

## MOU/RSA Policy Narrative

One of the key provisions of the Workforce Innovation and Opportunity Act (WIOA) is the formulation of a Memorandum of Understanding (MOU) and Resource Sharing Agreement (RSA). These documents serve as a roadmap for a Local Area regarding how it will deliver services, refer customers, and share in common operating and infrastructure costs.

In Maryland, previous MOUs have been extended by agreement of the partners until December 31, 2016. By that time, all of Maryland's twelve (12) Local Areas must form WIOA compliant MOUs and RSAs. The Policy, which will be placed on the Governor's Workforce Development Board's September meeting, provides guidance to the State's Local Areas in forming this important document.

The policy has been the product of months of work between the Governor's Workforce Development Board and the State's workforce agencies (Department of Labor, Licensing and Regulation, the Department of Human Resources, and Maryland Department of Education's Division of Rehabilitation Services). Given the importance of this policy, and to promote a systems approach to our State's workforce system, the agencies are requesting that GWDB approve the policy at its September meeting.

### Key Provisions –

- The MOU and RSA for the Local Area will be one umbrella agreement that promotes transparency and collaboration between the partners who make up a local workforce system.
- The MOU must be reviewed by the partners in a Local Area every two years. This will ensure that the MOU complements the Local Workforce Plan developed and revised by the Local Workforce Board.
- It requires the partners in a Local Area to contribute to the infrastructure costs of Maryland's American Job Centers.
- Provides a mechanism to resolve disputes between partners.

### Dispute Resolution –

As the Governor's advisory board for the State's workforce system, the GWDB plays a key role in resolving disputes between partners in a Local Area, should the need arise. In the event that negotiations between partners break down at a local level, the State is compelled to offer assistance to the Local Workforce Board in resolving disputes. The policy outlines a two step process for dispute resolution:

*Step 1 – Dispute Resolution* – Should an issue arise out of the development and negotiation of the MOU that cannot be resolved by the partners, the GWDB Executive Director and the Assistant Secretary of the Division of Workforce Development and Adult Learning will jointly attempt to resolve the issue.

*Step 2 – Impasse* – Should the issue remain unresolved, impasse is declared. In that event, the GWDB Executive Director will notify the GWDB Chair that an impasse has been declared. The GWDB Chair will select three GWDB members to serve as an Impasse Review Team. The team will gather information and provide a recommended solution. Should that not resolve the conflict, then the Governor will be notified of the impasse by the GWDB Chair, and the Governor will resolve the impasse.