

# Developing the Memorandum of Understanding for Operation of the America's Job Centers of California Delivery System

**Neil Kelly**

**Catherine Peacock**

Education Programs Consultants  
Adult Education Office



**CALIFORNIA DEPARTMENT OF EDUCATION**

Tony Thurmond, State Superintendent of Public Instruction

# AJCC

- What does AJCC stand for?
- What is an AJCC?
- Can your students access services from the AJCC?

# Types of AJCC (1)

- **Comprehensive** – provides access to all required America's Job Centers of California (AJCC) partner programs, services, and activities with at least one Title I staff physically present

# Types of AJCC (2)

- **Affiliate** – provides access to one or more AJCC partner programs, services, and activities
- **Specialized** – associated with either a Comprehensive or Affiliate AJCC, and addresses specific needs of dislocated workers, youth, or key industry sectors, or clusters

# AJCC Core Partners

- Title I Adult, Dislocated Worker, and Youth
- Title II Adult Education and Family Literacy Act
- Title III Wagner-Peyser Act Employment Service
- Title IV Vocational Rehabilitation

# Requirements of AJCC Partners

- Provide access to its programs or activities
- Use a portion of its funds to support infrastructure and to provide career services
- Enter into a Memorandum of Understanding (MOU) with the Local Workforce Development Board (LWDB)
- Participate in the operation of the AJCC delivery system consistent with the terms of the MOU
- Provide representation on the State and LWDBs as required and participate in Board committees as needed

# Purpose of the MOU

To establish the roles and responsibilities of the LWDB, the Chief Elected Official (CEO), and the AJCC Partners, in relation to the operation of the AJCC delivery system.

- Product of local discussion and negotiation to ensure successful integration and implementation of partner programs
- **All** required partners must be included in the MOU

# Types of MOU

- **Separate Partner Agreements**
  - Local WDB (with the agreement of the CEO) may enter into agreements between each partner or groups of partners
- **“Umbrella” MOUs**
  - Address issues related to the AJCC system, its CEO, and all partners
  - Allow partner programs to focus on service delivery
  - Facilitate transparent and flexible agreements

# Major Components of the MOU

- **Shared Customers**
- **Shared Services**
- **Shared Costs**

Local boards must work with all the required partners in their local area to develop an agreement regarding the operations of the local system.

# Quiz #1

How does your agency partner with the local AJCC?

- 1) Student referrals
- 2) Training/workshops
- 3) Registration/intake
- 4) Sharing administrative cost
- 5) Other

# Shared Customers and Services

The MOU should clearly delineate the responsibilities of each MOU partner when it comes to helping plan, develop, and implement the local AJCC system.

- What services are to be provided and by whom?
- What is the best way to serve the local area's population through effective partnerships, referrals, and cross-training?

# Shared Costs

Each AJCC partner that carries out a program or activities WITHIN an AJCC must use a portion of funds available for their program and activities to help maintain the AJCC delivery system, including proportionate payment of the infrastructure costs of the AJCC.

(Workforce Innovation and Opportunity Act (WIOA), Joint Final Rule Section 678.700)

# Service Costs (1)

## **Applicable Career Services**

- Services identified in WIOA Section 134(c)(2), as applicable to each program, consisting of basic career services, individualized career services, and follow-up services

# Quiz #2

What services do AJCC partners provide?

- 1) Healthcare information/referrals
- 2) Job Training
- 3) Career guidance
- 4) Childcare information/resources
- 5) Services for veterans
- 6) Services for disabled persons
- 7) Other

# Service Costs (2)

## Other Shared Services

Services that are authorized for and may be commonly provided through AJCC partner programs, such as:

- Initial intake
- Identification of appropriate services
- Assessment of needs
- Referrals to other AJCC partners
- Appraisal of basic skills
- Business services

# Infrastructure Costs

All non-personnel costs necessary for the physical operation of the AJCC:

- Rent
- Utilities and Maintenance
- Equipment
- Technology

Access and Accommodation (must be included in budget ensuring physical and programmatic access to the AJCC by individuals with disabilities)

# Review and Updates to MOU

- MOU must be reviewed and updated at least every three years.
- The Infrastructure Costs Agreement (IFA) must be reviewed annually.

# Funding Cost Sharing

WIOA, Title II: Adult Education Family Literacy Act Infrastructure costs can only be paid from funds available for local administrative expenses or from non-federal resources that are cash, in-kind, or third-party contributions.

# Strategic Co-Enrollment (1)

The US Department of Labor commenced a national workgroup in order to collaborate on getting a better understanding of co-enrollment strategies. California participated in the workgroup and committed to creating co-enrollment guidance in order to align service delivery with the concepts and visions found in the WIOA.

# Strategic Co-Enrollment (2)

- The WIOA places a strong emphasis on planning and implementation across multiple partner programs to ensure alignment in service delivery.
- Strategic co-enrollment can increase program and participant success, maximize resources, enable greater efficiencies in service delivery, and align services with regional sector pathways.

# AJCC Role in Strategic Co-Enrollment

This system must serve as an all-inclusive access point to education and employment programs that provide demand-driven skills attainment, especially for those with barriers to employment.

# Co-Enrollment Key Concepts (1)

Integrated Service Delivery – establish and participate as an integrated system of partners that share common goals with services offered by multiple organizations for a seamless participant experience. The focus is on clients or target groups who have complex needs that require services from multiple partners.

# Co-Enrollment Key Concepts (2)

Increased Access – ensures any participant, especially individuals with barriers to employment, who enter an AJCC, have access to partner programs, services, and activities where they're eligible, including physical and programmatic access, as described in WIOA Section 134(d).

# Co-Enrollment Key Concepts (3)

- Continuous improvement – create a delivery system that is focused on process improvement and challenges the status quo.
- Partnership – align goals, outcomes, and resources with all local partners in the AJCC system to leverage resources to provide a higher quality and level of services.

# Intake/Referral

## Goal: common intake

- Reduces the paperwork required for an individual to provide and complete during intake.
- May include authorization to release information that allows partners to share and enter information in their respective case management system.
- Streamlines data sharing and supports the tracking of referrals, co-enrollments, and outcomes.
- Helps people with multiple barriers access coordinated services.

# Panel Discussion

Hear from field practitioners regarding their experience working with AJCCs and local workforce development boards.

Adele McClain, Apple Valley Adult Education

MaryAnn Pranke, Glendale Community College

# Small Group Discussion

- In your groups, choose a recorder and a presenter.
- Topic: What are some ideas and methods to ensure that your students will be connected to all AJCC services they are eligible for?