

**MEMORANDUM OF UNDERSTANDING**  
**BETWEEN**  
**STATE OF DELAWARE WORKFORCE DEVELOPMENT BOARD**  
**AND**  
**DEPARTMENT OF LABOR, DIVISION OF EMPLOYMENT AND TRAINING**  
**AND**  
**DEPARTMENT OF HEALTH AND SOCIAL SERVICES, DIVISION FOR THE VISUALLY**  
**IMPAIRED**

**July 1, 2015 to June 30, 2017**

**I. Introduction**

The purpose of this Memorandum of Understanding (MOU) is to establish the design framework and partnerships of the State of Delaware's One Stop Delivery System, hereafter referred to as the System. While this is a requirement of the Workforce Innovation and Opportunity Act (WIOA), the intent is to create an atmosphere of cooperation and collaboration among Partners. By working together, Partners can identify current and future workforce skills, promote post-secondary education, develop lifelong learning strategies, and foster the entrepreneurship spirit for Delaware citizens. A highly educated, skilled, and talented population will enable Delaware to compete in the global economy. This MOU is between the Delaware Workforce Development Board (DWDB), hereafter referred to as the "Board", the Delaware Department of Labor, Division of Employment and Training, hereafter referred to as "DOL/DET", and Department of Health and Social Services, Division for the Visually Impaired, hereafter referred to as the Partner. This MOU establishes roles and responsibilities for the Partners. A list of Partners and the applicable programs is found in section IV of this MOU.

This MOU establishes guidelines for the Partners designed to support the development and maintenance of cooperative working relationships. It describes how the various funding streams and resources will be utilized to better serve mutual customers, both job seekers and employers through the System operated at four (4) comprehensive Delaware JobLink Centers (Centers), Affiliated Sites and One Stop Partners operating under the common identifier of "American Job Center". This System will be interactively linked through the Delaware JobLink electronic System (DJL) at <https://joblink.delaware.gov>.

**II. Strategic Vision and Goals**

The goal of the System is to bring together workforce development, educational, and other human resource services in a seamless customer focused service delivery network that enhances access to the programs' services to assist individuals in obtaining suitable employment, enable employers to obtain qualified employees, and overall improve long term employment outcomes for Delawareans. In meeting this goal, the Partners will work to identify barriers, eliminate duplication of services, reduce administrative costs, align technology and data systems, enhance participation and performance of customers served through the System and improve customer satisfaction. Achievement of this goal will allow Delaware to continue building a workforce development system that prepares individuals for high demand, high growth employment in industry sectors that are vital for continued economic growth and that are essential for Delaware and the nation to compete in the global market.

This initial MOU under WIOA establishes initial service interfaces for the System. All parties identified in this MOU as well as any other MOU that establishes a System partnership will work together, meeting

UNITED STATES DEPARTMENT OF JUSTICE

Washington, D.C.

MEMORANDUM FOR THE ATTORNEY GENERAL

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on a regular basis, to continue to develop and improve a seamless service delivery system of employment and training services for Delaware's job seekers and employers. The focus will be on continuous improvement. The System will consist of Partners administering separately funded programs as a set of integrated streamlined services to customers (employers and job seekers)

### **III. Other Characteristics of the One Stop Delivery System**

1. It will focus equally on both customers, job seekers and employers.
2. Partners will use the established common identifier established in WIOA.
3. Partners will make their programs and services available through the one stop delivery System.
4. Partners will use a portion of the funds made available to them to work collaboratively with the Board to establish and maintain the System including the One stop infrastructure (reasonable cost allocation based on the proportion of relative benefit).
5. Partner services will be available electronically to the extent possible in addition to their availability at comprehensive, affiliated and network sites.
6. Partners will utilize a centralized referral system to provide customers access to the programs or activities of the System.
7. Partners will operate their programs as part of the System, consistent with the terms of their MOU.
8. Partners will participate in the development of strategies to support the use of career lattices/pathways for the purpose of providing individuals, including low skilled adults, youth, and individuals with barriers to employment (including individuals with disabilities), with workforce investment activities, education, and supportive services to enter or retain employment.
9. Partners will participate in the development of strategies for technological improvements to facilitate access to, and improve the quality of, services and activities provided through the one-stop delivery system.
10. Partners will participate in the development and review of statewide policies affecting the coordinated provision of services through the State's one-stop delivery system.
11. Partners will provide the Board updates to programs, performance, or other notable items upon request for the purpose of enabling the Board to coordinate services, align policy, or obtain a best practice for the betterment of the system.

### **IV. Delaware's JobLink Partner Programs and Activities**

1. The Delaware Department of Labor, Division of Employment and Training
  - Workforce Innovation and Opportunity Act Statewide Activities
  - Workforce Innovation and Opportunity Act Youth
  - Workforce Innovation and Opportunity Act Adults & Dislocated Workers
  - Workforce Innovation and Opportunity Act Wagner-Peyser Act
  - Trade Act
  - Workforce Innovation and Opportunity Act National Dislocated Worker Grant
  - Local Veterans Employment Representative
  - Disabled Veterans Outreach Program

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- Ticket to Work Program administered by the Social Security Administration established under sec. 1148 of Social Security Act (42 U.S.C 1320b-19)
2. Delaware Department of Labor, Division of Vocational Rehabilitation
    - Title I of the Vocational Rehabilitation Act
    - The Client Assistance Program (CAP) authorized under sec. 112 of the Rehabilitation Act of 1973 (29 U.S.C 732)
  3. Delaware Department of Health and Social Services, Division for the Visually Impaired
    - Title I of the Vocational Rehabilitation Act
    - The Client Assistance Program (CAP) authorized under sec. 112 of the Rehabilitation Act of 1973 (29 U.S.C 732)
  4. Delaware Department of Education
    - Adult Education and Literacy Activities authorized under Title II
    - Post Secondary Vocational Education Activities Authorized under the Carl D. Perkins Vocational and Applied Technology Act (20 USC 3201)
  5. Delaware Department of Labor, Division of Unemployment Insurance
    - Programs Authorized under State Unemployment Compensation Laws (In accordance With Federal Law)
  6. Delaware Department of Health and Social Services, Division of Social Services
    - Temporary Assistance for Needy Families (TANF) authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 *et seq*)
    - Supplemental Nutrition Assistance Program (SNAP) employment and training programs, authorized under secs. 6(d)(4) and 6(o) of the Food and Nutrition Act of 2008 (7 U.S.C 732)
  7. Delaware Department of Health and Social Services, Division of State Service Centers
    - Employment and Training Activities Carried out under the Community Services Block Grant (42 USC 9901)
  8. Delaware Department of Health and Social Services, Division of Aging Adults with Physical Disabilities
    - Senior Community Service Employment Activities Authorized under title V of the Older Americans Act of 1965 (42 USC 3056)
  9. The Delaware State Housing Authority
    - Employment and Training Activities carried out by the Department of Housing and Urban Development
  10. Wilmington Job Corps Center
    - Job Corps (Title I Subtitle C WIOA)
  11. Criminal Justice Council
    - Programs authorized under sec. 212 of the Second Chance Act of 2007 (42 U.S.C 17532)
  12. Delaware Department of Health and Social Services, Office of Financial Empowerment
    - Stand by Me

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13. Delaware Department of State, Division of Libraries

- Local Library Systems

14. Delaware Economic Development Office

### V. Memorandum of Understanding Provisions

The Delaware Department of Labor, Division of Employment and Training, has been designated to be the Delaware JobLink Operator (Operator). In that role, DOL/DET is responsible for coordinating the service delivery of all Partners within the System and convening the Partners to ensure continuous communication and improvement of service delivery.

DOL/DET is also a primary provider of services in the comprehensive Centers, operating most Title I (Youth, Adult and Dislocated Worker and some National) and Title III (Wagner Peyser) programs. Currently, there are four comprehensive Centers strategically located throughout the State. Each county has at least one comprehensive Center where customers can access the applicable career and training services provided by the Partners. Partner services will be provided directly through a network of comprehensive, affiliate and Partner sites. In addition to the comprehensive, affiliated and Partner sites, job seekers and employers can access services electronically at any time at <https://joblink.delaware.gov> (DJL). At a minimum, the electronic site (DJL) will provide information about and a schedule of available career services of the one-stop partners.

The Operator manages the DJL internet system. In addition to being the electronic comprehensive Center where clients access career services, it will be used to track career and training services provided to customers, gather common performance measure data and link employers and job seekers. At a minimum, all Partners will utilize the registration and job matching function of JobLink for work ready customers unless otherwise specifically stated in this MOU. A customer is determined job ready by the partner based on the goals of the partner program. DOL/DET will provide access to information and training on the appropriate DJL functions. All Partner staff, supervisors, and administrators will adhere to all Federal, and State confidentiality rules. Partners choosing to connect to the data system will be responsible for costs relating to purchasing and maintaining equipment and collecting data. Any costs incurred due to Partners requesting additional development of the client tracking system, will be borne by the requesting Partner(s).

Partners will be responsible for providing the applicable career services that are authorized to be provided under each partner's program. Career services are listed in 134 (c)(2) of WIOA. It is expected that all Partner staff will be knowledgeable about all services provided in the System. Partners will be responsible for providing technical assistance and training to other Partner staff. DOL/DET will develop and provide training on the referral process related to the operation of the system.

Partners will retain the responsibility for eligibility determination for their respective services whether co-located or connected through another method. Costs for career and training services for customers who are determined to be best served by and eligible for a Partner's services or programs will be borne by the Partner that is authorized to deliver the service and for which they are funded. If eligible, customers may receive non-duplicated services from multiple Partners.

Information about Partners' programs and services will be available to customers and staff electronically on DJL (<https://joblink.delaware.gov>) and on the Board website (<http://wib.delawareworks.com/>). Every Partner will be responsible for providing up-to-date information and a schedule about their programs and services to the Operator for posting, except when the Operator and the Partner mutually agree to link to another website. The Operator will provide Workforce Information (economic, wage, unemployment and employment statistics) through the DJL website.

## **VI. DOL/DET Specific Responsibilities**

DOL/DET will:

1. Provide an accessible electronic system (DJL) that will enable employers and jobseekers to make informed employment and training choices leading to employment. DJL is the state's labor exchange system which enables customers to register for career services, create and post resumes, create and post job orders, conduct job search and candidate search, access to labor market and training information. DJL also enables job matches (automated) and job referrals (staff facilitated).
2. Provide a central electronic location for Partner program information and schedule of services, if applicable.
3. Provide a central referral mechanism between Partner programs.
4. Assist Partner Programs with reporting on all common performance measures specified in the final Delaware Combined Plan/WIOA Law, Regulations, and guidance.
5. Make available all career service products developed. This includes providing training on products to Partner programs to enable Partner program staff to deliver DOL/DET products in a consistent manner.
6. Convene one stop Partners on a regular basis for the purpose of evolving the System.
7. Provide Career and Training services described in WIOA Sec. 134 (c)(2)-(3).
8. Work collaboratively with Partner on the Work Opportunity Tax Credit (WOTC) program to ensure Partner's customers are maximizing tax credits under the WOTC program.

## **VII. Partner Specific Responsibilities**

Division for the Visually Impaired will:

1. Provide access to its program or activities through the one stop delivery system through the agreed upon referral mechanism between all partner programs.
2. Provide information and schedule of services to DET to enable referral mechanism to refer to services and for public to learn about services.
3. Register clients in Delaware JobLink when clients are job ready.
4. Attend scheduled partner and Board meeting and activities.
5. Provide information and best practices as requested by the Board. The goal is to position the Board to make informed employment and training decisions in order to align and coordinate employment and training activities, when appropriate, for the State's workforce system.
6. Work collaboratively with the Board to establish and maintain the one stop delivery system including one stop infrastructure.



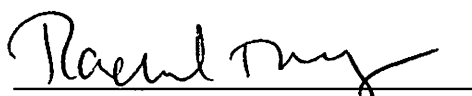
7. Provide consultation on accessibility and assistive technology.
8. Provide one on one case management and career services to those who qualify to enable success in employment.
9. Enter job openings in Delaware JobLink when unable to fill position.
10. Provide training and supportive service funds for eligible clients to supplement WIOA funds when client is in need of additional support.
11. Work jointly to provide services that mutually benefit clients.
12. Work collaboratively and provide necessary information and/or documentation to DET and customers (clients and employers) to ensure customers are maximizing tax credits under the Work Opportunity Tax Credit (WOTC) program.

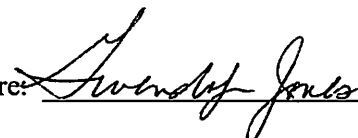
**VIII. MOU TERM, MODIFICATION, AND TERMINATION**

The term of this MOU shall begin on 7/1/2015 and end on 6/30/2017. If it is mutually agreed upon and in writing, the end date may be extended a maximum of one year after the original end date. This MOU will remain in full force and effect unless either party desires to amend the content in writing. The MOU shall not be modified or changed without the expressed written consent of the parties. Any and all modifications must be made in writing and must be agreed to and executed by the parties before becoming effective. Either party may terminate the MOU at any time with written notice. In no instance shall any effective date of termination commence without at least ten (10) days of notice from the date of actual receipt of such notice. Such notification shall state the effective date of termination and include any final performance and/or payment invoicing.

**IX. SIGNATURES**

**STATE OF DELAWARE  
WORKFORCE DEVELOPMENT BOARD**

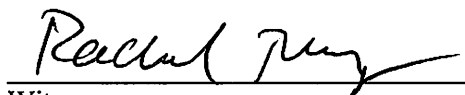
  
Witness


Signature: 

Name: Gwendolyn Jones

Title: Director, DE Workforce Development Board

**DEPARTMENT OF LABOR  
DIVISION OF EMPLOYMENT AND TRAINING**

  
Witness


Signature: 

Name: Stacey Laing

Title: Director, Division of Employment and Training

**DEPARTMENT OF HEALTH AND SOCIAL SERVICES  
DIVISION FOR THE VISUALLY IMPAIRED**

Ava Briggs  
Witness

Signature: 

Name: Daniel Madrid

Title: Director, Division for the Visually Impaired