)(1)(A)(iii) mandates all entities that are required partners in a local area to enter into a memorandum of understanding with RWP pursuant to WIOA Section 121(c).



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- WIOA Section 121(b)(1) identifies the programs and requires that the services and activities under each of those programs must be made available through WSRV. The entities that receive the funds for each of these programs and/or have the responsibility to administer the respective programs in the Area are required partners under WIOA Section 121(b)(1).
- WIOA Section 121(b)(1)(A)(ii) stipulates that each required partner use a portion of available funding to maintain the one-stop delivery system, including infrastructure costs.
- WIOA Section 121(b)(1)(A)(iv) indicates that the requirements of each partner's authorizing legislation continue to apply under the WSRV system and that participation in the WSRV system is in addition to other requirements applicable to each partner's program under each authorizing law.

III. PURPOSE

The one-stop delivery system brings together workforce development, educational, and other human resource services in a seamless customer-focused service delivery network that enhances access to programs services and improves long-term employment and career progression outcomes for individuals. WSRV system partners strive to manage these separately funded programs as an integrated set of streamlined services to customers. WIOA calls for strengthening the alignment of workforce programs by imposing unified strategic planning requirements, common performance accountability measures, and requirements governing the one-stop delivery system.

The purposes of this Memorandum of Understanding (MOU) are to:

- Define the roles and responsibilities of RWP and Partners as it relates to the operation and continued development of the region's workforce and talent development system;
- Coordinate resources to prevent duplication;
- Ensure the effective and efficient delivery of WorkSource Rogue Valley system services;
- Enhance the Rogue Valley's workforce system to create a seamless and exceptional customer experience;
- Increase and maximize access to workforce services for individuals with barriers to employment; and
- Establish joint processes and procedures that will enable partners to align and integrate programs and activities across the workforce system.

The parties agree to work collaboratively to carry out the provisions of this MOU and advance the quality and effectiveness of the workforce system. In addition, the parties agree to:

- Participate in continuous partnership building;
- Participate in continuous improvement activities;
- Adhere to common data collection and reporting needs;
- Make available to customers, through the workforce development system, the services that are applicable to partners' programs;

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- Participate in the operation of the Rogue Valley workforce development system consistent with the terms of the MOU, the local workforce plan, and requirements of applicable law;
- Participate in staff capacity-building and development, including, but not limited to, cross-training between partner staff, as well as the region’s integrated training forum – the Workforce Academy; and
- Develop, offer, and deliver quality business services that assist targeted industry sectors in overcoming the challenges of recruiting, retaining and developing talent.

IV. MISSION, VALUES AND GOALS

Mission:

A strong regional economy and prosperous community fueled by a skilled workforce, opportunity, quality careers and thriving businesses.

Values:

Collaboration: We leverage diverse partnerships to address workforce challenges collectively, maximizing impact.

Integrity: We uphold ethical standards, fostering trust and transparency in all relationships.

Equity: We champion diversity and inclusion, ensuring equal access to opportunities for all.

Innovation: We embrace new ideas and technologies to enhance workforce solutions.

Empowerment: We empower individuals through education and support services for meaningful career paths.

Accountability: We deliver measurable outcomes, ensuring tangible benefits for stakeholders and the economy.

Goals

Champion Industry Needs: Establish a demand-driven workforce system by convening targeted industry sectors to understand their needs and inform responsive program design, leading to increased leverage of funding, sponsorships, industry grants, and program/training dollars, as well as enhanced business participation and investment distribution.

Foster the Emerging Workforce: Align with the K-20 education system to meet industry workforce skill demands and generate prosperity for students, workers, and businesses, with a focus on incorporating Essential Employability Skills and fostering diverse student experiences.

Align the Public Workforce System: Integrate public workforce system partners and leverage resources for seamless community access to core services, enhancing the effectiveness and accessibility of services provided to the community.

Embrace Innovation: Cultivate growth and transparency through data-driven innovation and effective communications, fostering an environment of continuous improvement and openness within the organization.



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Prioritize Equity & Access for All: Intentionally design pathways to advance opportunities for historically underserved populations, fostering inclusivity, equity, and partnership within the community.

V. REQUIRED ONE-STOP PARTNERS INCLUDED IN MOU

Section 121(b)(1)(B) of WIOA identifies the entities that are required partners in the local one-stop delivery systems. The required and additional partners listed below are the entities responsible for administering the following programs and activities in the local area.

Local Partner Organization	WIOA Required Partner Programs
Oregon Employment Department The Oregon Employment Department (OED) is committed to delivering services through the WSRV system in accordance with WIOA, the State Plan, the Local Workforce Plan, and the WorkSource Oregon Operational Standards. OED is committed to creating a seamless, integrated service-delivery system. OED, in partnership with RWP and other partners, will continue to engage in streamlining practices and cost efficiencies, including continuing to partner to create more effective program integration models that generate ever-improving results for our shared participants.	▸ WIOA Title I – Adult, Dislocated Workers ▸ WIOA Title III - Wagner-Peyser Act Employment Service program authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), as amended by WIOA Title III; ▸ SEDAF – Supplemental Employment Department Administration Fund ▸ Trade Adjustment Assistance activities authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.) ▸ Jobs for Veterans State Grants programs authorized under chapter 41 of title 38, of the United States Code ▸ Programs authorized under State unemployment compensation laws (in accordance with applicable Federal law); ▸ RESEA – Re-Employment and Eligibility Assessment ▸ SNAP Employment & Training Program ▸ Training programs funded through State General Funds
Oregon Higher Education Coordinating Commission The State of Oregon’s Higher Education Coordinating Commission (HECC) is the agency responsible for administering Title II Adult Basic Education services. Rogue Community College is the contracted provider in the Rogue Valley.	▸ WIOA Title II - Adult Education and Family Literacy Act (AEFLA) program authorized under Title II of WIOA;
Rogue Community College Rogue Community College (RCC) provides Career and Technical Education programs at the postsecondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.). They are also the contracted Title II service provider in the Rogue Valley.	▸ Career and Technical Education programs at the postsecondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.); ▸ Title II Adult Education and Literacy Services
Oregon Department of Human Services	▸ Temporary Assistance for Needy Families (TANF) authorized under part A of title IV of the Social Security



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Local Partner Organization	WIOA Required Partner Programs
The Department of Human Services (DHS) is committed to delivering exploratory, basic and individualized career services, case management, support services and training services through the WSRV system. In addition, while not subject to cost sharing requirements, the Employment Related Day Care program will be part of the broad array of supportive services available to eligible customers to assist them to achieve higher levels of self-sufficiency.	Act (42 U.S.C. 601 et seq.), unless exempted by the Governor under § 678.405(b). ▸ SNAP - Programs authorized under sections 6(d)(4) and 6(o) of the Food and Nutrition Act of 2008 (7 U.S.C. 2015)*
Rogue Workforce Partnership RWP is a contracted service provider for the DHS TANF-JOBS program, with sub-contracted service provision delivered by Oregon Employment and Empower. They help job seekers prepare for and advance their careers by focusing on sustainable, high-growth, high-demand industries. RWP established Southern Oregon Youth Works within its organizational structure to be a service provider for the WIOA Title I – Youth programs. RWP directly administers youth workforce programs.	▸ TANF-JOBS Services ▸ WIOA Title I - Youth
Oregon Vocational Rehabilitation Vocational Rehabilitation is committed to creating a seamless, integrated service delivery system that blends support services, case management with the seamless array of basic, career services, and training resources provided through the one-stop centers.	▸ WIOA Title IV - Vocational Rehabilitation (VR) program authorized under Title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.), as amended by WIOA Title IV
Oregon Commission for the Blind The Oregon Commission for the Blind operates under ORS 346.110 through 346.570 and through WIOA. OCB assists Oregonians experiencing vision loss to get and retain competitive and integrated employment that allows them to support themselves and their families. OCB supports Oregon businesses in hiring and retaining qualified job seekers who experience vision loss, and OCB works with youth experiencing vision loss in their transition from high school into post-secondary education, a career path, and employment. OCB is committed to working with core partners in creating seamless, integrated service delivery through the One Stop System that serves all Oregonians.	▸ WIOA Title IV - Vocational Rehabilitation (VR) program authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.), as amended by WIOA Title IV
Easter Seals Easter Seals serves low-income seniors who seek employment, training assistance, and social engagement. Through their transitional employment program, Easter Seals partners with community-based non-profit organizations and government agencies to provide training and skills updating opportunities.	▸ Senior Community Service Employment Program authorized under Title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.)

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Local Partner Organization	WIOA Required Partner Programs
Job Corps Job Corps is an education and training program that helps young people learn a career, earn a high school diploma or GED, and find and keep a good job. For eligible young people at least 16 years of age that qualify as low income, Job Corps provides the all-around skills needed to succeed in a career and in life.	▸ WIOA Title I – Job Corps
Housing Authority of Jackson County The Housing Authority’s Family Self-Sufficiency (FSS) is a HUD-funded program designed to assist individuals and families obtain employment. The Housing Authority works with social service agencies, non-profits, schools, businesses, and other community partners to develop comprehensive strategies that help participants learn the skills and gain the experience to enable them to obtain suitable employment.	▸ Employment and training activities carried out by the Department of Housing and Urban Development
Oregon Human Development Corporation The Oregon Human Development Corporation (OHDC) is a non-profit human service organization that has been providing services for farmworkers and disadvantaged individuals throughout Oregon continuously since 1979. The services include support, referral, advocacy, resources, assistance and education. OHDC does not have a physical location in our workforce area, but services are available through the Klamath Falls office.	▸ WIOA Title I (Section 167) - National Farmworker Jobs Program (a nationally directed, locally administered program of services for migrant and seasonal farmworker programs)
<i>These programs are not present in the Rogue Valley Region</i>	▸ WIOA Title I – Native American programs
	▸ Employment & training activities carried out under the Community Services Block Grant (42 U.S.C. 9901 et seq.);
	▸ Programs authorized under sec. 212 of the Second Chance Act of 2007 (42 U.S.C. 17532)



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VI. OTHER ADDITIONAL PARTNERS

WIOA Section 121(b)(2) provides an opportunity for other “Additional Partners” to participate as signatories on the MOU as well. They may elect to participate in this MOU after the initial July 1, 2020 commencement date as they are engaged and/or become interested. The addition of any new partners to the MOU will not require a re-signatory process by all the previous partners. New partners will be added as new signatories in a stackable/cumulative manner. All partners will be notified of any new additional partners joining the MOU.

Below is a list of possible additional partners who may decide to participate either formally or less formally as partners in the WSRV system.

Other Local Partner Organization	Additional Partners
U.S. Veterans Administration	- Other appropriate Federal, State, or local programs, including employment, education, and training programs provided by public libraries or in the private sector. - These partners will be engaged over time to explore appropriate ways to connect their services to WSRV centers with the possibility of them becoming signatories of the MOU.
Southern Oregon University	
Jackson County Library Services	
Josephine Community Libraries	
Jackson County Community Corrections	
Josephine County Community Corrections	
Oregon Youth Authority	
Small Business Development Centers	
Business Oregon	
Southern Oregon Regional Economic Development, Inc.	
Others? (To Be Determined)	
<i>These programs are not present in the Rogue Valley Region</i>	Employment and training programs administered by the Social Security Administration, including the Ticket to Work and Self-Sufficiency Program established under section 1148 of the Social Security Act (42 U.S.C. 1320b–19)
	Programs carried out under section 112 of the Rehabilitation Act of 1973 (29 U.S.C. 732);
	Programs authorized under the National and Community Service Act of 1990 (42 U.S.C. 12501 et. seq.);

VII. ONE-STOP CENTER LOCATIONS

RWP has identified the following Comprehensive American Job Center locations (both covered by the Operational Standards) as the WSRV centers for the local workforce development area:

WorkSource Rogue Valley
119 N Oakdale Avenue
Medford, Or. 97501



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WorkSource Rogue Valley
1569 NE "F" Street
Grants Pass, Or. 97526

VIII. ROGUE WORKFORCE PARTNERSHIP ROLES AND RESPONSIBILITIES

Per Section 679.300 of the WIOA Joint Rule for Unified and Combined State Plans, Performance Accountability, and the One-Stop System Joint Provisions; Final Rule

- (a) The vision for the Local WDB is to serve as a strategic leader and convener of local workforce development system stakeholders. The Local WDB partners with employers and the workforce development system to develop policies and investments that support public workforce system strategies that support regional economies, the development of effective approaches including local and regional sector partnerships and career pathways, and high quality, customer centered service delivery and service delivery approaches;
- (b) The purpose of the Local WDB is to:
 - (1) Provide strategic and operational oversight in collaboration with the required and additional partners and workforce stakeholders to help develop a comprehensive and high-quality workforce development system in the local area and larger planning region;
 - (2) Assist in the achievement of the State's strategic and operational vision and goals as outlined in the Unified State Plan or Combined State Plan; and
 - (3) Maximize and continue to improve the quality of services, customer satisfaction, and effectiveness of the services provided.

In addition, WIOA Section 107(d) requires RWP to:

- Develop the Local Workforce Plan;
- Conduct Workforce Research and Regional Labor Market analysis;
- Convene, broker, leverage local providers, stakeholders and resources;
- Lead employer engagement to promote business representation, develop linkages, implement effective sector strategies, and ensure workforce investments support the needs of employers;
- Lead efforts to develop and implement Career Pathways;
- Identify and promote proven and promising practices;
- Maximize the use of technology in the provision of services to job seekers and employers;
- Conduct program oversight to ensure appropriate use, management and investment of workforce resources;
- Negotiate local performance measures;
- Negotiate with Chief Elected Official and required partners on the methods for funding the infrastructure costs of one-stop centers;
- Select youth, training and career service providers and the one-stop operator;
- Coordinate activities with education and training providers;

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- Develop a budget for the activities of the Local Workforce Board with approval of chief elected official;
- Assess, on an annual basis, the physical and programmatic accessibility of all one-stop centers; and
- Certify one-stop centers.

In addition, Sec 107(d) contains the following:

(12) BUDGET AND ADMINISTRATION.—

(A) BUDGET.—The local board shall develop a budget for the activities of the local board in the local area, consistent with the local plan and the duties of the local board under this section, subject to the approval of the chief elected official.

(B) ADMINISTRATION.—

(i) GRANT RECIPIENT.—

(I) IN GENERAL. The chief elected official in a local area shall serve as the local grant recipient for, and shall be liable for any misuse of, the grant funds allocated to the local area under sections 128 and 133, unless the chief elected official reaches an agreement with the Governor for the Governor to act as the local grant recipient and bear such liability.”

(II) DESIGNATION In order to assist in administration of the grant funds, the chief elected official or the Governor, where the Governor serves as the local grant recipient for a local area, may designate an entity to serve as a local grant subrecipient for such funds or as a local fiscal agent. Such designation shall not relieve the chief elected official or the Governor of the liability for any misuse of grant funds as described in subclause (I).

(III) DISBURSAL. The local grant recipient or an entity designated under subclause (II) shall disburse the grant funds for workforce investment activities at the direction of the local board, pursuant to the requirements of this title. The local grant recipient or entity designated under subclause (II) shall disburse the funds immediately on receiving such direction from the local board.

In 2015, Jackson and Josephine Counties entered into an Intergovernmental Agreement (IGA) to create the Rogue Valley Workforce Consortium (RVWC) that serves as the chief elected official per WIOA requirements. Per the IGA the and the “Partnership Agreement Between the Rogue Workforce Partnership and the Rogue Valley Workforce Consortium,” the RVWC has designated the Rogue Workforce Partnership as the local grant subrecipient and administrative entity/agency to receive the grant funds for the region’s WIOA Title I resources. In addition, RWP coordinates and manages other resources on behalf of State and local partners and pursues additional grant and other resources to address local workforce needs. RWP is committed to investing these resources in support of the WSRV delivery system.

In addition to strategic and operational oversight of the region’s workforce development system,



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RWP also therefore contracts for specific workforce services, funded by WIOA Title IB and other funds that are delivered within the system.

IX. PARTNER ROLES & RESPONSIBILITIES

• **WIOA Required Partners**

Per Section 678.420 of the *WIOA Joint Rule for Unified and Combined State Plans, Performance Accountability, and the One-Stop System Joint Provisions; Final Rule*, each required partner must:

(a) **Provide access to its programs or activities through the one-stop delivery system**, in addition to any other appropriate locations;

(b) **Use a portion of funds made available to the partner's program**, to the extent consistent with the Federal law authorizing the partner's program and with Federal cost principles in 2 CFR parts 200 and 2900 (requiring, among other things, that costs are allowable, reasonable, necessary, and allocable), **to:**

(1) **Provide applicable career services**; and

(2) **Work collaboratively with the State and Local WDBs to establish and maintain the one-stop delivery system. This includes jointly funding the one-stop infrastructure** through partner contributions that are based upon:

(i) A reasonable cost allocation methodology by which infrastructure costs are charged to each partner based on proportionate use and relative benefit received;

(ii) Federal cost principles; and

(iii) Any local administrative cost requirements in the Federal law authorizing the partner's program. (This is further described in § 678.700.)

(c) Enter into an MOU with the Local WDB relating to the operation of the one-stop delivery system that meets the requirements of § 678.500(b);

(d) Participate in the operation of the one-stop delivery system consistent with the terms of the MOU, requirements of authorizing laws, the Federal cost principles, and all other applicable legal requirements; and

(e) Provide representation on the State and Local WDBs as required and participate in Board committees as needed.

• **WIOA Additional Partners**

WIOA additional partners may choose to partner in any or all of the same roles and responsibilities as required partners or may choose to partner at other levels agreed upon.

X. ONE STOP OPERATOR ROLE AND RESPONSIBILITIES

A One-Stop Operator for the region was selected through a competitive process, per WIOA Section 121(d) and Subpart D, § 678.600 to § 678.635 of *WIOA Joint Rule for Unified and Combined State Plans, Performance Accountability, and the One-Stop System Joint Provisions; Final Rule*. WIOA requires that a Local Workforce Development Board select or designate a One-Stop Operator through a competitive



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process at least once every 4 years, or it may choose to implement a competitive selection process more than once every 4 years. In accordance with the Workforce Innovation and Opportunity Act, local workforce areas must competitively select, through open procurement, a One-Stop Operator. The One-Stop Operator, at a minimum, will coordinate the service delivery of one-stop partners and providers in the local one-stop system. The role of the One-Stop Operator is defined as a neutral partner whose role it is to lead the continuous improvement of the workforce service delivery system.

XI. METHODS FOR REFERRING CUSTOMERS

The partners agree to develop a referral process to aid in the integration and alignment of services within the WSRV regional system. The referral process must help create a more seamless customer experience by providing convenience of services to individuals and businesses. This process also provides a continuum of services and follow-up to ensure WSRV's customer needs have been met.

The process will ensure that:

- Intake and referral processes are customer-centered and provided by staff trained in customer service;
- General information regarding one-stop center programs, services, activities and resources shall be made available to all customers as appropriate; and
- All partners will provide a direct link /access to partner programs with meaningful information of partner service through cross training, co-location, or real-time technology.

All customer-facing staff will receive cross-training of partner programs and have the knowledge and ability to perform seamless referrals between partner programs, striving for a warm hand-off process between programs and ensuring high-quality customer service and customer-centered focus.

XII. ACCESS TO SERVICES

The WSRV system has been established by RWP in accordance with WIOA, the State Workforce Plan and the Local Workforce Plan. WIOA Section 121 (b)(1)(B) identifies the programs, services and related activities that must be provided through the WSRV delivery system. The State Workforce Plan and Local Workforce Plan further identify workforce programs that must be accessible through the WSRV One-Stop delivery system.

The WorkSource Oregon Operational Standards describe the content and services available at all WorkSource Oregon Centers and serves as the framework for the WSRV service delivery model. All required and additional partners are committed to providing access to their programs or activities through the WorkSource Rogue Valley (WSRV) one-stop delivery system. Partners are strongly committed to creating the best possible customer experience and overall success for all of the people we collectively serve. We are focused on a human-centered design¹ approach that blends empathy, creativity, maximum leverage of each other's capacities, and maximum efficiency and effectiveness.

¹ See: <https://www.ideo.org/approach>



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All required and additional partners will describe and document the manner in which they will provide access to their programs or activities. This documentation will be maintained and updated as part of the work of the region's Local Leadership Team and One-Stop Operator.

- **WIOA Required Partners**

For WIOA required partners, access will conform to WIOA standards as articulated under Section XIV of this MOU below. Access to programs or activities will be at the highest level possible, within the limitations of each partner's operational capacities and resources.

- **WIOA Additional Partners**

WIOA additional partners have the option of either conforming to these standards or choosing instead to provide a different level of access.

Comprehensive American Job Centers

The WSRV centers are the region's comprehensive American Job Centers, as described in 20 CFR 678.305, 34 CFR 361.305, and 34 CFR 463.305. These are physical locations where job seekers and employers can access the programs, services, and activities of all required one-stop partners, along with any additional partners. Comprehensive American Job Centers must have:

1. At least one WIOA title I staff person physically present, and the Center must provide the career services listed in 20 CFR 678.430, 34 CFR 361.430, and 34 CFR 463.430;
2. Access to training services described in 20 CFR 680.200;
3. Access to any employment and training activities carried out under section 134(d) of WIOA;
4. Access to programs and activities carried out by one-stop partners listed in 20 CFR 678.400 through 678.410, 34 CFR 361.400 through 361.410, and 34 CFR 463.400 through 463.410, including the Wagner Peyser Act ES program; and
5. Workforce and labor market information.

Per TEGL 16-16, Centers that are not open outside of the regular business hours should have a plan for how they will provide services to individuals who cannot visit a center during regular business hours.

Career services at a Comprehensive Job Center does not mean that each required partner must provide these services directly on-site at the Center. There are three options:

1. Having a program staff member physically present at the American Job Center;
2. Having a staff member from a different partner program physically present at the Center and appropriately trained to provide information to customers about the programs, services, and activities available through all partner programs; or
3. Making available a direct linkage through technology to a program staff member who can provide meaningful information or services. As described in 20 CFR 678.305(d)(3), 34 CFR



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361.305(d)(3), and 34 CFR 463.305(d)(3), a “direct linkage” means providing a direct connection at the American Job Center within a reasonable time, by phone, or through a real-time web-based communication, to a program staff member who can provide program information or services, including career services, to the customer. Solely providing a phone number, website, information, pamphlets, or materials does not constitute a “direct linkage.”

Note: According to TEGL 16-16, for option 2, it is essential that the staff person providing information about a partner program document their time and effort to ensure that they allocate time to the appropriate program since salaries and wages are based on records that accurately reflect the work performed consistent with Federal cost principles in the Uniform Guidance at 2 CFR 200.430.

XIII. TECHNOLOGY

WIOA 20 CFR 679.560 (20) requires that the local plan must include a description of “How one-stop centers are implementing and transitioning to an integrated, technology-enabled intake and case management information system for programs carried out under WIOA and by one-stop partners.” To meet this requirement of WIOA, RWP and local partners will need to work collaboratively at the state-level with state agency partners and other Local Workforce Development Boards to create such a statewide integrated system. OED has announced its Notice of Intent to Award the Workforce Modernization Project to Career Team Enterprises to develop the modernized technical solution to support both state employment services and federal workforce programs in Oregon. The Workforce Modernization Project is a multi-year system-wide initiative that involves multiple agencies and community partners. RWP is working closely with OED Modernization Team and other workforce boards to develop an integrated, technology-enabled intake and case management information system.

In the interim, RWP will convene local partners to develop strategies to maximize the effectiveness of WSRV by facilitating the connections among the data systems used by WSRV partners.

Other Technology Support in the WSRV One-Stop Centers and Delivery System

- RWP, OED, and local partners will create solutions to better serve WSRV customers through the use of technology.
- OED will coordinate the design, purchase, and maintenance of all publicly facing WSRV networks, computers, and printers.
- WSRV partners will use a shared Labor Exchange System (i.e., iMatchSkills and/or a new statewide labor exchange system). This system will be a single repository for all employer files, job listings, and outcomes, and will be a primary tool for our integrated business services.
- RWP will provide the platform and WSRV partners will maintain the local customer access website for WorkSource Rogue Valley at <http://worksourcerogue.org/>. These costs will be considered part of the shared infrastructure costs of the WSRV system.
- RWP will provide a communications infrastructure platform that will include a Rogue Business website, an embedded chat feature across web platforms, and a comprehensive communications plan.

XIV. PRIORITY OF SERVICE

All Parties certify that they will adhere to all statutes, regulations, policies, and plans regarding priority of service, including, but not limited to, priority of service for veterans and their eligible spouses, and

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priority of service for the WIOA title I Adult program, as required by 38 U.S.C. sec. 4215 and its implementing regulations and guidance, and WIOA sec. 134(c)(3)(E) and its implementing regulations and guidance. Partners will target recruitment of priority populations for services under WIOA, including priority for veterans, recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient, and individuals experiencing barriers to employment.



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XV. NON-DISCRIMINATION AND EQUAL OPPORTUNITY

All Parties to this MOU certify that they prohibit, and will continue to prohibit, discrimination, and they certify that no person, otherwise qualified, is denied employment, services, or other benefits on the basis of: (i) political or religious opinion or affiliation, marital status, sexual orientation, gender, gender identification and/or expression, race, color, creed, or national origin; (ii) sex or age, except when age or sex constitutes a bona fide occupational qualification; or (iii) the physical or mental disability of a qualified individual with a disability.

Entities within WorkSource Oregon, including one-stop operators and one-stop partners, ensure compliance with 29 CFR, Part 38, and the Americans with Disabilities Act (ADA) regarding the physical accessibility of facilities, programs, services, technology, and materials for individuals with disabilities. This includes strict adherence to ADA guidelines, conducting ADA Compliance Inspections, visible signage for guidance, and provision of ADA equipment to guarantee accessibility. Measures such as wheelchair-accessible stations, sit/stand stations, and the use of the Job Access With Speech (JAWS) computer program demonstrate our commitment to physical accessibility.

The Parties specifically agree that they will comply with Section 188 of the WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38; Final Rule December 2, 2016), the Americans with Disabilities Act (42 U.S.C. 12101 et seq.), the Non-traditional Employment for Women Act of 1991, titles VI and VII of the Civil Rights of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1967, as amended, title IX of the Education Amendments of 1972, as amended, and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR Part 37 and 38.

XVI. GRIEVANCE PROCEDURE

In the event that a client or stakeholder encounters an issue or concern, the center has established a comprehensive grievance procedure to address grievances promptly and effectively. This procedure ensures that grievances are handled with transparency, fairness, and respect for the rights of all parties involved. Clients and stakeholders are encouraged to voice their concerns through designated channels, and every effort is made to resolve grievances in a timely manner while upholding the principles of accountability and continuous improvement. Through this grievance procedure, the WIOA One-Stop Center reaffirms its commitment to promoting a positive and inclusive experience for all those it serves.

RWP's Grievance Policy can be found here: [Rogue Workforce Grievance Policy](#)

XVII. DURATION OF MOU



**ROGUE WORKFORCE
PARTNERSHIP**

**Memorandum of Understanding
Rogue Valley Local Workforce
Development Area**

Term: The performance under this MOU shall become effective on **July 1, 2026**, and shall terminate on **June 30, 2029**, unless previously terminated or updated pursuant to the terms of this MOU.

Termination: Any party to this agreement may terminate their participation in this MOU upon 60 calendar days' written notice to all other parties to the agreement. In such case, termination by one or more of the parties does not alter the terms or obligations of any other party to the agreement.

Renewal: All parties agree that this MOU shall be reviewed and renewed not less than once every 3-year period to ensure appropriate funding and delivery of services.

XVIII. DISPUTE RESOLUTION

If disputes arise related to the terms of this MOU, the parties agree to abide by RWP's Mediation/ Conflict Resolution Process. Should such process fail to resolve the dispute, the parties agree to seek assistance and support to resolve the dispute from the Governor's Office, appropriate State agencies, and the Oregon Workforce Investment Board, as appropriate.

XIX. MODIFICATIONS AND AMENDMENTS

This MOU may be modified, revised, or amended by mutual written consent of all the signatory Parties. A written request must be submitted to the named parties. The modification shall not be effective unless agreed to in writing by all Parties in an Amendment to this MOU, properly executed and approved in accordance with applicable Oregon State law, and State Fiscal Rules.

PART 2. SHARED RESOURCES AND COSTS

I. COST SHARING / INFRASTRUCTURE FUNDING AGREEMENT

WIOA Required Partners

In accordance with WIOA Sec. 121 and implementing regulations, each required partner must use a portion of its funds to support infrastructure, career services, and other shared costs of the WSRV One-Stop delivery system. RWP will convene and facilitate required partners to come to an agreement on a methodology for cost sharing and infrastructure funding. This methodology and Cost Sharing / Infrastructure Funding Agreement (IFA) will be described and documented as Appendix A of this MOU.

The Cost Sharing / IFA methodology and spreadsheet will be used, tested and refined over time. Any future changes will be agreed upon by all participating required partners. The Cost Sharing / IFA will identify the specific infrastructure, career services and other shared costs and the method by which those costs will be supported in accordance with WIOA and Federal cost principles, which require that all costs must be allowable, reasonable, necessary, and allocable to the program and all other applicable legal requirements.



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Per [WIOA TEGL No. 17-16](#), “Funding provided by the one-stop partners to cover operating costs, including infrastructure costs, of the one-stop delivery system must be based on the partner program’s proportionate use of the system and relative benefit received.” As the Local Workforce Development Board, RWP is responsible for managing the Infrastructure Funding Agreement, as well as collecting and disbursing the shared resources outlined within the Agreement.

Updates and amendments to this methodology and Appendix A will be made by required partners as necessary, and through a process of thoughtful deliberation, negotiation and mutual agreement that will be convened and facilitated by the RWP as needed.

Amendments to Appendix A will not require modification or new signatures to this MOU. Required partners will be able to signify their affirmation to any agreed upon methodology changes via the following methods:

- Signature on a signatory page of the updated Appendix A Infrastructure And Additional Shared Cost Funding Agreement
- An Email affirmation as to their agreement
- Any other method agreed to by the RWP and partners

WIOA Additional Partners

WIOA additional partners have the option of either participating in the Cost Sharing / Infrastructure Funding Agreement or choosing to not participate.

II. SIGNATURES

Signed by:

Rick Dyer

3FEA8A5591F14CD...

Rick Dyer

Chair, Rogue Valley Workforce Consortium

DocuSigned by:

Brent Kell

D4FB3C8A66544AE...

Brent Kell

CEO, Valley Immediate Care

Signed by:

Donna Lewelling

4380485789FF4AB...

Donna Lewelling

Director of CCWD

Higher Education Coordinating Commission

Signed by:

Jim Pfarrer

414445A12644492...

Jim Pfarrer

Division Director Workforce Operations

Oregon Employment Department



**ROGUE WORKFORCE
PARTNERSHIP**

**Memorandum of Understanding
Rogue Valley Local Workforce
Development Area**

Signed by:

KimberLee Whitney

ABABBBB8F71D422...

KimberLee Whitney

District Manager

Oregon Department of Human Services

DocuSigned by:

Theodore Walston

9227CE9BB0154A6...

Theodore Walston

Branch Manager

Oregon Vocational Rehabilitation

Signed by:

Dacia Johnson

6EC6DDC00415479...

Dacia Johnson

Executive Director

Oregon Commission for the Blind

DocuSigned by:

Lisa Stanton

0EE7D3D059D430...

Lisa Stanton

VP of Operations and Finance/COO

Rogue Community College – Perkins CTE

DocuSigned by:

Kristen Rantz

F4D6ADC93F3F4A7...

Kristen Rantz

President / CEO

Easter Seals Oregon

Signed by:

Christine Rudolph

D404BE7BB3BC423...

Christine Rudolph

Outreach and Admissions

Job Corps/JPPA

DocuSigned by:

Jason Elzy

F6FC1567CA764BB...

Jason Elzy

Executive Director

Housing Authority of Jackson County

Signed by:

Martin Campos-Davis

ABAEF5881A654CB...

Martin Campos-Davis

Executive Director

Oregon Human Development Corporation

Signed by:

Shae Johns

64B3650883454E5...

Shae Johns

President / CEO

Southern Oregon Goodwill Industries