

# Memorandum of Understanding

## Southwest Missouri Workforce Development Area

### One-Stop Job Center System Partnerships

Partner/Stakeholder Parties to the MOU	Referred to as
Crowder College	CC
Workforce Investment Board of the Southwest Region, Inc.	WDB
Cherry Warren, WIOA Chief Elected Official	CEO

#### Section 1 Introduction

This Memorandum of Understanding (MOU) establishes the spirit of cooperation and collaboration in the Southwest Missouri Workforce Development Area, per the Workforce Innovation Opportunity Act (WIOA). For maximum flexibility and efficiency, the MOU is a collection of individually signed and customized agreements with the one-stop system partners. Each MOU describes how they will use their various funding streams and resources to serve their mutual customers, both jobseekers and employers, through an integrated system of service delivery. In addition to the comprehensive site at the Joplin Missouri Job Center, affiliate job centers at Monett and Neosho, along with affiliated satellite sites of the partners. The parties to the MOU understand that the development and implementation of these sites will require mutual trust and teamwork between the partnering agencies.

#### Section 2 Strategic Vision

The mission of the WDB is to prepare businesses and the workforce for economic prosperity and global competitiveness. This mission is achieved through the categories of talent development, business development, and regional development. To fully seize the opportunities provided in WIOA, the WDB convened two important stakeholder groups, the Regional Workforce Partners and the Regional Business Services Roundtable. The stakeholder groups share the priorities of expanding the reach of services to more customers in a manner that increases volume and skill outcomes while lowering cost and other barriers to participation.

The purpose of the Missouri Job Centers is to advance the economic well-being of the local workforce development area by developing and maintaining a quality workforce. The centers shall serve as focal points for local and regional workforce-innovation initiatives. Achieving this will require delivering high-quality and integrated workforce innovation, education, and economic-development services for jobseekers, incumbent workers, and employers.

### Section 3 Services to be Provided

The partners of the Southwest Missouri Workforce Development Area collectively provide the services listed below. CC agrees to assist in delivery of those services marked with an asterisk (\*).

Apprenticeships	Labor Exchange (Job Matching)
Availability of Supportive Services/Assistance	Leadership Development
Career Planning	Mental Health Assistance/Counseling
Classroom Occupational Skills Training	Mentoring
Clothing	Needs Related Payments (Cash Assistance)
Comprehensive Assessment	On-the-Job Training
Cost Info of Training Providers	Orientation to Services
Credential Testing	Out of Area Job Search Assistance
Dental Assistance	Outreach
Digital Literacy	Paid Work Experience
Dropout Prevention	Performance of Training Providers *
Eligibility Determination	Post-Secondary Prep/Transition *
English Language Acquisition	Referrals and Coordination
Entrepreneurial Training	Relocation Assistance
Ex-Offender/Re-Entry Transition	Short-Term Pre-Vocational Services *
Financial Literacy	Study Skills Training
Follow-Up Counseling (post 12 months)	Substance Abuse Remediation
Food/Nutrition	Temporary Housing
Group Counseling	Transportation Assistance
Healthcare Assistance	Tutoring
Housing Assistance	Unpaid Work Experience
Individual Counseling	Utility Assistance
Individual Employment Plan	Veterans Transition
Info Applying for Financial Aid/Training	Virtual (Online) Occupational Skills Training
Info Filing Claims Unemployment	Workforce Preparation Activities
Initial Assessment	Workforce System Performance
Instruction High School Equivalency	Workforce/Labor Market Stats
Intake	WorkKeys/NCRC
Internships and Work Experience	Workshops (multiple days)
Others/Notes:	

## Employer/Business Services

Diagnostics/Troubleshooting	Growth (Expansion/Retention/Attraction)
Recruitment	Research
Retention (Employee)	Networking
Training	Other:

## Innovation Builders

Early Childhood program-childcare training, Employer engagement

### Section 4 Shared Funding of Infrastructure

Per the US Department of Labor Employment and Training Administration: *The specific requirements for the local funding agreements, which are related to how the shared and infrastructure costs of the one-stop service delivery system will be paid by the one-stop partners, need not be satisfied in the funding agreements for PY 2016. States and local areas may continue to negotiate local funding agreements as they have been doing under WIA for purposes of PY 2016. However, the local funding agreements must satisfy the requirements of section 121(h) of WIOA for purposes of funding the one-stop system in PY 2017.* Source: (<https://www.doleta.gov/WIOA/FAQs.cfm>)

Formal cost sharing agreements will be in place on or before June 30, 2017 to identify the costs for each of the Job Centers in which the Division of Workforce Development (DWD), WIOA, and partner staff is located. Currently, Job Center costs associated with the integrated service delivery model are shared among the partners based on a ratio of DWD staff to WIOA staff. In addition, Job Center costs for other partners located in the Job Center are shared based on costs per square footage used and percentage of time the partner occupies that square footage in the Job Center. All formal infrastructure cost sharing agreements are negotiated and executed as a separate instrument for the relevant parties.

### Section 5 Shared Funding of Services

All Job Center costs will be allocated to the program receiving the benefit whenever possible. Any costs associated to the integrated service delivery model that cannot be directly charged will be allocated to the WIOA Adult/WIOA Dislocated Worker/Wagner-Peyser funding based on the proportionate share of customers accessing services in the Job Center. This data will be collected at the end of each calendar quarter and used to allocate costs for the remaining calendar quarter. All formal service cost sharing agreements are negotiated and executed as a separate instrument for the relevant parties.

### Partner Resources Targeted for Mutual Benefit

Training/Workshops/Employer awareness delivery instructions. Career Pathways/Stackable Credential/Credential Qualities. EOC at the Career Center 2 days a week

## **Section 6 Systematic Referral Process for Job Center Customers**

Referrals do not imply automatic eligibility; the result of the referral is dependent on eligibility determination by each partner based on their unique program guidelines and fund availability. The partners agree to conduct referral for services in the following manner, whenever possible:

1. All customers referred for services (via the One-Stop Partners) will receive a written referral with the name, address, and phone number of the Partner organization receiving the customer referral. A copy of the referral form will be given to the customer and to the referring organization (via fax or email). The statewide workforce management information system through DWD may facilitate this process virtually in the future. Other secure online collaboration systems may be deployed by the partners to improve efficiency and outcomes of the process.
2. The organization receiving the referral will make a good faith effort to contact the customer and schedule an appointment within 3 to 7 business days of date on the referral form.

## **Section 7 Human Resources Management**

Respect and trust of each other as partners serve mutual customers is expected. Further, we agree that management and staff engagement with customers will meet a high standard. In the event disagreements arise, the proper chain of command will be followed and staff member's employer of record will be called upon to help resolve issues. The formal Complaint and Grievance policy will be used if resolution is not reached.

All partners will agree to the confidentiality policy set forth by the Division of Workforce Development and the policy of the WDB. Authorized staff will receive training and sign the confidentiality statement. All correspondence sent by email and fax will adhere to the confidentiality statement as set forth in the DWD Issuance 01-2008, Change 2 (see [https://jobs.mo.gov/sites/jobs/files/workforce-development-system-confidentiality-information\\_dwd\\_issuance2008-01\\_c2\\_rev2011-09-15.pdf](https://jobs.mo.gov/sites/jobs/files/workforce-development-system-confidentiality-information_dwd_issuance2008-01_c2_rev2011-09-15.pdf)).

## **Section 8 One-Stop Delivery System Performance Criteria**

As part of the SectorReady framework for career pathways, credentials, and industry partnerships, the WDB's strategy matrix includes the following metrics for system stakeholders. The metrics are aligned to address specific economic challenges for the region, targeted activities, and available inputs/resources along with WIOA mandates.

### Short-Term Goals:

- Increase company retention/layoff aversion contacts
- Increase enrollments in credentialed occupational trainings
- Increase participant usage according to online analytics and Customer Satisfaction surveys
- Increase Career Pathway related enrollment services
- Increase incidence of workforce development service partnerships

### Long-Term Goals:

- Increase Entered Employment, Retention & Earnings for all enrollees and with a special focus on targeted populations affected by work-related barriers
- Report an increase of business investment in the Region
- Increase the number of credentialed candidates hired by employers
- Report a Return-On-Investment/Economic Impact of WIOA dollars (for the Region)
- Reduce the number of enrollees in Regional public assistance programs

While not always easily measurable, the partners agree to strive for high quality standards of service for customers, employees, and partners of the system.

1. All customers will receive prompt and courteous service from the staff.
2. All customers will receive the services designed to assist customers in achieving their educational and/or job placement goals.
3. All employees can expect to work in a safe and professional environment.
4. All employees can expect to receive the best tools to achieve the desired outcome for their customers.
5. All partners will deliver high-quality services.

## **Section 9 Governance of the One-Stop Delivery System**

The ultimate accountability and responsibility for the One-Stop System organizational processes, services, and accomplishments will rest with the Board, the One-Stop operator, and the Partners. The WDB serves seven counties in Southwest Missouri and collaborates with neighboring WDB's and economic development partners to assist in the portions of Southeast Kansas and Northeast Oklahoma that comprise the Joplin labor shed. The WDB is an appointed body representing business and industry along with core partners in the region.

Responsibilities of the WDB include, but are not limited to:

1. Develop and execute Memorandum of Understanding (MOU) with One-Stop Partners.
2. Direct the disbursement of funds for workforce development activities pursuant to the requirements of WIOA.
3. Develop the local plan including policies, standards and operational priorities for the local area; update the plan as required by Division of Workforce Development and Department of Labor.
4. Designate or certify the One-Stop Operator(s) and/or terminate a One-Stop Operator for cause, with the agreement of the CEOs.
5. Conduct oversight of the local One-Stop delivery system, including all Adult, Dislocated Worker and Youth activities, jointly or on behalf of the CEOs.
6. Recommend grants or contracts for program activities as appropriate.
7. Coordinate workforce investment activities with economic development strategies and other employer linkages.

The WIB approved a procurement framework for the One-Stop Operator to begin a new contract period of October 1, 2016. The framework timing seeks to maximize the known WIOA regulatory components. Once selected, the One-Stop Operator contract includes components of this MOU. The WDB will enact an official WIOA Plan Modification to reflect the adoption of the one-stop operator. Responsibilities of the One-Stop Operator include, but are not limited to:

1. Promote inclusion of partners and integration of services. Consistent with the principles of universal access, customer choice, increased accountability and strong private sector involvement, the One-Stop Operator Consortium will also advance quality improvement methods, customer satisfaction measures and staff development.
2. Examine the organizations' processes of developing strategic objectives, as well as creating action plans and related human resource plans to support system direction.
3. Examine how the system determines customer/market requirements; expectations and preferences.
4. Examine the performance management system and how the system analyzes performance data information.
5. Examine how the system enables job seekers to develop and utilize their full potential in alignment with the system's objectives.
6. Examine key aspects of process management, including customer-focused design of products and service delivery, as well as support, supplier and partnering processes involving all partners.
7. Examine the system's performance and improvement in business service areas – customer satisfaction, financial and marketplace performance, product and service performance, human resources results, supplier and partner results and operational performance.

WIOA establishes core (mandatory) partners in each workforce development region. Those core partners are joined by representatives of other service organizations in Southwest Missouri to provide the most comprehensive and integrated service possible. Responsibilities (to the extent allowed within individual program or agency policies) of the partners include:

1. Provide access to programs and services through the one-stop delivery system, including appropriate career services.
2. Support development and implementation of one-stop policies and processes and an integrated customer-centered service delivery design.
3. Share customers and infrastructure costs.
4. Connect grant funds to ensure customers receive the full benefit of services provided by each partner organization.
5. Engage employers and provide integrated business services.
6. Increase and integrate customer services.
7. Share performance data regarding shared customers.

Additional Responsibilities from CC:

Referrals, NCRC testing proctors

## **Section 10 Duration and Modification**


The parties agree that the terms of this MOU as a whole will take effect as of July 1, 2016 and will continue in effect until June 30, 2018 or such time as any party will modify, extend, or terminate this MOU. Amendments to the MOU may be made upon consensus of all parties at least 30 days prior to the effective date of the change. The terms of the cost sharing are negotiated under a separate agreement.


## **Section 11 Termination**

Any party to this agreement may cease participation in the agreement. Any party that intends to cease participation must notify the other parties to the agreement at least 30 days prior to the effective termination date.

## Section 12 Signatures

By signature hereto, the Southwest Region Workforce Development One-Stop Partners attest to participation in development of the plan and agree to abide by all terms and conditions of the MOU.

<b>Agency</b>	CC
<b>Name</b>	Edward Stephens
<b>Title</b>	VP of Technical Education
<b>Date</b>	4-29-16
<b>Signature</b>	

<b>Agency</b>	Workforce Investment Board of the Southwest Region, Inc.
<b>Name</b>	Jasen Jones
<b>Title</b>	Executive Director
<b>Date</b>	May 1, 2016
<b>Signature</b>	

<b>Agency</b>	Chief Elected Official, Southwest Missouri Workforce Area
<b>Name</b>	Cherry Warren
<b>Title</b>	Barry County Presiding Commissioner
<b>Date</b>	May 1, 2016
<b>Signature</b>	