ATTACHMENT 3. Memorandum of Understanding with IFA and Cost Sharing Budgets with All Partner Signatures

EASTERN JACKSON COUNTY WDB
WIOA PARTNER MOUs/IFA COST METHODOLOGY/INFRASTRUCTURE BUDGETS

EASTERN JACKSON COUNTY WORKFORCE DEVELOPMENT BOARD

NARRATIVE TO MOUs

SERVICES PROVIDED BY PARTNERS

- WIOA Adult Program (Title I) - Program services include job search and placement assistance; basic skills training to enhance reading and math skills; work readiness training; work experience, apprenticeships, internships and on-the-job training with employers; and tuition for classroom occupational skill training at a community college or vocational or technical school.

- WIOA Dislocated Worker Program (Title I) - Program services include job search and placement assistance; basic skills training to enhance reading and math skills; work readiness training; work experience, apprenticeships, internships and on-the-job training with employers; and tuition for classroom occupational skill training at a community college or vocational or technical school.

- WIOA Youth Program (Title I) – Program services include job search and placement assistance; basic skills training to enhance reading and math skills; work readiness training; work experience, apprenticeships, internships and on-the-job training with employers; counseling and guidance; alternative secondary school; summer employment opportunities; job shadowing; tutoring; leadership development; mentoring; and tuition for classroom occupational skill training at a community college or vocational or technical school.

    - There are 10 FTE WIOA staff on site.

- DHEWD Wagner-Peyser Labor-Exchange/Employment Services - The Wagner-Peyser Employment Service focuses on providing a variety of services including job search assistance, help getting a job referral, and placement assistance for job seekers. Additionally, re-employment services are available for unemployment insurance claimants, as well as recruitment services to employers with job openings. Services are delivered in one of three modes including self-service, facilitated self-help services and staff assisted service delivery approaches

- DHEWD Trade Adjustment Assistance – Program services include assistance for classroom training, on-the-job training, registered apprentice training; job search allowance; relocation allowance, trade readjustment allowance (income support similar to unemployment insurance); reemployment trade adjustment assistance (wage –subsidy programs for workers age 50 and over)

- DHEWD Jobs for Veterans State Grants – Program services include career assessment and counseling, assistance with résumés, cover letters, and interviewing skills, Job placement assistance, job search workshops, labor market information, computers with

internet access, computer program assistance, online job application assistance, referrals to jobs, supportive services, and training resources and assistive technology hardware and software for special needs

  - There are 9 FTE DHEWD staff on site.

- Vocational Rehabilitation (VR) - Working in Partnership with the Missouri Division of Vocational Rehabilitation to provide services to youth and adults with unique needs providing sector focused training in demand driven occupations. There are 2 staff working 3 hours each per week.

- The Senior Community Service Program – Program services include outreach, recruitment, case management, access to community resources and the provision of support services. Participants are referred to the Job Center.

- State Unemployment Compensation Law Activities – Through our partnership with the Missouri Department of Labor and Industrial Relations (DOLIR), unemployed claimants are assessed and referred to services that will help them become employed. There are two direct phone lines on site.

- Job Corps (WIOA Title I) – This partnership provides youth services and residential services for economically disadvantaged 16-24 year olds. Program services include education, training and employment assistance, and transitional supportive services. Participants are referred to the Job Center.

- YouthBuild (WIOA Title I) – Program services include work readiness training; internships; HiSET classes and occupational skills training; and job search and placement assistance. Participants are referred to the Job Center.

- WIOA 167 Migrant and Seasonal Farmworker Programs – We partner with UMOS will provide teleconference presentations and assistance with preliminary eligibility determination at all times for any farmworkers identified. Participants are referred to the Job Center.

- Adult Education and Literacy (AEL) (Title II) – We partner with the Independence School District as the AEL provider assisting participants with obtaining the HiSet and non-diploma options for out of school youth. There is 1 FTE staff on site.

- Perkins Career and Technical Education – This partnership with the Metropolitan Community College provides opportunities for securing credentialing and soft skills training at the secondary level for participants. Participants are referred to the Job Center.

- Temporary Assistance for Needy Families (TANF) – We partner with the Local Investment Commission (LINC) to provide employment and training services to individuals who receive Temporary Assistance from the state of Missouri with the goal

of helping the client to become self-sufficient and no longer dependent upon public assistance. .This is a referral based program. TANF recipients are referred from the Local Investment Commission (LINC) to EJAC to provide employment and training services to those clients deemed work ready.

- Community Services Block Grant - We partner with the Community Acton Agency of Greater Kansas City who provides assistance with rent, utilities, food, toiletries, and financial assistance for training and employment services. Participants are referred to the Job Center.

- Rehabilitation Services for the Blind - This partnership provides accommodations for those individuals who are in need of such services and connect then with staff who can assist with the accommodations. Participants are referred to the Job Center.

- US Depart of Housing and Urban Development Employment and Training Activities – Program services include training, employment and supportive services to public housing and other neighborhood residents. Participants are referred to the Job Center.

INFORMATION SHARING/NEGOTIATION PROCESS

All negotiations were conducted with partners either via email or phone communication. We initially drafted the MOU and the negotiations occurred from that initial MOU draft. Once negotiations were agreed upon, the final MOU was signed by the partner.

For Partners who are co-located in a Missouri Job Center, the cost allocation was based on physical presence of FTE head count and/or physical presence of technology.

For Partners who are not co-located in a Missouri Job Center, the cost allocation was based on a conversion of the number of participants served to a full-time equivalent of .05. The .05 FTE was created as part of a step up scale. For example, if a partner refers 26 to 75 participants, there cost allocation will be the equivalent of a .05 FTE. If the partner refers 76 to 125 participants, the step up is to .10 FTE. All Partners will be required to report to the Eastern Jackson County Workforce Development Board the number of participants they referred to the Eastern Jackson County Workforce Development Board to receive services. The reports are due monthly by the 10th of each month and must be emailed to reports@feckc.org. The host Job Center will provide the number of participants served based on its internal tracking system. A reconciliation will be completed monthly comparing the numbers reported by the non co-located partner and the host Job Center to allocate the cost.

EASTERN JACKSON COUNTY WDB
WIOA PARTNER MOUs/IFA COST METHODOLOGY/INFRASTRUCTURE BUDGETS

WIOA Adult Program (Title I)

WIOA Dislocated Worker Program (Title I)
WIOA Youth Program (Title I)

Wagner-Peyser Labor-Exchange/Employment Services

Trade Adjustment Assistance

Jobs for Veterans State Grants

Vocational Rehabilitation (VR)

The Senior Community Service Program

State Unemployment Compensation Law Activities

Job Corps (WIOA Title I)

YouthBuild (WIOA Title I)

WIOA Indian and Native American (INA) Programs

WIOA 167 Migrant and Seasonal Farmworker Programs

Adult Education and Literacy (AEL) (Title II)

Perkins Career and Technical Education

Temporary Assistance for Needy Families (TANF)/Community Services Block Grant/SNAP
Employment and Training/Rehabilitation Services for the Blind

US Depart of Housing and Urban Development Employment and
Training Activities

Reintegration Programs for Eligible Offenders

WIOA Adult Program (Title I)

WIOA Dislocated Worker Program (Title I)

WIOA Youth Program (Title I)

Local Workforce Development Board Memorandum of Understanding

EASTERN JACKSON COUNTY
ONE-STOP DELIVERY SYSTEM FOR JACKSON COUNTY EXCLUSIVE OF THE CITY OF KANSAS CITY, MISSOURI
Workforce Innovation and Opportunity Act (WIOA)
ADULT PROGRAM TITLE I
ADMINISTERED BY FULL EMPLOYMENT COUNCIL
Agreement to Coordinate with One-Stop Delivery System Partners

I. Introduction

This Memorandum of Understanding (MOU) establishes the spirit of cooperation and collaboration by the Eastern Jackson County Workforce Development Board ("Local WDB"), and the One-Stop Delivery System signatory partner ("the Partners") hereafter referred to as **WIOA Adult Program Title I administered by the Full Employment Council**. This MOU describes funding stream and strategy the **WIOA Adult Program Title I administered by the Full Employment Council** agency will use to the mutual customers of job seekers and employers, through an integrated system of service delivery operated at one comprehensive site, called Missouri Job Center, and one affiliated site.

The comprehensive site is located at the following for Eastern Jackson County
Eastern County Jackson Region -15301 East 23rd Street, Independence, Missouri 64055

The affiliated site is located at the following for Eastern Jackson County
Independence Annex/Young Adult - Career Connections Center, 1524 E. 23rd Street, Suite C, Independence, MO 64055

We understand that the development and implementation of these sites will require mutual trust and teamwork between the partnering agencies. We further understand that our joint team objective for the region is to:

(1) Provide job seekers up to date labor market information about where the jobs, careers, and the sectors they comprise are available in the Eastern Jackson County area;

(2) Be aware of the training programs that prepare job seekers for these careers and refer job seeking customers to those training courses that have positive results in course completion, certification attainment , and job placement into the appropriate career sector;

(3) Career center staff will provide appropriate career counseling and customer follow-up to facilitate course completion, certification where appropriate, and job retention;

(4) Facilitate classroom training for in-demand occupations leading to career path ways in the Greater Kansas City region;

(5) Maintain an up to date support service network to insure that job seeking clientele have appropriate information and or support in areas which include but are not limited transportation, childcare, emergency assistance, etc.

(6) Facilitate On-the-Job Training, where employers train persons on the job to aid career pathways through work-base learning;

(7) Promote apprenticeship models to individuals that combine work-base learning and classroom training, resulting in careers with credentials/classifications.

For employers we will provide services:

(1) Focus upon the single point of contact to the maximum extent possible to increase customer service and enhance program offerings;

(2) Refer clients that meet the minimum job requirements of the positions provided the public workforce system;

(3) Utilize training that uses Work based learning and or classroom instruction as appropriate;

(4) Incorporate into training curricula and program offerings increased emphasis on the socio-emotional, communication, and team-based work competencies critical to competitive work places in a global economy;

(5) Interact with business associations, chambers of commerce, and economic development organizations to acquire real time workforce intelligence regarding entry-level, intermediate and advance skill requirements for regional workforce needs.

The Partner agency and other core partners recognize the consistency of team effort that will be required to meet these dual customer objectives:

WIOA-required One-Stop Partners, as indicated below:

1. WIOA Adult Program (Title I)
2. WIOA Dislocated Worker Program (Title I)
3. WIOA Youth Program (Title I)
4. Job Corps (WIOA Title I)
5. YouthBuild (WIOA Title I)
6. WIOA Indian and Native American (INA)programs
7. WIOA Migrant and Seasonal Farmworker Programs - Migrant Farm Worker employment and training activities
8. Wagner-Peyser labor-exchange/employment programs services
9. Adult Education and Literacy (AEL) (Title II) activities
10. Vocational Rehabilitation (VR)
11. The Senior Community Service Program and employment activities
12. Perkins Career and Technical Education and Post-secondary Vocational Education activities
13. Trade Adjustment Assistance
14. Jobs for Veterans State Grants and Veterans employment and training activities
15. Community Services Block Grant employment and training Activities
16. U.S. Dept. of Housing and Urban Development employment and training activities.

17. Missouri Division of Employment Security programs, authorized under State Unemployment Compensation Law activities
18. Reintegration programs for eligible offenders, Second Chance offender workforce-reentry programs
19. Temporary Assistance for Needy Families (TANF) and Division of Social Services Programs

II. Strategic Vision

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 summarized as follows:

- Partnerships and Program Alignment – One-Stop System and Centers; Services and Customers
- System, Program and Services Access
- Skills and Credentials and Employment
- Career Pathways to Pump Talent Pipelines
- Employer Engagement and Business Services

III. Services to be Provided

The following section details the services that the partners will deliver through the One-Stop System, the agencies responsible for delivering those services, and the revenue sources those agencies will use to fund the services.

Eastern Jackson County One-Stop System

1. **Service Delivery Customer Flow for Adult and Dislocated Workers.**
Local program integration of Adult Career Services of the Next Generation Missouri Career Centers integrated service delivery, integrated customer flow will include three major functions: **(a) Welcome and Assessment, (b) Skill Development**, and **(c) Employment.** These functions will provide career services (basic and individualized), workforce and labor market information, and access to training services. Each function will be led by the following teams:

   a) **Welcome and Assessment** function is led by the *Welcome Team* executing the following services:
      - Greet and direct customers
      - Provide the initial service triage
      - Provide the initial skills assessment
      - Recommend a service pathway
      - Collect initial registration data
      - Connect customers with the Skills Development Team, Jobs Team, and initial service delivery

b) **Skill Development** function is led by the *Skills Development Team* executing the following services:

- Provide additional assessment of customer needs and support requirements
- Facilitate career and job-search planning
- Deliver and/or connect customers to skill building services covering work readiness skills, basic skills, computer literacy skills, occupational skills and job search skills
- Oversee and facilitate self-service delivery
- Assist customers in development of job-search skills and tools

c) **Employment** function is led by the *Jobs Team* executing the following services:

- Provide services to job-ready participants
- Job search information, plans, support and advice
- Job matching
- Assessment of job search activities
- Labor market information
- Referrals and hiring process support

(i) Local program integration includes, but not limited to the provisions of the following career services:

- Eligibility determination for Subtitle B of Title I of the WIOA;
- Outreach, intake (which may include worker profiling) and orientation to the information and other services available through the One-Stop Delivery System;
- Initial assessment of skill levels, aptitudes, abilities and supportive service needs;
- Job search and placement assistance and, where appropriate, career counseling;
- Provision of employment statistics information, including information relating to local, regional and national labor market areas including job vacancy listings in such labor market areas; information on job skills necessary to obtain the listed jobs; and information relating to local occupations in demand and the earnings and skill requirements for such occupations;
- Provision of program performance, information and program cost information on eligible providers of training services, eligible providers of youth activities, providers of adult education, providers of post-secondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Act and providers of vocational rehabilitation program activities;
- Provision of information on how the local area is performing on local performance measures and any additional performance information with respect to the One-Stop Delivery System in the local area;
- Provision of information relating to the availability of supportive services, including, at a minimum, child care, transportation available in local areas and referral to such services as appropriate;
- Provision of information regarding filing claims for unemployment compensation;
- Assistance in establishing eligibility for welfare to work activities and programs of financial aid assistance for training and education;
- Follow-up services, including counseling regarding the workplace for participants in workforce development activities, authorized by WIOA, who are placed in unsubsidized employment for not less than 12 months after the first day of employment, as appropriate.
- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, including diagnostic testing and the use of other assessment tools and in-depth interviewing and evaluation to identify employment barriers and appropriate goals;

- Development of an Individual Employment Plan (IEP) to identify employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve those employment goals;
- Group counseling;
- Individual counseling and career planning;
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills and professional conduct to prepare individuals to unsubsidized employment or training;
- Out-of-area job search expenses;
- Relocation expenses;
- Internships;
- Work experience

(ii) **Training Services.** Next Generation Missouri Career Centers integrated service delivery Training Services in jobs in targeted industries, based on informed decisions using Labor Market Information and other workforce intelligence, that are high-skilled, high wage jobs focus on specific occupations, industries, and types of training, include:

- Apprenticeship training models that integrate classwork training with work-base learning resulting in a credential, and/or work-specific certification/classification;
- Occupational skills training, including training for non-traditional employment;
- On-the-Job Training;
- Programs that combine workplace training with related instruction which may include cooperative education programs;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Job readiness training;
- Digital literacy to job seekers is increasingly a prerequisite for career advancement and training programs
- Adult education and literacy activities provided in combination with any of the examples cited above;
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of training;
- Maintain performance data on graduation and/or credentialing rates, and/or job placement of specific core courses of curriculum offerings.

Targeted Occupations:

- Healthcare Technology
- Warehouse Logistics
- Transportation
- Business Services
- Construction
- Information Technology
- Advanced Manufacturing

This system will be utilize at the comprehensive sites and in some cases as negotiated with partner agencies, some affiliates sites will include but not limited to the following:

1. Program staff will be physically present at the Center.
2. Cross-train partner program staff at the One-Stop Center will appropriately be trained to provide

information to customers about the programs, services, and activities available through partner programs.

3. Provide direct linkage through technology to program staff that can provide meaningful information on services.

2. Youth Program Services

Workforce Innovation Opportunity Act (WIOA) funded programs for Out-of-School Youth (OSY) and In-School Youth (ISY); targeting young people that face at least one barrier to employment. Because many of the young people served face an identified barrier, such as homelessness or young adult- parenting thus allows 75% of all youth programming to be expended on youth between 16 -24 years of age targeting drop-outs, homeless and young parenting.

Youth program services will be procured and will be presented through the in-take eligibility, and career service provided by the Workforce Development Board and service provider with training, mentoring, and other youth activities provided through core service providers and/or core partners.

14 Required Program Elements

The youth program system will address all 14 of the Required Elements based upon skills and needs of each youth enrolled.

1. Tutoring, study skills training, and evidence based dropout prevention strategies that lead to completion of a secondary school diploma or its recognized equivalent or for a recognized post-secondary credential. Tutoring is provided through group and individual instruction based on youth participant needs at every Youth at Work location.

2. Alternative secondary school offerings. All Youth at Work program sites have alternative secondary school offerings with a focus on credit retrieval, college credit, and GED preparation and completion.

3. Paid and unpaid work experiences, that have academic and occupational education as a component of the work experience, which may include:
   a. summer employment opportunities and other employment opportunities throughout the school year;
   b. pre-apprenticeship programs;
   c. internships and job shadowing; and
   d. on the job training opportunities;

4. Occupational skill training, which includes priority consideration for training programs that lead to recognized post-secondary credentials that are aligned with in demand industry sectors or occupations;

5. Education offered concurrently with and in the same context as workforce preparation activities and training for specific occupation or occupational cluster; WIOA youth programs offer many opportunities for youth to enroll in occupational skills training while receiving hands-on experience through partnerships with community and technical colleges.

6. Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors; These are offered at all WIOA Youth Career Center Sites, through a variety of approaches including workshops, teambuilding activities, service learning projects, and youth involvement in program planning.

7. Support services are provided at all program sites. Case managers assist youth with access to non-WIOA funded support services such as federal financial aid for tuition and linkages to community organizations. WIOA supportive services are used when other resources are not available for help with emergency costs such as food, transportation, and housing.

8. Adult mentoring for duration of at least twelve (12) months that may occur both during and after program participation.

9. Follow-up services for a minimum 12-month period after the completion of the program; Follow-up services are provided for at least one year after exit. Case managers maintain regular contact and assist youth with educational plans, job search needs and other issues. Supportive services are available to youth during this time.

10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as appropriate to the needs of the individual youth;

11. Financial literacy education; WIOA youth participants receive financial literacy education through One- Stop Center and partnerships with local banking institutions.

12. Entrepreneurial skills training - youth receive entrepreneurial skills through partnerships

13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and

14. Activities that help youth prepare for and transition to post-secondary education and training.

3. WIOA Employer Services

Business services offer the following to all businesses seeking help with hiring and meeting other workforce needs. Leading, organizing, and coordinating the following:

- Provide Job-driven needs and real-time business intelligence
- Assessing businesses needs
- Posting and distributing employer job listings
- Sourcing and screening candidates
- Industry-focused and personalized employer engagement events including job fairs, employer panels, recruiting events, and mock-interview sessions
- Development of internships, mentorships, and on-the-job training
- Rapid response assistance for business closures and layoffs
- Other services requested by business customers e.g. wage industry/economic trends,

- provide ongoing support and connection to resources for new-hire training, incumbent worker training,
- Provide labor market information so that businesses keep job postings
- Manage job orders by working with an employer throughout the entire hiring process to assist with competitive description development, sourcing, screening, and connecting employers to the talent pool
- Organize hiring events, provide tailored business services, coordinate rapid response activities, and match employers to qualified workers.
- Manage the business services teams
- Organize and coordinate the delivery of services

Services to hiring employers, to include:

- Job orders and consultation, being responsive to new hiring practices,
- Implementing pre-referral standards (skills, screening),
- Customized recruitment services
- Input job orders in jobs.mo.gov system

4. **Performance Management/ Data Collection**

The workforce system shall publish results of training programs, job placement and job retention statistics, certifications and credentialing of job seekers, and placement of persons in targeted sector occupations.

5. **Continuous Improvement/ Staff Training and Development**

The system shall engage core partners and programmatic staff in cross-training, best-practice distribution, job shadowing, and customer feedback system from employer and job seeker to ensure a customer-friendly, results-oriented workforce system.

6. **Quality Assurance**

Utilizing a third party independent monitoring and evaluations system to ensure the development and execution of on-going quality assurance and verification program to verify performance, policy execution and superior workforce programs.

IV. Systematic Referral Process for Job Center Customers

We agree that the Partners will conduct referral for services in the following manner:

1. All customers referred for services will receive a written or electronic referral form with the date, time, and place of the appointment.
2. All referrals will be scheduled within five working days.
3. The individual making the referral will follow up within two working days of the scheduled referral date with the partner agency.

V. Human Resources Management

We agree that the Partners will develop commonly accepted expectations for customer service and engagement that are compliant with each individual entity's employee policies. Each Partner will incorporate those expectations into their own employee-performance system and agree to conduct periodic performance reviews in accordance with the requirements of their organization.

VI. One-Stop Delivery System Performance Criteria

We agree that the One-Stop Delivery System will strive to achieve these standards of quality service for its customers, employees, and Partners:

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 through the Missouri Job Centers.

VII. 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 Local WDB, the One-Stop operator, and the Partners.

The Local WDB's responsibilities will be:

1. Approve and execute a Memorandum of Understanding (MOU) between the One-Stop Partners that is mutually agreeable to all parties per statutory requirements.

2. Guide and Direct the disbursement of funds for workforce development activities pursuant to the requirements of the WIOA.
3. Facilitate 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. Procure and/or certify the One-Stop Operator(s) and/or terminate a One-Stop Operator for cause, with the agreement of the CLEOs.
5. Conduct oversight of the local One-Stop workforce system, including funding specified in the WIOA, for all Adult, Dislocated Worker and Youth activities
6. Approve grants or contracts for program activities as appropriate
7. Coordinate workforce development activities with economic development strategies and other employer linkages.
8. Facilitate the coordination of workforce activities.
9. Facilitate the engagement of employers and provide integrated business services.

10. Promote the Workforce system to businesses, community and stakeholders.
11. Facilitate 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.

12. Direct and coordinate the organizations' processes of developing strategic objectives, as well as creating action plans and related human resource plans to support system direction.
13. Organize and coordinate how the system determines customer/market requirements; expectations and preferences.
14. Develop and coordinate the performance management system and how the system analyzes performance data information.
15. Coordinate how the system enables job seekers to develop and utilize their full potential in alignment with the system's objectives.
16. Lead 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.
17. Lead, facilitate and coordinate 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.
18. Lead, facilitate and coordinate all employer engagement efforts that reinforce a single point-center approach to meet, to gather workforce intelligence and employer workforce needs.
19. Publish results of training programs and systems.
20. Compose and distribute external communications achievements systems enhance to community stakeholders and the public at large.

The One-Stop operator's responsibilities will be:

The One- Stop Operator responsibilities are carried out in consolidation and collaboration with the consortium of service providers and partners. The One-Stop Operator Consortium coordinates services within the Job Centers and across the One-Stop System, being the primary provider of services within the Job Center and coordinating service delivery in a multi-center area.

1. Conduct orientation of career center system.
2. Manage referral process to review in the Center
3. Conduct follow up on case by case basis as referred
4. Conduct outreach activities and referral of clients as approved

The One-Stop Partners' responsibilities will be:

1. Provide access to their programs and services through the One-Stop system (i.e., the local Job Center) either through in person sessions or via electronic/technical means at the Job Center or through the referral system delineated above.
2. Support the development and implementation of One-Stop policies and processes and integrated customer-centered service delivery design
3. Will provide their fair share of infrastructure costs as required by WIOA

4. Coordinate the delivery of services to individual job seekers with other system partners to reduce duplication of service while insure a complete range of service toward a successful career path and self-sufficiency
5. Coordinate employer contact and services to avoid duplicative employer contacts.
6. Share performance data regarding shared customers.
7. The partners shall meet to evaluate One-Stop integration and plan accordingly, on an as-needed basis.

VIII. Shared Funding of Infrastructure

The following table details the non-personnel costs associated with running the Comprehensive One-Stops named, and the allocation of those costs to the various One-Stop Partners

*See the attached Cost Sharing Financial budgets/terms Addendum.

Rent/Leasing of Facilities	Utilities	Maintenance	Equipment	Specialized Technologies

IX. Shared Funding of Services

The following table details program services and activities that will be mutually funded by the Partners and the revenue sources the Partners will use to fund those services and activities. Include Functional Leader costs.

*See attached financial budgets/terms.

Service	Service Description	Revenue Sources	Shared Costs (In-Kind, Cash, Total)	Agencies Sharing Costs

X. Duration and Modification

The parties agree that the terms of this MOU as a whole will take effect as of 07-01-2020 and will continue in effect until 06-30-2023 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 **shared funding of infrastructure costs** agreed to in section VIII will take effect as of 07-01-2020 and will continue in effect until 06-30-2023, or such time as any party will modify, extend, or terminate that subpart of this agreement.

XI. 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.

Memorandum of Understanding

Signature Page

By signing, each party affirms that this MOU accurately describes the negotiated roles, responsibilities, and costs.

Missouri Department of Higher Education & Workforce Development, Office of Workforce Development, WIOA partner for Title I Adult, WIOA Dislocated Worker ,WIOA Youth, and Title III Wagner-Peyser, Trade Assistance Act, and Jobs for Veterans State Grant.

_____ June 16, 2020

Dr. Mardy L. Leathers, Director, Workforce Development
Missouri Department of Higher Education & Workforce Development

Date

XIII. SIGNATURES

I. SIGNATURES

The Partners identified below have the authority to commit the Partner Agency they represent to the terms of this Memorandum of Understanding. The Partners agree to participate in Eastern Jackson County One-Stop Center System and to comply with the terms of this Memorandum of Understanding. The level of participation to which the Partners are committed is contingent on continued availability of resources. The benefits Partners expect to receive from this participation are equitable when compared with their contributions.

THE PARTNERS TO THIS AGREEMENT EVIDENCE THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURES BELOW.

Doug Goodwin Board Chair 2/20/20

Signature/ Title Date

Doug Goodwin, Chairperson of the
Eastern Jackson County Workforce Development Board

I. SIGNATURES

The Partners identified below have the authority to commit the Partner Agency they represent to the terms of this Memorandum of Understanding. The Partners agree to participate in the Eastern Jackson County One-Stop Center System and to comply with the terms of this Memorandum of Understanding. The level of participation to which the Partners are committed is contingent on continued availability of resources. The benefits Partners expect to receive from this participation are equitable when compared with their contributions.

THE PARTNERS TO THIS AGREEMENT EVIDENCE THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURES BELOW.

Signature/ Title

3-10-2020

Date

Clyde McQueen, Chief Executive Officer
The Full Employment Council, Inc
President/CEO
Managing Entity and Fiscal Agent
Eastern Jackson County Workforce Development Board

Local Workforce Development Board Memorandum of Understanding

EASTERN JACKSON COUNTY
ONE-STOP DELIVERY SYSTEM FOR JACKSON COUNTY EXCLUSIVE OF THE CITY OF KANSAS CITY, MISSOURI
Workforce Innovation and Opportunity Act (WIOA)
DISLOCATED WORKER PROGRAM TITLE I
ADMINISTERED BY THE FULL EMPLOYMENT COUNCIL
Agreement to Coordinate with One-Stop Delivery System Partners

I. Introduction

This Memorandum of Understanding (MOU) establishes the spirit of cooperation and collaboration by the Eastern Jackson County Workforce Development Board ("Local WDB"), and the One-Stop Delivery System signatory partner ("the Partners") hereafter referred to as **WIOA Dislocated Worker Program Title I administered by the Full Employment Council**. This MOU describes funding stream and strategy the **WIOA Dislocated Worker Title I administered by the Full Employment Council** agency will use to the mutual customers of job seekers and employers, through an integrated system of service delivery operated at one comprehensive site, called Missouri Job Center, and one affiliated site.

The comprehensive site is located at the following for Eastern Jackson County
Eastern County Jackson Region -15301 East 23rd Street, Independence, Missouri 64055

The affiliated site is located at the following for Eastern Jackson County
Independence Annex/Young Adult - Career Connections Center, 1524 E. 23rd Street, Suite C, Independence, MO 64055

We understand that the development and implementation of these sites will require mutual trust and teamwork between the partnering agencies. We further understand that our joint team objective for the region is to:

(1) Provide job seekers up to date labor market information about where the jobs, careers, and the sectors they comprise are available in the Eastern Jackson County area;

(2) Be aware of the training programs that prepare job seekers for these careers and refer job seeking customers to those training courses that have positive results in course completion, certification attainment , and job placement into the appropriate career sector;

(3) Career center staff will provide appropriate career counseling and customer follow-up to facilitate course completion, certification where appropriate, and job retention;

(4) Facilitate classroom training for in-demand occupations leading to career path ways in the Greater Kansas City region;

(5) Maintain an up to date support service network to insure that job seeking clientele have appropriate information and or support in areas which include but are not limited transportation, childcare, emergency assistance, etc.

(6) Facilitate On-the-Job Training, where employers train persons on the job to aid career pathways through work-base learning;

(7) Promote apprenticeship models to individuals that combine work-base learning and classroom training, resulting in careers with credentials/classifications.

For employers we will provide services:

(1) Focus upon the single point of contact to the maximum extent possible to increase customer service and enhance program offerings;

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(4) Incorporate into training curricula and program offerings increased emphasis on the socio-emotional, communication, and team-based work competencies critical to competitive work places in a global economy;

(5) Interact with business associations, chambers of commerce, and economic development organizations to acquire real time workforce intelligence regarding entry-level, intermediate and advance skill requirements for regional workforce needs.

The **WIOA Dislocated Worker Program Title I administered by the Full Employment Council** agency and other core partners recognize the consistency of team effort that will be required to meet these dual customer objectives:

WIOA-required One-Stop Partners, as indicated below:

1. WIOA Adult Program (Title I)
2. WIOA Dislocated Worker Program (Title I)
3. WIOA Youth Program (Title I)
4. Job Corps (WIOA Title I)
5. YouthBuild (WIOA Title I)
6. WIOA Indian and Native American (INA)programs
7. WIOA Migrant and Seasonal Farmworker Programs - Migrant Farm Worker employment and training activities
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17. Missouri Division of Employment Security programs, authorized under State Unemployment Compensation Law activities

18. Reintegration programs for eligible offenders, Second Chance offender workforce-reentry programs
19. Temporary Assistance for Needy Families (TANF) and Division of Social Services Programs

II. Strategic Vision

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 summarized as follows:

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- System, Program and Services Access
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- Employer Engagement and Business Services

III. Services to be Provided

The following section details the services that the partners will deliver through the One-Stop System, the agencies responsible for delivering those services, and the revenue sources those agencies will use to fund the services.

Eastern Jackson County One-Stop System

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Local program integration of Adult Career Services of the Next Generation Missouri Career Centers integrated service delivery, integrated customer flow will include three major functions: **(a) Welcome and Assessment**, **(b) Skill Development**, and **(c) Employment.** These functions will provide career services (basic and individualized), workforce and labor market information, and access to training services. Each function will be led by the following teams:

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- Collect initial registration data
- Connect customers with the Skills Development Team, Jobs Team, and initial service delivery

b) **Skill Development** function is led by the *Skills Development Team* executing the following services:
- Provide additional assessment of customer needs and support requirements

- Facilitate career and job-search planning
- Deliver and/or connect customers to skill building services covering work readiness skills, basic skills, computer literacy skills, occupational skills and job search skills
- Oversee and facilitate self-service delivery
- Assist customers in development of job-search skills and tools

c) **Employment** function is led by the *Jobs Team* executing the following services:
- Provide services to job-ready participants
- Job search information, plans, support and advice
- Job matching
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(i) Local program integration includes, but not limited to the provisions of the following career services:
- Eligibility determination for Subtitle B of Title I of the WIOA;
- Outreach, intake (which may include worker profiling) and orientation to the information and other services available through the One-Stop Delivery System;
- Initial assessment of skill levels, aptitudes, abilities and supportive service needs;
- Job search and placement assistance and, where appropriate, career counseling;
- Provision of employment statistics information, including information relating to local, regional and national labor market areas including job vacancy listings in such labor market areas; information on job skills necessary to obtain the listed jobs; and information relating to local occupations in demand and the earnings and skill requirements for such occupations;
- Provision of program performance, information and program cost information on eligible providers of training services, eligible providers of youth activities, providers of adult education, providers of post-secondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Act and providers of vocational rehabilitation program activities;
- Provision of information on how the local area is performing on local performance measures and any additional performance information with respect to the One-Stop Delivery System in the local area;
- Provision of information relating to the availability of supportive services, including, at a minimum, child care, transportation available in local areas and referral to such services as appropriate;
- Provision of information regarding filing claims for unemployment compensation;
- Assistance in establishing eligibility for welfare to work activities and programs of financial aid assistance for training and education;
- Follow-up services, including counseling regarding the workplace for participants in workforce development activities, authorized by WIOA, who are placed in unsubsidized employment for not less than 12 months after the first day of employment, as appropriate.
- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, including diagnostic testing and the use of other assessment tools and in-depth interviewing and evaluation to identify employment barriers and appropriate goals;
- Development of an Individual Employment Plan (IEP) to identify employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve those employment goals;
- Group counseling;

- Individual counseling and career planning;
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills and professional conduct to prepare individuals to unsubsidized employment or training;
- Out-of-area job search expenses;
- Relocation expenses;
- Internships;
- Work experience

(ii) **Training Services.** Next Generation Missouri Career Centers integrated service delivery Training Services in jobs in targeted industries, based on informed decisions using Labor Market Information and other workforce intelligence, that are high-skilled, high wage jobs focus on specific occupations, industries, and types of training, include:

- Apprenticeship training models that integrate classwork training with work-base learning resulting in a credential, and/or work-specific certification/classification;
- Occupational skills training, including training for non-traditional employment;
- On-the-Job Training;
- Programs that combine workplace training with related instruction which may include cooperative education programs;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Job readiness training;
- Digital literacy to job seekers is increasingly a prerequisite for career advancement and training programs
- Adult education and literacy activities provided in combination with any of the examples cited above;
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of training;
- Maintain performance data on graduation and/or credentialing rates, and/or job placement of specific core courses of curriculum offerings.

Targeted Occupations:

- Healthcare Technology
- Warehouse Logistics
- Transportation
- Business Services
- Construction
- Information Technology
- Advanced Manufacturing

This system will be utilize at the comprehensive sites and in some cases as negotiated with partner agencies, some affiliates sites will include but not limited to the following:

1. Program staff will be physically present at the Center.
2. Cross-train partner program staff at the One-Stop Center will appropriately be trained to provide information to customers about the programs, services, and activities available through partner programs.
3. Provide direct linkage through technology to program staff that can provide meaningful

information on services.

2. Youth Program Services

Workforce Innovation Opportunity Act (WIOA) funded programs for Out-of-School Youth (OSY) and In-School Youth (ISY); targeting young people that face at least one barrier to employment. Because many of the young people served face an identified barrier, such as homelessness or young adult- parenting thus allows 75% of all youth programming to be expended on youth between 16 -24 years of age targeting drop-outs, homeless and young parenting.

Youth program services will be procured and will be presented through the in-take eligibility, and career service provided by the Workforce Development Board and service provider with training, mentoring, and other youth activities provided through core service providers and/or core partners.

14 Required Program Elements

The youth program system will address all 14 of the Required Elements based upon skills, assessments, and needs of each youth enrolled.

1. Tutoring, study skills training, and evidence based dropout prevention strategies that lead to completion of a secondary school diploma or its recognized equivalent or for a recognized post-secondary credential. Tutoring is provided through group and individual instruction based on youth participant needs at every Youth at Work location.

2. Alternative secondary school offerings. All Youth at Work program sites have alternative secondary school offerings with a focus on credit retrieval, college credit, and GED preparation and completion.

3. Paid and unpaid work experiences, that have academic and occupational education as a component of the work experience, which may include:
   a. summer employment opportunities and other employment opportunities throughout the school year;
   b. pre-apprenticeship programs;
   c. internships and job shadowing; and
   d. on the job training opportunities;

4. Occupational skill training, which includes priority consideration for training programs that lead to recognized post-secondary credentials that are aligned with in demand industry sectors or occupations;

5. Education offered concurrently with and in the same context as workforce preparation activities and training for specific occupation or occupational cluster; WIOA youth programs offer many opportunities for youth to enroll in occupational skills training while receiving hands-on experience through partnerships with community and technical colleges.

6. Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors; These are offered at all WIOA Youth Career Center Sites, through a variety of approaches including workshops, teambuilding activities, service learning projects, and youth involvement in program planning.

7. Support services are provided at all program sites. Case managers assist youth with access to non-WIOA funded support services such as federal financial aid for tuition and linkages to community organizations. WIOA supportive services are used when other resources are not available for help with emergency costs such as food, transportation, and housing.

8. Adult mentoring for duration of at least twelve (12) months that may occur both during and after program participation.

9. Follow-up services for a minimum 12-month period after the completion of the program; Follow-up services are provided for at least one year after exit. Case managers maintain regular contact and assist youth with educational plans, job search needs and other issues. Supportive services are available to youth during this time.

10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as appropriate to the needs of the individual youth;

11. Financial literacy education; WIOA youth participants receive financial literacy education through One- Stop Center and partnerships with local banking institutions.

12. Entrepreneurial skills training - youth receive entrepreneurial skills through partnerships

13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and

14. Activities that help youth prepare for and transition to post-secondary education and training.

3. WIOA Employer Services

Business services offer the following to all businesses seeking help with hiring and meeting other workforce needs. Leading, organizing, and coordinating the following:

- Provide Job-driven needs and real-time business intelligence
- Assessing businesses needs
- Posting and distributing employer job listings
- Sourcing and screening candidates
- Industry-focused and personalized employer engagement events including job fairs, employer panels, recruiting events, and mock-interview sessions
- Development of internships, mentorships, and on-the-job training
- Rapid response assistance for business closures and layoffs
- Other services requested by business customers e.g. wage industry/economic trends,
- provide ongoing support and connection to resources for new-hire training, incumbent worker training,
- Provide labor market information so that businesses keep job postings

- Manage job orders by working with an employer throughout the entire hiring process to assist with competitive description development, sourcing, screening, and connecting employers to the talent pool
- Organize hiring events, provide tailored business services, coordinate rapid response activities, and match employers to qualified workers.
- Manage the business services teams
- Organize and coordinate the delivery of services

Services to hiring employers, to include:

- Job orders and consultation, being responsive to new hiring practices,
- Implementing pre-referral standards (skills, screening),
- Customized recruitment services
- Input job orders in jobs.mo.gov system

4. **Performance Management/ Data Collection**

The workforce system shall publish results of training programs, job placement and job retention statistics, certifications and credentialing of job seekers, and placement of persons in targeted sector occupations.

5. **Continuous Improvement/ Staff Training and Development**

The system shall engage core partners and programmatic staff in cross-training, best-practice distribution, job shadowing, and customer feedback system from employer and job seeker to ensure a customer-friendly, results-oriented workforce system.

6. **Quality Assurance**

Utilizing a third party independent monitoring and evaluations system to ensure the development and execution of on-going quality assurance and verification program to verify performance, policy execution and superior workforce programs.

IV. Systematic Referral Process for Job Center Customers

We agree that the Partners will conduct referral for services in the following manner:

1. All customers referred for services will receive a written or electronic referral form with the date, time, and place of the appointment.
2. All referrals will be scheduled within five working days.
3. The individual making the referral will follow up within two working days of the scheduled referral date with the partner agency.

V. Human Resources Management

We agree that the Partners will develop commonly accepted expectations for customer service and engagement that are compliant with each individual entity's employee policies. Each Partner will incorporate those expectations into their own employee-performance system and agree to conduct periodic performance reviews in accordance with the requirements of their organization.

VI. One-Stop Delivery System Performance Criteria

We agree that the One-Stop Delivery System will strive to achieve these standards of quality service for its customers, employees, and Partners:

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 through the Missouri Job Centers.

VII. 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 Local WDB, the One-Stop operator, and the Partners.

The Local WDB's responsibilities will be:

1. Approve and execute a Memorandum of Understanding (MOU) between the One-Stop Partners that is mutually agreeable to all parties per statutory requirements.
2. Guide and Direct the disbursement of funds for workforce development activities pursuant to the requirements of the WIOA.
3. Facilitate 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. Procure and/or certify the One-Stop Operator(s) and/or terminate a One-Stop Operator for cause, with the agreement of the CLEOs.
5. Conduct oversight of the local One-Stop workforce system, including funding specified in the WIOA, for all Adult, Dislocated Worker and Youth activities
6. Approve grants or contracts for program activities as appropriate
7. Coordinate workforce development activities with economic development strategies and other employer linkages.
8. Facilitate the coordination of workforce activities.
9. Facilitate the engagement of employers and provide integrated business services.
10. Promote the Workforce system to businesses, community and stakeholders.

11. Facilitate 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.

12. Direct and coordinate the organizations' processes of developing strategic objectives, as well as creating action plans and related human resource plans to support system direction.
13. Organize and coordinate how the system determines customer/market requirements; expectations and preferences.
14. Develop and coordinate the performance management system and how the system analyzes performance data information.
15. Coordinate how the system enables job seekers to develop and utilize their full potential in alignment with the system's objectives.
16. Lead 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.
17. Lead, facilitate and coordinate 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.
18. Lead, facilitate and coordinate all employer engagement efforts that reinforce a single point-center approach to meet, to gather workforce intelligence and employer workforce needs.
19. Publish results of training programs and systems.
20. Compose and distribute external communications achievements systems enhance to community stakeholders and the public at large.

The One-Stop operator's responsibilities will be:

The One- Stop Operator responsibilities are carried out in consolidation and collaboration with the consortium of service providers and partners. The One-Stop Operator Consortium coordinates services within the Job Centers and across the One-Stop System, being the primary provider of services within the Job Center and coordinating service delivery in a multi-center area.

1. Conduct orientation of career center system.
2. Manage referral process to review in the Center.
3. Conduct follow up on case by case basis as referred.
4. Conduct outreach and recruitment activities and referral of clients as approved.

The One-Stop Partners' responsibilities will be:

1. Provide access to their programs and services through the One-Stop system (i.e., the local Job Center) either through in person sessions or via electronic/technical means at the Job Center or through the referral system delineated above.
2. Support the development and implementation of One-Stop policies and processes and integrated customer-centered service delivery design
3. Will provide their fair share of infrastructure costs as required by WIOA

4. Coordinate the delivery of services to individual job seekers with other system partners to reduce duplication of service while insure a complete range of service toward a successful career path and self-sufficiency
5. Coordinate employer contact and services to avoid duplicative employer contacts.
6. Share performance data regarding shared customers.
7. The partners shall meet to evaluate One-Stop integration and plan accordingly, on an as-needed basis.

VIII. Shared Funding of Infrastructure

The following table details the non-personnel costs associated with running the Comprehensive One-Stops named, and the allocation of those costs to the various One-Stop Partners

*See the attached Cost Sharing Financial budgets/terms Addendum.

Rent/Leasing of Facilities	Utilities	Maintenance	Equipment	Specialized Technologies

IX. Shared Funding of Services

The following table details program services and activities that will be mutually funded by the Partners and the revenue sources the Partners will use to fund those services and activities. Include Functional Leader costs.

*See attached financial budgets/terms.

Service	Service Description	Revenue Sources	Shared Costs (In-Kind, Cash, Total)	Agencies Sharing Costs

X. Duration and Modification

The parties agree that the terms of this MOU as a whole will take effect as of 07-01-2020 and will continue in effect until 06-30-2023 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 **shared funding of infrastructure costs** agreed to in section VIII will take effect as of 07-01-2020 and will continue in effect until 06-30-2023, or such time as any party will modify, extend, or terminate that subpart of this agreement.

XI. 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.

Memorandum of Understanding

Signature Page

By signing, each party affirms that this MOU accurately describes the negotiated roles, responsibilities, and costs.

Missouri Department of Higher Education & Workforce Development, Office of Workforce Development, WIOA partner for Title I Adult, WIOA Dislocated Worker ,WIOA Youth, and Title III Wagner-Peyser, Trade Assistance Act, and Jobs for Veterans State Grant.

_____ June 16, 2020

Dr. Mardy L. Leathers, Director, Workforce Development
Missouri Department of Higher Education & Workforce Development

Date

XIII. SIGNATURES

I. SIGNATURES

The Partners identified below have the authority to commit the Partner Agency they represent to the terms of this Memorandum of Understanding. The Partners agree to participate in Eastern Jackson County One-Stop Center System and to comply with the terms of this Memorandum of Understanding. The level of participation to which the Partners are committed is contingent on continued availability of resources. The benefits Partners expect to receive from this participation are equitable when compared with their contributions.

THE PARTNERS TO THIS AGREEMENT EVIDENCE THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURES BELOW.

Doug Goodwin Board Chair 2/20/20

Signature/ Title Date

Doug Goodwin, Chairperson of the
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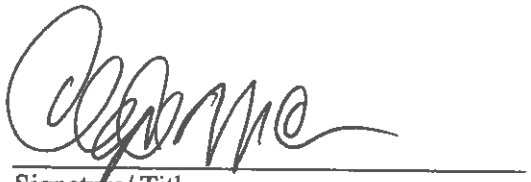

Signature/ Title

3-10-2020

Date

Clyde McQueen, Chief Executive Officer
The Full Employment Council, Inc
President/CEO
Managing Entity and Fiscal Agent
Eastern Jackson County Workforce Development Board

Local Workforce Development Board Memorandum of Understanding

EASTERN JACKSON COUNTY
ONE-STOP DELIVERY SYSTEM FOR JACKSON COUNTY EXCLUSIVE OF THE CITY OF KANSAS CITY, MISSOURI
Workforce Innovation and Opportunity Act (WIOA)
YOUTH PROGRAM TITLE I
ADMINISTERED BY THE FULL EMPLOYMENT COUNCIL
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- Provision of program performance, information and program cost information on eligible providers of training services, eligible providers of youth activities, providers of adult education, providers of post-secondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Act and providers of vocational rehabilitation program activities;
- Provision of information on how the local area is performing on local performance measures and any additional performance information with respect to the One-Stop Delivery System in the local area;
- Provision of information relating to the availability of supportive services, including, at a minimum, child care, transportation available in local areas and referral to such services as appropriate;
- Provision of information regarding filing claims for unemployment compensation;
- Assistance in establishing eligibility for welfare to work activities and programs of financial aid assistance for training and education;
- Follow-up services, including counseling regarding the workplace for participants in workforce development activities, authorized by WIOA, who are placed in unsubsidized employment for not less than 12 months after the first day of employment, as appropriate.
- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, including diagnostic testing and the use of other assessment tools and in-depth interviewing and evaluation to identify employment barriers and appropriate goals;
- Development of an Individual Employment Plan (IEP) to identify employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve those employment goals;
- Group counseling;

- Individual counseling and career planning;
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills and professional conduct to prepare individuals to unsubsidized employment or training;
- Out-of-area job search expenses;
- Relocation expenses;
- Internships;
- Work experience

(ii) **Training Services.** Next Generation Missouri Career Centers integrated service delivery Training Services in jobs in targeted industries, based on informed decisions using Labor Market Information and other workforce intelligence, that are high-skilled, high wage jobs focus on specific occupations, industries, and types of training, include:

- Apprenticeship training models that integrate classwork training with work-base learning resulting in a credential, and/or work-specific certification/classification;
- Occupational skills training, including training for non-traditional employment;
- On-the-Job Training;
- Programs that combine workplace training with related instruction which may include cooperative education programs;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Job readiness training;
- Digital literacy to job seekers is increasingly a prerequisite for career advancement and training programs
- Adult education and literacy activities provided in combination with any of the examples cited above;
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of training;
- Maintain performance data on graduation and/or credentialing rates, and/or job placement of specific core courses of curriculum offerings.

Targeted Occupations:

- Healthcare Technology
- Warehouse Logistics
- Transportation
- Business Services
- Construction
- Information Technology
- Advanced Manufacturing

This system will be utilize at the comprehensive sites and in some cases as negotiated with partner agencies, some affiliates sites will include but not limited to the following:

1. Program staff will be physically present at the Center.
2. Cross-train partner program staff at the One-Stop Center will appropriately be trained to provide information to customers about the programs, services, and activities available through partner programs.
3. Provide direct linkage through technology to program staff that can provide meaningful

information on services.

2. Youth Program Services

Workforce Innovation Opportunity Act (WIOA) funded programs for Out-of-School Youth (OSY) and In-School Youth (ISY); targeting young people that face at least one barrier to employment. Because many of the young people served face an identified barrier, such as homelessness or young adult- parenting thus allows 75% of all youth programming to be expended on youth between 16 -24 years of age targeting drop-outs, homeless and young parenting.

Youth program services will be procured and will be presented through the in-take eligibility, and career service provided by the Workforce Development Board and service provider with training, mentoring, and other youth activities provided through core service providers and/or core partners.

14 Required Program Elements

The youth program system will address all 14 of the Required Elements based upon skills, assessments, and needs of each youth enrolled.

1. Tutoring, study skills training, and evidence based dropout prevention strategies that lead to completion of a secondary school diploma or its recognized equivalent or for a recognized post-secondary credential. Tutoring is provided through group and individual instruction based on youth participant needs at every Youth at Work location.

2. Alternative secondary school offerings. All Youth at Work program sites have alternative secondary school offerings with a focus on credit retrieval, college credit, and GED preparation and completion.

3. Paid and unpaid work experiences, that have academic and occupational education as a component of the work experience, which may include:
   a. summer employment opportunities and other employment opportunities throughout the school year;
   b. pre-apprenticeship programs;
   c. internships and job shadowing; and
   d. on the job training opportunities;

4. Occupational skill training, which includes priority consideration for training programs that lead to recognized post-secondary credentials that are aligned with in demand industry sectors or occupations;

5. Education offered concurrently with and in the same context as workforce preparation activities and training for specific occupation or occupational cluster; WIOA youth programs offer many opportunities for youth to enroll in occupational skills training while receiving hands-on experience through partnerships with community and technical colleges.

6. Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors; These are offered at all WIOA Youth Career Center Sites, through a variety of approaches including workshops, teambuilding activities, service learning projects, and youth involvement in program planning.

7. Support services are provided at all program sites. Case managers assist youth with access to non-WIOA funded support services such as federal financial aid for tuition and linkages to community organizations. WIOA supportive services are used when other resources are not available for help with emergency costs such as food, transportation, and housing.

8. Adult mentoring for duration of at least twelve (12) months that may occur both during and after program participation.

9. Follow-up services for a minimum 12-month period after the completion of the program; Follow-up services are provided for at least one year after exit. Case managers maintain regular contact and assist youth with educational plans, job search needs and other issues. Supportive services are available to youth during this time.

10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as appropriate to the needs of the individual youth;

11. Financial literacy education; WIOA youth participants receive financial literacy education through One- Stop Center and partnerships with local banking institutions.

12. Entrepreneurial skills training - youth receive entrepreneurial skills through partnerships

13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and

14. Activities that help youth prepare for and transition to post-secondary education and training.

3. WIOA Employer Services

Business services offer the following to all businesses seeking help with hiring and meeting other workforce needs. Leading, organizing, and coordinating the following:

- Provide Job-driven needs and real-time business intelligence
- Assessing businesses needs
- Posting and distributing employer job listings
- Sourcing and screening candidates
- Industry-focused and personalized employer engagement events including job fairs, employer panels, recruiting events, and mock-interview sessions
- Development of internships, mentorships, and on-the-job training
- Rapid response assistance for business closures and layoffs
- Other services requested by business customers e.g. wage industry/economic trends,
- provide ongoing support and connection to resources for new-hire training, incumbent worker training,
- Provide labor market information so that businesses keep job postings

- Manage job orders by working with an employer throughout the entire hiring process to assist with competitive description development, sourcing, screening, and connecting employers to the talent pool
- Organize hiring events, provide tailored business services, coordinate rapid response activities, and match employers to qualified workers.
- Manage the business services teams
- Organize and coordinate the delivery of services

Services to hiring employers, to include:

- Job orders and consultation, being responsive to new hiring practices,
- Implementing pre-referral standards (skills, screening),
- Customized recruitment services
- Input job orders in jobs.mo.gov system

4. Performance Management/ Data Collection

The workforce system shall publish results of training programs, job placement and job retention statistics, certifications and credentialing of job seekers, and placement of persons in targeted sector occupations.

5. Continuous Improvement/ Staff Training and Development

The system shall engage core partners and programmatic staff in cross-training, best-practice distribution, job shadowing, and customer feedback system from employer and job seeker to ensure a customer-friendly, results-oriented workforce system.

6. Quality Assurance

Utilizing a third party independent monitoring and evaluations system to ensure the development and execution of on-going quality assurance and verification program to verify performance, policy execution and superior workforce programs.

IV. Systematic Referral Process for Job Center Customers

We agree that the Partners will conduct referral for services in the following manner:

1. All customers referred for services will receive a written or electronic referral form with the date, time, and place of the appointment.
2. All referrals will be scheduled within five working days.
3. The individual making the referral will follow up within two working days of the scheduled referral date with the partner agency.

V. Human Resources Management

We agree that the Partners will develop commonly accepted expectations for customer service and engagement that are compliant with each individual entity's employee policies. Each Partner will incorporate those expectations into their own employee-performance system and agree to conduct periodic performance reviews in accordance with the requirements of their organization.

VI. One-Stop Delivery System Performance Criteria

We agree that the One-Stop Delivery System will strive to achieve these standards of quality service for its customers, employees, and Partners:

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 through the Missouri Job Centers.

VII. 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 Local WDB, the One-Stop operator, and the Partners.

The Local WDB's responsibilities will be:

1. Approve and execute a Memorandum of Understanding (MOU) between the One-Stop Partners that is mutually agreeable to all parties per statutory requirements.
2. Guide and Direct the disbursement of funds for workforce development activities pursuant to the requirements of the WIOA.
3. Facilitate 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. Procure and/or certify the One-Stop Operator(s) and/or terminate a One-Stop Operator for cause, with the agreement of the CLEOs.
5. Conduct oversight of the local One-Stop workforce system, including funding specified in the WIOA, for all Adult, Dislocated Worker and Youth activities
6. Approve grants or contracts for program activities as appropriate
7. Coordinate workforce development activities with economic development strategies and other employer linkages.
8. Facilitate the coordination of workforce activities.
9. Facilitate the engagement of employers and provide integrated business services.
10. Promote the Workforce system to businesses, community and stakeholders.

11. Facilitate 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.

12. Direct and coordinate the organizations' processes of developing strategic objectives, as well as creating action plans and related human resource plans to support system direction.
13. Organize and coordinate how the system determines customer/market requirements; expectations and preferences.
14. Develop and coordinate the performance management system and how the system analyzes performance data information.
15. Coordinate how the system enables job seekers to develop and utilize their full potential in alignment with the system's objectives.
16. Lead 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.
17. Lead, facilitate and coordinate 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.
18. Lead, facilitate and coordinate all employer engagement efforts that reinforce a single point-center approach to meet, to gather workforce intelligence and employer workforce needs.
19. Publish results of training programs and systems.
20. Compose and distribute external communications achievements systems enhance to community stakeholders and the public at large.

The One-Stop operator's responsibilities will be:

The One- Stop Operator responsibilities are carried out in consolidation and collaboration with the consortium of service providers and partners. The One-Stop Operator Consortium coordinates services within the Job Centers and across the One-Stop System, being the primary provider of services within the Job Center and coordinating service delivery in a multi-center area.

1. Conduct orientation of career center system.
2. Manage referral process to review in the Center.
3. Conduct follow up on case by case basis as referred.
4. Conduct outreach and recruitment activities and referral of clients as approved.

The One-Stop Partners' responsibilities will be:

1. Provide access to their programs and services through the One-Stop system (i.e., the local Job Center) either through in person sessions or via electronic/technical means at the Job Center or through the referral system delineated above.
2. Support the development and implementation of One-Stop policies and processes and integrated customer-centered service delivery design
3. Will provide their fair share of infrastructure costs as required by WIOA

4. Coordinate the delivery of services to individual job seekers with other system partners to reduce duplication of service while insure a complete range of service toward a successful career path and self-sufficiency
5. Coordinate employer contact and services to avoid duplicative employer contacts.
6. Share performance data regarding shared customers.
7. The partners shall meet to evaluate One-Stop integration and plan accordingly, on an as-needed basis.

VIII. Shared Funding of Infrastructure

The following table details the non-personnel costs associated with running the Comprehensive One-Stops named, and the allocation of those costs to the various One-Stop Partners

*See the attached Cost Sharing Financial budgets/terms Addendum.

Rent/Leasing of Facilities	Utilities	Maintenance	Equipment	Specialized Technologies

IX. Shared Funding of Services

The following table details program services and activities that will be mutually funded by the Partners and the revenue sources the Partners will use to fund those services and activities. Include Functional Leader costs.

*See attached financial budgets/terms.

Service	Service Description	Revenue Sources	Shared Costs (In-Kind, Cash, Total)	Agencies Sharing Costs

X. Duration and Modification

The parties agree that the terms of this MOU as a whole will take effect as of 07-01-2020 and will continue in effect until 06-30-2023 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 **shared funding of infrastructure costs** agreed to in section VIII will take effect as of 07-01-2020 and will continue in effect until 06-30-2023, or such time as any party will modify, extend, or terminate that subpart of this agreement.

XI. 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.

Memorandum of Understanding

Signature Page

By signing, each party affirms that this MOU accurately describes the negotiated roles, responsibilities, and costs.

Missouri Department of Higher Education & Workforce Development, Office of Workforce Development, WIOA partner for Title I Adult, WIOA Dislocated Worker ,WIOA Youth, and Title III Wagner-Peyser, Trade Assistance Act, and Jobs for Veterans State Grant.

_____ June 16, 2020

Dr. Mardy L. Leathers, Director, Workforce Development
Missouri Department of Higher Education & Workforce Development

Date

XIII. SIGNATURES

I. SIGNATURES

The Partners identified below have the authority to commit the Partner Agency they represent to the terms of this Memorandum of Understanding. The Partners agree to participate in Eastern Jackson County One-Stop Center System and to comply with the terms of this Memorandum of Understanding. The level of participation to which the Partners are committed is contingent on continued availability of resources. The benefits Partners expect to receive from this participation are equitable when compared with their contributions.

THE PARTNERS TO THIS AGREEMENT EVIDENCE THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURES BELOW.

Doug Goodwin BOARD CHAIR 2/20/20

Signature/ Title Date

Doug Goodwin, Chairperson of the
Eastern Jackson County Workforce Development Board

I. SIGNATURES

The Partners identified below have the authority to commit the Partner Agency they represent to the terms of this Memorandum of Understanding. The Partners agree to participate in the Eastern Jackson County One-Stop Center System and to comply with the terms of this Memorandum of Understanding. The level of participation to which the Partners are committed is contingent on continued availability of resources. The benefits Partners expect to receive from this participation are equitable when compared with their contributions.

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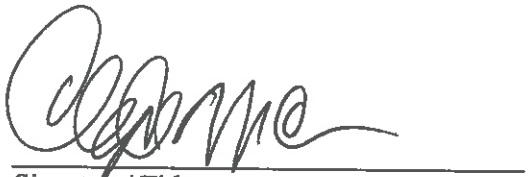

Signature/ Title

3-10-2020

Date

Clyde McQueen, Chief Executive Officer
The Full Employment Council, Inc
President/CEO
Managing Entity and Fiscal Agent
Eastern Jackson County Workforce Development Board

EASTERN JACKSON COUNTY WORKFORCE DEVELOPMENT BOARD

Program Year (PY) 2020 – 2023 Infrastructure Funding Agreement (IFA) Cost Methodology

Option I – Partners who are co-located in a Missouri Job Center – The cost allocation will be based on physical presence of FTE head count and/or physical presence of technology.

Partnership/Funding Sources	FTE	Comments
Full Employment Council	10	
• WIOA Adult Program (Title 1)		
• WIOA Dislocated Worker Program		
• WIOA Youth Program		

Option II – Partners who are not co-located in a Missouri Job Center – The cost allocation will be based on a conversion of the number of participants served to a full-time equivalent using the methodology described below. All Partners will be required to report to the Eastern Jackson County Workforce Development Board the number of participants they referred to the Eastern Jackson County Workforce Development Board to receive services. The reports are due monthly by the 10th of each month and must be emailed to resports@feckc.org. The host Job Center will provide the number of participants served based on its internal tracking system. A reconciliation will be completed monthly comparing the numbers reported by the non co-located partner and the host Job Center to allocate the cost.

The agreed IFA contribution calculations for PY 2020 – 2023 will be based on a Full-Time Equivalent (FTE) methodology. This methodology will use the process described below to determine relative benefit for required partners who are not present in the One-Stop via technology or physical presence. The scale utilizes active participants served during the previous month.

Clients Served Scale: Number of active participants served (funded with WIOA identified required program funds) by required partner in zip codes assigned to the EJC region. Active participants served during the previous budget year of the IFA (July 1 – June 30)	
#Served	***FTE***
0-25	.0
26-75	.05
76-125	.10
126-175	.20
176-225	.30
226-275	.40
276+	.50

Reminder: Cost allocations are first determined for a required partner who has a physical presence at the local One-Stop. If there is no physical presence, then the above Clients Served Scale is utilized to determine the relative benefit cost share. A partner should not be charged for both an FTE and the relative benefit participant count. An infrastructure cost allocation is based on one or the other, not both.

East Region- Missouri Career Center Complex

	One-Stop Partners	Infrastructure	Operating	Lease Holder	FTE - Staff	Comments
	Full Employment Council Inc				10	
1	WIOA Adult Program (Title I)					
2	WIOA Dislocated Worker Program					
3	WIOA Youth Program					
	Dept. of Higher Ed and Workforce Development				9	
4	Wagner-Peyser labor-exchange/employment services					
5	Trade Adjustment Assistance (TAA)					
6	Jobs for Veterans State Grants					
7	DOLIR State Unemployment Compensation Law activities				2	Two phones
10	Vocational Rehabilitation (VR)				0.15	2 Counselors, each 3 hours for 1 day/week= 6 total hours.
8	FSD-Temporary Assistance for Needy Families				4	FEC MWA -Subcontract
11	Adult Education and Literacy (AEL) (Title II)				1	
9	FSD-Community Services Block Grant				0.5	
12	WIOA Migrant and Seasonal Farmworker Programs				0.5	
13	Job Corps				0.5	
14	The Senior Community Service Program				0.5	
15	Perkins Career and Technical Education				0.5	
16	U.S. Dept. of Housing and Urban Development employment and training activities				0.5	
17	Reintegration programs for eligible offenders				0.5	
18	Rehabilitation Services for the Blind				0.5	
					30.15	

Budget	Total Allocation Basis														
	Full Employment Council Inc	Dept. of Higher Ed and Workforce Development	DOLIR	Vocational Rehabilitation (VR)	FSD-Temporary Assistance for Needy Families	Adult Education and Literacy (AEL) (Title II)	FSD-Community Services Block Grant	WIOA Migrant and Seasonal Farmworker Programs	Job Corps	The Senior Community Service Program	Perkins Career and Technical Education	Housing and Urban Development employment and training activities	Reintegration programs for eligible offenders	Rehabilitation Services for the Blind	Total
FTE -Equivalent	10	9	2	0.15	4	1	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	30.15
%	33.2%	29.9%	6.6%	0.5%	13.3%	3.3%	1.7%	1.7%	1.7%	1.7%	1.7%	1.7%	1.7%	1.7%	100%
															-
															-
															-
															-

East Region- Missouri Career Center Complex

Line Item Cost	One-Stop Budget (Costs paid up front by Partner)															
	Total Budget	Full Employment Council Inc	Dept. of Higher Ed and Workforce Development	DOLIR	Vocational Rehabilitation (VR)	FSD- Temporary Assistance for Needy Families	Adult Education and Literacy (AEL) (Title II)	FSD- Community Services Block Grant	WIOA Migrant and Seasonal Farmworker Programs	Job Corps	The Senior Community Service Program	Perkins Career and Technical Education	U.S. Dept. of Housing and Urban Development employment and training activities	Reintegration programs for eligible offenders	Rehabilitation Services for the Blind
		10	9	2	0.15	4	1	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
		33.2%	**29.9%**	**6.6%**	**0.5%**	**13.3%**	**3.3%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**
Lease/Rent	$ 112,700.00														
Electric	$ 25,000.00														
Gas	$ 20,000.00														
Water	$ 17,500.00														
Trash Services & Pest Control	$ 2,500.00														
Landscaping/Ground Keeping	$ 15,000.00	$ 192,700	$ 205,300												
High-Speed Internet	$ 18,500.00														
Facility Maintenance Contract	$ 12,600.00														
Telephones (Landlines)	$ 4,500.00														
Alarm Services	$ 620.00														
Building Insurance	$ 4,000.00														
Copier- Rental	$ 5,780.00														
Copier usage and Maintenance	$ 4,800.00														
Fax Machines															
TOTAL Paid	**$ 243,500.00**	**$ 80,763**	**$ 72,687**	**$ 16,153**	**$ 1,211**	**$ 32,305**	**$ 8,076**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**

Wagner-Peyser Labor-Exchange/Employment Services

Trade Adjustment Assistance

Jobs for Veterans State Grants

Local Workforce Development Board Memorandum of Understanding

EASTERN JACKSON COUNTY
ONE-STOP DELIVERY SYSTEM FOR JACKSON COUNTY EXCLUSIVE OF THE CITY OF KANSAS CITY, MISSOURI
Workforce Innovation and Opportunity Act (WIOA)
Wagner-Peyser Labor Exchange/ Employment Services
ADMINISTERED BY the OFFICE OF WORKFORCE DEVELOPMENT
Agreement to Coordinate with One-Stop Delivery System Partners

I. Introduction

This Memorandum of Understanding (MOU) establishes the spirit of cooperation and collaboration by the Eastern Jackson County Workforce Development Board ("Local WDB"), and the One-Stop Delivery System signatory partner ("the Partners") hereafter referred to as **Wagner-Peyser Labor Exchange/ Employment Services administered by the Department of Workforce Development.** This MOU describes funding stream and strategy the **Wagner-Peyser Labor Exchange/ Employment Services administered by the Office of Workforce Development agency** will use to the mutual customers of job seekers and employers, through an integrated system of service delivery operated at one comprehensive site, called Missouri Job Center, and one affiliated site.

The comprehensive site is located at the following for Eastern Jackson County
Eastern County Jackson Region -15301 East 23rd Street, Independence, Missouri 64055

The affiliated site is located at the following for Eastern Jackson County
Independence Annex/Young Adult - Career Connections Center, 1524 E. 23rd Street, Suite C, Independence, MO 64055

We understand that the development and implementation of these sites will require mutual trust and teamwork between the partnering agencies. We further understand that our joint team objective for the region is to:

(1) Provide job seekers up to date labor market information about where the jobs, careers, and the sectors they comprise are available in the Eastern Jackson County area;

(2) Be aware of the training programs that prepare job seekers for these careers and refer job seeking customers to those training courses that have positive results in course completion, certification attainment , and job placement into the appropriate career sector;

(3) Career center staff will provide appropriate career counseling and customer follow-up to facilitate course completion, certification where appropriate, and job retention;

(4) Facilitate classroom training for in-demand occupations leading to career path ways in the Greater Kansas City region;

(5) Maintain an up to date support service network to insure that job seeking clientele have appropriate information and or support in areas which include but are not limited transportation, childcare, emergency assistance, etc.

(6) Facilitate On-the-Job Training, where employers train persons on the job to aid career pathways through work-base learning;

(7) Promote apprenticeship models to individuals that combine work-base learning and classroom training, resulting in careers with credentials/classifications.

For employers we will provide services:

(1) Focus upon the single point of contact to the maximum extent possible to increase customer service and enhance program offerings;

(2) Refer clients that meet the minimum job requirements of the positions provided the public workforce system;

(3) Utilize training that uses Work based learning and or classroom instruction as appropriate;

(4) Incorporate into training curricula and program offerings increased emphasis on the socio-emotional, communication, and team-based work competencies critical to competitive work places in a global economy;

(5) Interact with business associations, chambers of commerce, and economic development organizations to acquire real time workforce intelligence regarding entry-level, intermediate and advance skill requirements for regional workforce needs.

The **Wagner-Peyser Labor Exchange/ Employment Services administered by the Department of Workforce Development.** agency and other core partners recognize the consistency of team effort that will be required to meet these dual customer objectives:

WIOA-required One-Stop Partners, as indicated below:

1. WIOA Adult Program (Title I)
2. WIOA Dislocated Worker Program (Title I)
3. WIOA Youth Program (Title I)
4. Job Corps (WIOA Title I)
5. YouthBuild (WIOA Title I)
6. WIOA Indian and Native American (INA)programs
7. WIOA Migrant and Seasonal Farmworker Programs - Migrant Farm Worker employment and training activities
8. Wagner-Peyser labor-exchange/employment programs services
9. Adult Education and Literacy (AEL) (Title II) activities
10. Vocational Rehabilitation (VR)
11. The Senior Community Service Program and employment activities
12. Perkins Career and Technical Education and Post-secondary Vocational Education activities
13. Trade Adjustment Assistance
14. Jobs for Veterans State Grants and Veterans employment and training activities
15. Community Services Block Grant employment and training Activities
16. U.S. Dept. of Housing and Urban Development employment and training activities.
17. Missouri Division of Employment Security programs, authorized under State Unemployment Compensation Law activities

18. Reintegration programs for eligible offenders, Second Chance offender workforce-reentry programs
19. Temporary Assistance for Needy Families (TANF) and Division of Social Services Programs

II. Strategic Vision

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 summarized as follows:

- Partnerships and Program Alignment – One-Stop System and Centers; Services and Customers
- System, Program and Services Access
- Skills and Credentials and Employment
- Career Pathways to Pump Talent Pipelines
- Employer Engagement and Business Services

III. Services to be Provided

The following section details the services that the partners will deliver through the One-Stop System, the agencies responsible for delivering those services, and the revenue sources those agencies will use to fund the services.

Eastern Jackson County One-Stop System

1. **Service Delivery Customer Flow for Adult and Dislocated Workers.**
Local program integration of Adult Career Services of the Next Generation Missouri Career Centers integrated service delivery, integrated customer flow will include three major functions: **(a) Welcome and Assessment, (b) Skill Development**, and **(c) Employment.** These functions will provide career services (basic and individualized), workforce and labor market information, and access to training services. Each function will be led by the following teams:

   a) **Welcome and Assessment** function is led by the *Welcome Team* executing the following services:
      - Greet and direct customers
      - Provide the initial service triage
      - Provide the initial skills assessment
      - Recommend a service pathway
      - Collect initial registration data
      - Connect customers with the Skills Development Team, Jobs Team, and initial service delivery

   b) **Skill Development** function is led by the *Skills Development Team* executing the following services:
      - Provide additional assessment of customer needs and support requirements

- Facilitate career and job-search planning
- Deliver and/or connect customers to skill building services covering work readiness skills, basic skills, computer literacy skills, occupational skills and job search skills
- Oversee and facilitate self-service delivery
- Assist customers in development of job-search skills and tools

c) **Employment** function is led by the *Jobs Team* executing the following services:
- Provide services to job-ready participants
- Job search information, plans, support and advice
- Job matching
- Assessment of job search activities
- Labor market information
- Referrals and hiring process support

(i) Local program integration includes, but not limited to the provisions of the following career services:
- Eligibility determination for Subtitle B of Title I of the WIOA;
- Outreach, intake (which may include worker profiling) and orientation to the information and other services available through the One-Stop Delivery System;
- Initial assessment of skill levels, aptitudes, abilities and supportive service needs;
- Job search and placement assistance and, where appropriate, career counseling;
- Provision of employment statistics information, including information relating to local, regional and national labor market areas including job vacancy listings in such labor market areas; information on job skills necessary to obtain the listed jobs; and information relating to local occupations in demand and the earnings and skill requirements for such occupations;
- Provision of program performance, information and program cost information on eligible providers of training services, eligible providers of youth activities, providers of adult education, providers of post-secondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Act and providers of vocational rehabilitation program activities;
- Provision of information on how the local area is performing on local performance measures and any additional performance information with respect to the One-Stop Delivery System in the local area;
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- Follow-up services, including counseling regarding the workplace for participants in workforce development activities, authorized by WIOA, who are placed in unsubsidized employment for not less than 12 months after the first day of employment, as appropriate.
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- Development of an Individual Employment Plan (IEP) to identify employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve those employment goals;
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(ii) **Training Services.** Next Generation Missouri Career Centers integrated service delivery Training Services in jobs in targeted industries, based on informed decisions using Labor Market Information and other workforce intelligence, that are high-skilled, high wage jobs focus on specific occupations, industries, and types of training, include:

- Apprenticeship training models that integrate classwork training with work-base learning resulting in a credential, and/or work-specific certification/classification;
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- On-the-Job Training;
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- Adult education and literacy activities provided in combination with any of the examples cited above;
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Targeted Occupations:

- Healthcare Technology
- Warehouse Logistics
- Transportation
- Business Services
- Construction
- Information Technology
- Advanced Manufacturing

This system will be utilize at the comprehensive sites and in some cases as negotiated with partner agencies, some affiliates sites will include but not limited to the following:

1. Program staff will be physically present at the Center.
2. Cross-train partner program staff at the One-Stop Center will appropriately be trained to provide information to customers about the programs, services, and activities available through partner programs.
3. Provide direct linkage through technology to program staff that can provide meaningful

information on services.

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Workforce Innovation Opportunity Act (WIOA) funded programs for Out-of-School Youth (OSY) and In-School Youth (ISY); targeting young people that face at least one barrier to employment. Because many of the young people served face an identified barrier, such as homelessness or young adult- parenting thus allows 75% of all youth programming to be expended on youth between 16 -24 years of age targeting drop-outs, homeless and young parenting.

Youth program services will be procured and will be presented through the in-take eligibility, and career service provided by the Workforce Development Board and service provider with training, mentoring, and other youth activities provided through core service providers and/or core partners.

14 Required Program Elements

The youth program system will address all 14 of the Required Elements based upon skills, assessments, and needs of each youth enrolled.

1. Tutoring, study skills training, and evidence based dropout prevention strategies that lead to completion of a secondary school diploma or its recognized equivalent or for a recognized post-secondary credential. Tutoring is provided through group and individual instruction based on youth participant needs at every Youth at Work location.

2. Alternative secondary school offerings. All Youth at Work program sites have alternative secondary school offerings with a focus on credit retrieval, college credit, and GED preparation and completion.

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   a. summer employment opportunities and other employment opportunities throughout the school year;
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5. Education offered concurrently with and in the same context as workforce preparation activities and training for specific occupation or occupational cluster; WIOA youth programs offer many opportunities for youth to enroll in occupational skills training while receiving hands-on experience through partnerships with community and technical colleges.

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7. Support services are provided at all program sites. Case managers assist youth with access to non-WIOA funded support services such as federal financial aid for tuition and linkages to community organizations. WIOA supportive services are used when other resources are not available for help with emergency costs such as food, transportation, and housing.

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- provide ongoing support and connection to resources for new-hire training, incumbent worker training,
- Provide labor market information so that businesses keep job postings

- Manage job orders by working with an employer throughout the entire hiring process to assist with competitive description development, sourcing, screening, and connecting employers to the talent pool
- Organize hiring events, provide tailored business services, coordinate rapid response activities, and match employers to qualified workers.
- Manage the business services teams
- Organize and coordinate the delivery of services

Services to hiring employers, to include:

- Job orders and consultation, being responsive to new hiring practices,
- Implementing pre-referral standards (skills, screening),
- Customized recruitment services
- Input job orders in jobs.mo.gov system

4. **Performance Management/ Data Collection**

The workforce system shall publish results of training programs, job placement and job retention statistics, certifications and credentialing of job seekers, and placement of persons in targeted sector occupations.

5. **Continuous Improvement/ Staff Training and Development**

The system shall engage core partners and programmatic staff in cross-training, best-practice distribution, job shadowing, and customer feedback system from employer and job seeker to ensure a customer-friendly, results-oriented workforce system.

6. **Quality Assurance**

Utilizing a third party independent monitoring and evaluations system to ensure the development and execution of on-going quality assurance and verification program to verify performance, policy execution and superior workforce programs.

IV. Systematic Referral Process for Job Center Customers

We agree that the Partners will conduct referral for services in the following manner:

1. All customers referred for services will receive a written or electronic referral form with the date, time, and place of the appointment.
2. All referrals will be scheduled within five working days.
3. The individual making the referral will follow up within two working days of the scheduled referral date with the partner agency.

V. Human Resources Management

We agree that the Partners will develop commonly accepted expectations for customer service and engagement that are compliant with each individual entity's employee policies. Each Partner will incorporate those expectations into their own employee-performance system and agree to conduct periodic performance reviews in accordance with the requirements of their organization.

VI. One-Stop Delivery System Performance Criteria

We agree that the One-Stop Delivery System will strive to achieve these standards of quality service for its customers, employees, and Partners:

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 through the Missouri Job Centers.

VII. 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 Local WDB, the One-Stop operator, and the Partners.

The Local WDB's responsibilities will be:

1. Approve and execute a Memorandum of Understanding (MOU) between the One-Stop Partners that is mutually agreeable to all parties per statutory requirements.
2. Guide and Direct the disbursement of funds for workforce development activities pursuant to the requirements of the WIOA.
3. Facilitate 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. Procure and/or certify the One-Stop Operator(s) and/or terminate a One-Stop Operator for cause, with the agreement of the CLEOs.
5. Conduct oversight of the local One-Stop workforce system, including funding specified in the WIOA, for all Adult, Dislocated Worker and Youth activities
6. Approve grants or contracts for program activities as appropriate
7. Coordinate workforce development activities with economic development strategies and other employer linkages.
8. Facilitate the coordination of workforce activities.
9. Facilitate the engagement of employers and provide integrated business services.
10. Promote the Workforce system to businesses, community and stakeholders.

11. Facilitate 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.

12. Direct and coordinate the organizations' processes of developing strategic objectives, as well as creating action plans and related human resource plans to support system direction.
13. Organize and coordinate how the system determines customer/market requirements; expectations and preferences.
14. Develop and coordinate the performance management system and how the system analyzes performance data information.
15. Coordinate how the system enables job seekers to develop and utilize their full potential in alignment with the system's objectives.
16. Lead 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.
17. Lead, facilitate and coordinate 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.
18. Lead, facilitate and coordinate all employer engagement efforts that reinforce a single point-center approach to meet, to gather workforce intelligence and employer workforce needs.
19. Publish results of training programs and systems.
20. Compose and distribute external communications achievements systems enhance to community stakeholders and the public at large.

The One-Stop operator's responsibilities will be:

The One- Stop Operator responsibilities are carried out in consolidation and collaboration with the consortium of service providers and partners. The One-Stop Operator Consortium coordinates services within the Job Centers and across the One-Stop System, being the primary provider of services within the Job Center and coordinating service delivery in a multi-center area.

1. Conduct orientation of career center system.
2. Manage referral process to review in the Center.
3. Conduct follow up on case by case basis as referred.
4. Conduct outreach and recruitment activities and referral of clients as approved.

The One-Stop Partners' responsibilities will be:

1. Provide access to their programs and services through the One-Stop system (i.e., the local Job Center) either through in person sessions or via electronic/technical means at the Job Center or through the referral system delineated above.
2. Support the development and implementation of One-Stop policies and processes and integrated customer-centered service delivery design
3. Will provide their fair share of infrastructure costs as required by WIOA

4. Coordinate the delivery of services to individual job seekers with other system partners to reduce duplication of service while insure a complete range of service toward a successful career path and self-sufficiency
5. Coordinate employer contact and services to avoid duplicative employer contacts.
6. Share performance data regarding shared customers.
7. The partners shall meet to evaluate One-Stop integration and plan accordingly, on an as-needed basis.

VIII. Shared Funding of Infrastructure

The following table details the non-personnel costs associated with running the Comprehensive One-Stops named, and the allocation of those costs to the various One-Stop Partners

*See the attached Cost Sharing Financial budgets/terms Addendum.

Rent/Leasing of Facilities	Utilities	Maintenance	Equipment	Specialized Technologies

IX. Shared Funding of Services

The following table details program services and activities that will be mutually funded by the Partners and the revenue sources the Partners will use to fund those services and activities. Include Functional Leader costs.

*See attached financial budgets/terms.

Service	Service Description	Revenue Sources	Shared Costs (In-Kind, Cash, Total)	Agencies Sharing Costs

X. Duration and Modification

The parties agree that the terms of this MOU as a whole will take effect as of 07-01-2020 and will continue in effect until 06-30-2023 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 **shared funding of infrastructure costs** agreed to in section VIII will take effect as of 07-01-2020 and will continue in effect until 06-30-2023, or such time as any party will modify, extend, or terminate that subpart of this agreement.

XI. 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.

Memorandum of Understanding

Signature Page

By signing, each party affirms that this MOU accurately describes the negotiated roles, responsibilities, and costs.

Missouri Department of Higher Education & Workforce Development, Office of Workforce Development, WIOA partner for Title I Adult, WIOA Dislocated Worker ,WIOA Youth, and Title III Wagner-Peyser, Trade Assistance Act, and Jobs for Veterans State Grant.

_____ June 16, 2020

Dr. Mardy L. Leathers, Director, Workforce Development
Missouri Department of Higher Education & Workforce Development

Date

XIII. SIGNATURES

I. SIGNATURES

The Partners identified below have the authority to commit the Partner Agency they represent to the terms of this Memorandum of Understanding. The Partners agree to participate in Eastern Jackson County One-Stop Center System and to comply with the terms of this Memorandum of Understanding. The level of participation to which the Partners are committed is contingent on continued availability of resources. The benefits Partners expect to receive from this participation are equitable when compared with their contributions.

THE PARTNERS TO THIS AGREEMENT EVIDENCE THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURES BELOW.

Doug Goodwin Board Chair 2/20/20

Signature/ Title Date

Doug Goodwin, Chairperson of the
Eastern Jackson County Workforce Development Board

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Signature/ Title

3-10-2020

Date

Clyde McQueen, Chief Executive Officer
The Full Employment Council, Inc
President/CEO
Managing Entity and Fiscal Agent
Eastern Jackson County Workforce Development Board

Local Workforce Development Board Memorandum of Understanding

EASTERN JACKSON COUNTY
ONE-STOP DELIVERY SYSTEM FOR JACKSON COUNTY EXCLUSIVE OF THE CITY OF KANSAS CITY, MISSOURI
Workforce Innovation and Opportunity Act (WIOA)
Trade Adjustment Assistance
ADMINISTERED BY the OFFICE OF WORKFORCE DEVELOPMENT
Agreement to Coordinate with One-Stop Delivery System Partners

I. Introduction

This Memorandum of Understanding (MOU) establishes the spirit of cooperation and collaboration by the Eastern Jackson County Workforce Development Board ("Local WDB"), and the One-Stop Delivery System signatory partner ("the Partners") hereafter referred to as **Trade Adjustment Assistance administered by the Office of Workforce Development.** This MOU describes funding stream and strategy the **Trade Adjustment Assistance administered by the Department of Workforce Development** agency will use to the mutual customers of job seekers and employers, through an integrated system of service delivery operated at one comprehensive site, called Missouri Job Center, and one affiliated site.

The comprehensive site is located at the following for Eastern Jackson County
Eastern County Jackson Region -15301 East 23rd Street, Independence, Missouri 64055

The affiliated site is located at the following for Eastern Jackson County
Independence Annex/Young Adult - Career Connections Center, 1524 E. 23rd Street, Suite C, Independence, MO 64055

We understand that the development and implementation of these sites will require mutual trust and teamwork between the partnering agencies. We further understand that our joint team objective for the region is to:

(1) Provide job seekers up to date labor market information about where the jobs, careers, and the sectors they comprise are available in the Eastern Jackson County area;

(2) Be aware of the training programs that prepare job seekers for these careers and refer job seeking customers to those training courses that have positive results in course completion, certification attainment , and job placement into the appropriate career sector;

(3) Career center staff will provide appropriate career counseling and customer follow-up to facilitate course completion, certification where appropriate, and job retention;

(4) Facilitate classroom training for in-demand occupations leading to career path ways in the Greater Kansas City region;

(5) Maintain an up to date support service network to insure that job seeking clientele have appropriate information and or support in areas which include but are not limited transportation, childcare, emergency assistance, etc.

(6) Facilitate On-the-Job Training, where employers train persons on the job to aid career pathways through work-base learning;

(7) Promote apprenticeship models to individuals that combine work-base learning and classroom training, resulting in careers with credentials/classifications.

For employers we will provide services:

(1) Focus upon the single point of contact to the maximum extent possible to increase customer service and enhance program offerings;

(2) Refer clients that meet the minimum job requirements of the positions provided the public workforce system;

(3) Utilize training that uses Work based learning and or classroom instruction as appropriate;

(4) Incorporate into training curricula and program offerings increased emphasis on the socio-emotional, communication, and team-based work competencies critical to competitive work places in a global economy;

(5) Interact with business associations, chambers of commerce, and economic development organizations to acquire real time workforce intelligence regarding entry-level, intermediate and advance skill requirements for regional workforce needs.

The **Trade Adjustment Assistance administered by the Department of Workforce Development.** agency and other core partners recognize the consistency of team effort that will be required to meet these dual customer objectives:

WIOA-required One-Stop Partners, as indicated below:

1. WIOA Adult Program (Title I)
2. WIOA Dislocated Worker Program (Title I)
3. WIOA Youth Program (Title I)
4. Job Corps (WIOA Title I)
5. YouthBuild (WIOA Title I)
6. WIOA Indian and Native American (INA)programs
7. WIOA Migrant and Seasonal Farmworker Programs - Migrant Farm Worker employment and training activities
8. Wagner-Peyser labor-exchange/employment programs services
9. Adult Education and Literacy (AEL) (Title II) activities
10. Vocational Rehabilitation (VR)
11. The Senior Community Service Program and employment activities
12. Perkins Career and Technical Education and Post-secondary Vocational Education activities
13. Trade Adjustment Assistance
14. Jobs for Veterans State Grants and Veterans employment and training activities
15. Community Services Block Grant employment and training Activities
16. U.S. Dept. of Housing and Urban Development employment and training activities.
17. Missouri Division of Employment Security programs, authorized under State Unemployment Compensation Law activities

18. Reintegration programs for eligible offenders, Second Chance offender workforce-reentry programs
19. Temporary Assistance for Needy Families (TANF) and Division of Social Services Programs

II. Strategic Vision

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 summarized as follows:

- Partnerships and Program Alignment – One-Stop System and Centers; Services and Customers
- System, Program and Services Access
- Skills and Credentials and Employment
- Career Pathways to Pump Talent Pipelines
- Employer Engagement and Business Services

III. Services to be Provided

The following section details the services that the partners will deliver through the One-Stop System, the agencies responsible for delivering those services, and the revenue sources those agencies will use to fund the services.

Eastern Jackson County One-Stop System

1. **Service Delivery Customer Flow for Adult and Dislocated Workers.**
Local program integration of Adult Career Services of the Next Generation Missouri Career Centers integrated service delivery, integrated customer flow will include three major functions: **(a) Welcome and Assessment, (b) Skill Development**, and **(c) Employment.** These functions will provide career services (basic and individualized), workforce and labor market information, and access to training services. Each function will be led by the following teams:

a) **Welcome and Assessment** function is led by the *Welcome Team* executing the following services:
- Greet and direct customers
- Provide the initial service triage
- Provide the initial skills assessment
- Recommend a service pathway
- Collect initial registration data
- Connect customers with the Skills Development Team, Jobs Team, and initial service delivery

b) **Skill Development** function is led by the *Skills Development Team* executing the following services:
- Provide additional assessment of customer needs and support requirements

- Facilitate career and job-search planning
- Deliver and/or connect customers to skill building services covering work readiness skills, basic skills, computer literacy skills, occupational skills and job search skills
- Oversee and facilitate self-service delivery
- Assist customers in development of job-search skills and tools

c) **<u>Employment</u>** function is led by the *Jobs Team* executing the following services:

- Provide services to job-ready participants
- Job search information, plans, support and advice
- Job matching
- Assessment of job search activities
- Labor market information
- Referrals and hiring process support

(i) Local program integration includes, but not limited to the provisions of the following career services:

- Eligibility determination for Subtitle B of Title I of the WIOA;
- Outreach, intake (which may include worker profiling) and orientation to the information and other services available through the One-Stop Delivery System;
- Initial assessment of skill levels, aptitudes, abilities and supportive service needs;
- Job search and placement assistance and, where appropriate, career counseling;
- Provision of employment statistics information, including information relating to local, regional and national labor market areas including job vacancy listings in such labor market areas; information on job skills necessary to obtain the listed jobs; and information relating to local occupations in demand and the earnings and skill requirements for such occupations;
- Provision of program performance, information and program cost information on eligible providers of training services, eligible providers of youth activities, providers of adult education, providers of post-secondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Act and providers of vocational rehabilitation program activities;
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- Provision of information relating to the availability of supportive services, including, at a minimum, child care, transportation available in local areas and referral to such services as appropriate;
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- Development of internships, mentorships, and on-the-job training
- Rapid response assistance for business closures and layoffs
- Other services requested by business customers e.g. wage industry/economic trends,
- provide ongoing support and connection to resources for new-hire training, incumbent worker training,
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- Manage job orders by working with an employer throughout the entire hiring process to assist with competitive description development, sourcing, screening, and connecting employers to the talent pool
- Organize hiring events, provide tailored business services, coordinate rapid response activities, and match employers to qualified workers.
- Manage the business services teams
- Organize and coordinate the delivery of services

Services to hiring employers, to include:

- Job orders and consultation, being responsive to new hiring practices,
- Implementing pre-referral standards (skills, screening),
- Customized recruitment services
- Input job orders in jobs.mo.gov system

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The system shall engage core partners and programmatic staff in cross-training, best-practice distribution, job shadowing, and customer feedback system from employer and job seeker to ensure a customer-friendly, results-oriented workforce system.

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Utilizing a third party independent monitoring and evaluations system to ensure the development and execution of on-going quality assurance and verification program to verify performance, policy execution and superior workforce programs.

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We agree that the Partners will conduct referral for services in the following manner:

1. All customers referred for services will receive a written or electronic referral form with the date, time, and place of the appointment.
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VI. One-Stop Delivery System Performance Criteria

We agree that the One-Stop Delivery System will strive to achieve these standards of quality service for its customers, employees, and Partners:

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2. All customers will receive the services designed to assist customers in achieving their educational and/or job placement goals.
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3. Will provide their fair share of infrastructure costs as required by WIOA

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By signing, each party affirms that this MOU accurately describes the negotiated roles, responsibilities, and costs.

Missouri Department of Higher Education & Workforce Development, Office of Workforce Development, WIOA partner for Title I Adult, WIOA Dislocated Worker ,WIOA Youth, and Title III Wagner-Peyser, Trade Assistance Act, and Jobs for Veterans State Grant.

_____ June 16, 2020

Dr. Mardy L. Leathers, Director, Workforce Development
Missouri Department of Higher Education & Workforce Development

Date

XIII. SIGNATURES

I. SIGNATURES

The Partners identified below have the authority to commit the Partner Agency they represent to the terms of this Memorandum of Understanding. The Partners agree to participate in Eastern Jackson County One-Stop Center System and to comply with the terms of this Memorandum of Understanding. The level of participation to which the Partners are committed is contingent on continued availability of resources. The benefits Partners expect to receive from this participation are equitable when compared with their contributions.

THE PARTNERS TO THIS AGREEMENT EVIDENCE THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURES BELOW.

Doug Goodwin BOARD CHAIR 2/20/20

Signature/ Title Date

Doug Goodwin, Chairperson of the
Eastern Jackson County Workforce Development Board

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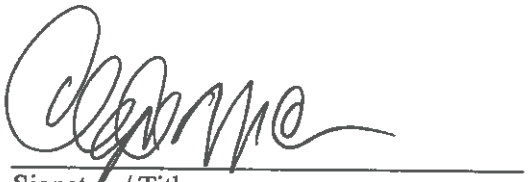

Signature/ Title

3-10-2020

Date

Clyde McQueen, Chief Executive Officer
The Full Employment Council, Inc
President/CEO
Managing Entity and Fiscal Agent
Eastern Jackson County Workforce Development Board

Local Workforce Development Board Memorandum of Understanding

EASTERN JACKSON COUNTY
ONE-STOP DELIVERY SYSTEM FOR JACKSON COUNTY EXCLUSIVE OF THE CITY OF KANSAS CITY, MISSOURI
Workforce Innovation and Opportunity Act (WIOA)
Jobs for Veterans State Grants
ADMINISTERED BY the OFFICE OF WORKFORCE DEVELOPMENT
Agreement to Coordinate with One-Stop Delivery System Partners

I. Introduction

This Memorandum of Understanding (MOU) establishes the spirit of cooperation and collaboration by the Eastern Jackson County Workforce Development Board ("Local WDB"), and the One-Stop Delivery System signatory partner ("the Partners") hereafter referred to as **Jobs for Veterans State Grants administered by the Office of Workforce Development.** This MOU describes funding stream and strategy the **Jobs for Veterans State Grants administered by the Department of Workforce Development** agency will use to the mutual customers of job seekers and employers, through an integrated system of service delivery operated at one comprehensive site, called Missouri Job Center, and one affiliated site.

The comprehensive site is located at the following for Eastern Jackson County
Eastern County Jackson Region -15301 East 23rd Street, Independence, Missouri 64055

The affiliated site is located at the following for Eastern Jackson County
Independence Annex/Young Adult - Career Connections Center, 1524 E. 23rd Street, Suite C, Independence, MO 64055

We understand that the development and implementation of these sites will require mutual trust and teamwork between the partnering agencies. We further understand that our joint team objective for the region is to:

(1) Provide job seekers up to date labor market information about where the jobs, careers, and the sectors they comprise are available in the Eastern Jackson County area;

(2) Be aware of the training programs that prepare job seekers for these careers and refer job seeking customers to those training courses that have positive results in course completion, certification attainment , and job placement into the appropriate career sector;

(3) Career center staff will provide appropriate career counseling and customer follow-up to facilitate course completion, certification where appropriate, and job retention;

(4) Facilitate classroom training for in-demand occupations leading to career path ways in the Greater Kansas City region;

(5) Maintain an up to date support service network to insure that job seeking clientele have appropriate information and or support in areas which include but are not limited transportation, childcare, emergency assistance, etc.

(6) Facilitate On-the-Job Training, where employers train persons on the job to aid career pathways through work-base learning;

(7) Promote apprenticeship models to individuals that combine work-base learning and classroom training, resulting in careers with credentials/classifications.

For employers we will provide services:

(1) Focus upon the single point of contact to the maximum extent possible to increase customer service and enhance program offerings;

(2) Refer clients that meet the minimum job requirements of the positions provided the public workforce system;

(3) Utilize training that uses Work based learning and or classroom instruction as appropriate;

(4) Incorporate into training curricula and program offerings increased emphasis on the socio-emotional, communication, and team-based work competencies critical to competitive work places in a global economy;

(5) Interact with business associations, chambers of commerce, and economic development organizations to acquire real time workforce intelligence regarding entry-level, intermediate and advance skill requirements for regional workforce needs.

The **Jobs for Veterans State Grants administered by the Department of Workforce Development.** agency and other core partners recognize the consistency of team effort that will be required to meet these dual customer objectives:

WIOA-required One-Stop Partners, as indicated below:

1. WIOA Adult Program (Title I)
2. WIOA Dislocated Worker Program (Title I)
3. WIOA Youth Program (Title I)
4. Job Corps (WIOA Title I)
5. YouthBuild (WIOA Title I)
6. WIOA Indian and Native American (INA)programs
7. WIOA Migrant and Seasonal Farmworker Programs - Migrant Farm Worker employment and training activities
8. Wagner-Peyser labor-exchange/employment programs services
9. Adult Education and Literacy (AEL) (Title II) activities
10. Vocational Rehabilitation (VR)
11. The Senior Community Service Program and employment activities
12. Perkins Career and Technical Education and Post-secondary Vocational Education activities
13. Trade Adjustment Assistance
14. Jobs for Veterans State Grants and Veterans employment and training activities
15. Community Services Block Grant employment and training Activities
16. U.S. Dept. of Housing and Urban Development employment and training activities.
17. Missouri Division of Employment Security programs, authorized under State Unemployment Compensation Law activities

18. Reintegration programs for eligible offenders, Second Chance offender workforce-reentry programs
19. Temporary Assistance for Needy Families (TANF) and Division of Social Services Programs

II. Strategic Vision

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 summarized as follows:

- Partnerships and Program Alignment – One-Stop System and Centers; Services and Customers
- System, Program and Services Access
- Skills and Credentials and Employment
- Career Pathways to Pump Talent Pipelines
- Employer Engagement and Business Services

III. Services to be Provided

The following section details the services that the partners will deliver through the One-Stop System, the agencies responsible for delivering those services, and the revenue sources those agencies will use to fund the services.

Eastern Jackson County One-Stop System

1. **Service Delivery Customer Flow for Adult and Dislocated Workers.**
Local program integration of Adult Career Services of the Next Generation Missouri Career Centers integrated service delivery, integrated customer flow will include three major functions: **(a) Welcome and Assessment, (b) Skill Development**, and **(c) Employment.** These functions will provide career services (basic and individualized), workforce and labor market information, and access to training services. Each function will be led by the following teams:

   a) **Welcome and Assessment** function is led by the *Welcome Team* executing the following services:
      - Greet and direct customers
      - Provide the initial service triage
      - Provide the initial skills assessment
      - Recommend a service pathway
      - Collect initial registration data
      - Connect customers with the Skills Development Team, Jobs Team, and initial service delivery

   b) **Skill Development** function is led by the *Skills Development Team* executing the following services:
      - Provide additional assessment of customer needs and support requirements

- Facilitate career and job-search planning
- Deliver and/or connect customers to skill building services covering work readiness skills, basic skills, computer literacy skills, occupational skills and job search skills
- Oversee and facilitate self-service delivery
- Assist customers in development of job-search skills and tools

c) **Employment** function is led by the *Jobs Team* executing the following services:

- Provide services to job-ready participants
- Job search information, plans, support and advice
- Job matching
- Assessment of job search activities
- Labor market information
- Referrals and hiring process support

(i) Local program integration includes, but not limited to the provisions of the following career services:

- Eligibility determination for Subtitle B of Title I of the WIOA;
- Outreach, intake (which may include worker profiling) and orientation to the information and other services available through the One-Stop Delivery System;
- Initial assessment of skill levels, aptitudes, abilities and supportive service needs;
- Job search and placement assistance and, where appropriate, career counseling;
- Provision of employment statistics information, including information relating to local, regional and national labor market areas including job vacancy listings in such labor market areas; information on job skills necessary to obtain the listed jobs; and information relating to local occupations in demand and the earnings and skill requirements for such occupations;
- Provision of program performance, information and program cost information on eligible providers of training services, eligible providers of youth activities, providers of adult education, providers of post-secondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Act and providers of vocational rehabilitation program activities;
- Provision of information on how the local area is performing on local performance measures and any additional performance information with respect to the One-Stop Delivery System in the local area;
- Provision of information relating to the availability of supportive services, including, at a minimum, child care, transportation available in local areas and referral to such services as appropriate;
- Provision of information regarding filing claims for unemployment compensation;
- Assistance in establishing eligibility for welfare to work activities and programs of financial aid assistance for training and education;
- Follow-up services, including counseling regarding the workplace for participants in workforce development activities, authorized by WIOA, who are placed in unsubsidized employment for not less than 12 months after the first day of employment, as appropriate.
- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, including diagnostic testing and the use of other assessment tools and in-depth interviewing and evaluation to identify employment barriers and appropriate goals;
- Development of an Individual Employment Plan (IEP) to identify employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve those employment goals;
- Group counseling;

- Individual counseling and career planning;
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills and professional conduct to prepare individuals to unsubsidized employment or training;
- Out-of-area job search expenses;
- Relocation expenses;
- Internships;
- Work experience

(ii) **Training Services.** Next Generation Missouri Career Centers integrated service delivery Training Services in jobs in targeted industries, based on informed decisions using Labor Market Information and other workforce intelligence, that are high-skilled, high wage jobs focus on specific occupations, industries, and types of training, include:

- Apprenticeship training models that integrate classwork training with work-base learning resulting in a credential, and/or work-specific certification/classification;
- Occupational skills training, including training for non-traditional employment;
- On-the-Job Training;
- Programs that combine workplace training with related instruction which may include cooperative education programs;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Job readiness training;
- Digital literacy to job seekers is increasingly a prerequisite for career advancement and training programs
- Adult education and literacy activities provided in combination with any of the examples cited above;
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of training;
- Maintain performance data on graduation and/or credentialing rates, and/or job placement of specific core courses of curriculum offerings.

Targeted Occupations:

- Healthcare Technology
- Warehouse Logistics
- Transportation
- Business Services
- Construction
- Information Technology
- Advanced Manufacturing

This system will be utilize at the comprehensive sites and in some cases as negotiated with partner agencies, some affiliates sites will include but not limited to the following:

1. Program staff will be physically present at the Center.
2. Cross-train partner program staff at the One-Stop Center will appropriately be trained to provide information to customers about the programs, services, and activities available through partner programs.
3. Provide direct linkage through technology to program staff that can provide meaningful

information on services.

2. Youth Program Services

Workforce Innovation Opportunity Act (WIOA) funded programs for Out-of-School Youth (OSY) and In-School Youth (ISY); targeting young people that face at least one barrier to employment. Because many of the young people served face an identified barrier, such as homelessness or young adult- parenting thus allows 75% of all youth programming to be expended on youth between 16 -24 years of age targeting drop-outs, homeless and young parenting.

Youth program services will be procured and will be presented through the in-take eligibility, and career service provided by the Workforce Development Board and service provider with training, mentoring, and other youth activities provided through core service providers and/or core partners.

14 Required Program Elements

The youth program system will address all 14 of the Required Elements based upon skills, assessments, and needs of each youth enrolled.

1. Tutoring, study skills training, and evidence based dropout prevention strategies that lead to completion of a secondary school diploma or its recognized equivalent or for a recognized post-secondary credential. Tutoring is provided through group and individual instruction based on youth participant needs at every Youth at Work location.

2. Alternative secondary school offerings. All Youth at Work program sites have alternative secondary school offerings with a focus on credit retrieval, college credit, and GED preparation and completion.

3. Paid and unpaid work experiences, that have academic and occupational education as a component of the work experience, which may include:
   a. summer employment opportunities and other employment opportunities throughout the school year;
   b. pre-apprenticeship programs;
   c. internships and job shadowing; and
   d. on the job training opportunities;

4. Occupational skill training, which includes priority consideration for training programs that lead to recognized post-secondary credentials that are aligned with in demand industry sectors or occupations;

5. Education offered concurrently with and in the same context as workforce preparation activities and training for specific occupation or occupational cluster; WIOA youth programs offer many opportunities for youth to enroll in occupational skills training while receiving hands-on experience through partnerships with community and technical colleges.

6. Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors; These are offered at all WIOA Youth Career Center Sites, through a variety of approaches including workshops, teambuilding activities, service learning projects, and youth involvement in program planning.

7. Support services are provided at all program sites. Case managers assist youth with access to non-WIOA funded support services such as federal financial aid for tuition and linkages to community organizations. WIOA supportive services are used when other resources are not available for help with emergency costs such as food, transportation, and housing.

8. Adult mentoring for duration of at least twelve (12) months that may occur both during and after program participation.

9. Follow-up services for a minimum 12-month period after the completion of the program; Follow-up services are provided for at least one year after exit. Case managers maintain regular contact and assist youth with educational plans, job search needs and other issues. Supportive services are available to youth during this time.

10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as appropriate to the needs of the individual youth;

11. Financial literacy education; WIOA youth participants receive financial literacy education through One- Stop Center and partnerships with local banking institutions.

12. Entrepreneurial skills training - youth receive entrepreneurial skills through partnerships

13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and

14. Activities that help youth prepare for and transition to post-secondary education and training.

3. WIOA Employer Services

Business services offer the following to all businesses seeking help with hiring and meeting other workforce needs. Leading, organizing, and coordinating the following:

- Provide Job-driven needs and real-time business intelligence
- Assessing businesses needs
- Posting and distributing employer job listings
- Sourcing and screening candidates
- Industry-focused and personalized employer engagement events including job fairs, employer panels, recruiting events, and mock-interview sessions
- Development of internships, mentorships, and on-the-job training
- Rapid response assistance for business closures and layoffs
- Other services requested by business customers e.g. wage industry/economic trends,
- provide ongoing support and connection to resources for new-hire training, incumbent worker training,
- Provide labor market information so that businesses keep job postings

- Manage job orders by working with an employer throughout the entire hiring process to assist with competitive description development, sourcing, screening, and connecting employers to the talent pool
- Organize hiring events, provide tailored business services, coordinate rapid response activities, and match employers to qualified workers.
- Manage the business services teams
- Organize and coordinate the delivery of services

Services to hiring employers, to include:

- Job orders and consultation, being responsive to new hiring practices,
- Implementing pre-referral standards (skills, screening),
- Customized recruitment services
- Input job orders in jobs.mo.gov system

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Signature Page

By signing, each party affirms that this MOU accurately describes the negotiated roles, responsibilities, and costs.

Missouri Department of Higher Education & Workforce Development, Office of Workforce Development, WIOA partner for Title I Adult, WIOA Dislocated Worker ,WIOA Youth, and Title III Wagner-Peyser, Trade Assistance Act, and Jobs for Veterans State Grant.

_____ June 16, 2020

Dr. Mardy L. Leathers, Director, Workforce Development
Missouri Department of Higher Education & Workforce Development

Date

XIII. SIGNATURES

I. SIGNATURES

The Partners identified below have the authority to commit the Partner Agency they represent to the terms of this Memorandum of Understanding. The Partners agree to participate in Eastern Jackson County One-Stop Center System and to comply with the terms of this Memorandum of Understanding. The level of participation to which the Partners are committed is contingent on continued availability of resources. The benefits Partners expect to receive from this participation are equitable when compared with their contributions.

THE PARTNERS TO THIS AGREEMENT EVIDENCE THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURES BELOW.

Doug Goodwin BOARD CHAIR 2/20/20

Signature/ Title Date

Doug Goodwin, Chairperson of the
Eastern Jackson County Workforce Development Board

I. SIGNATURES

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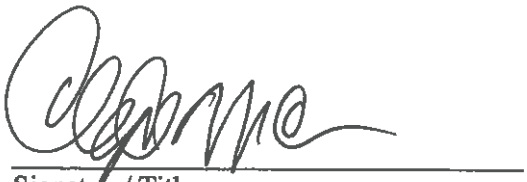

Signature/ Title

3-10-2020

Date

Clyde McQueen, Chief Executive Officer
The Full Employment Council, Inc
President/CEO
Managing Entity and Fiscal Agent
Eastern Jackson County Workforce Development Board

EASTERN JACKSON COUNTY WORKFORCE DEVELOPMENT BOARD

Program Year (PY) 2020 – 2023 Infrastructure Funding Agreement (IFA) Cost Methodology

Option I – Partners who are co-located in a Missouri Job Center – The cost allocation will be based on physical presence of FTE head count and/or physical presence of technology.

Partnership/Funding Sources	FTE	Comments
Dept. of Higher Ed and Workforce Development	9	
• Wagner-Peyser labor-exchange/employment services		
• Trade Adjustment Assistance (TAA)		
• Jobs for Veterans State Grants		

Option II – Partners who are not co-located in a Missouri Job Center – The cost allocation will be based on a conversion of the number of participants served to a full-time equivalent using the methodology described below. All Partners will be required to report to the Eastern Jackson County Workforce Development Board the number of participants they referred to the Eastern Jackson County Workforce Development Board to receive services. The reports are due monthly by the 10th of each month and must be emailed to resports@feckc.org. The host Job Center will provide the number of participants served based on its internal tracking system. A reconciliation will be completed monthly comparing the numbers reported by the non co-located partner and the host Job Center to allocate the cost.

The agreed IFA contribution calculations for PY 2020 – 2023 will be based on a Full-Time Equivalent (FTE) methodology. This methodology will use the process described below to determine relative benefit for required partners who are not present in the One-Stop via technology or physical presence. The scale utilizes active participants served during the previous month.

Clients Served Scale: Number of active participants served (funded with WIOA identified required program funds) by required partner in zip codes assigned to the EJC region. Active participants served during the previous budget year of the IFA (July 1 – June 30)	
#Served	***FTE***
0-25	.0
26-75	.05
76-125	.10
126-175	.20
176-225	.30
226-275	.40
276+	.50

Reminder: Cost allocations are first determined for a required partner who has a physical presence at the local One-Stop. If there is no physical presence, then the above Clients Served Scale is utilized to determine the relative benefit cost share. A partner should not be charged for both an FTE and the relative benefit participant count. An infrastructure cost allocation is based on one or the other, not both.

East Region- Missouri Career Center Complex

	One-Stop Partners	Infrastructure	Operating	Lease Holder	FTE - Staff	Comments
	Full Employment Council Inc				10	
1	WIOA Adult Program (Title I)					
2	WIOA Dislocated Worker Program					
3	WIOA Youth Program					
	Dept. of Higher Ed and Workforce Development				9	
4	Wagner-Peyser labor-exchange/employment services					
5	Trade Adjustment Assistance (TAA)					
6	Jobs for Veterans State Grants					
7	DOLIR State Unemployment Compensation Law activities				2	Two phones
10	Vocational Rehabilitation (VR)				0.15	2 Counselors, each 3 hours for 1 day/week= 6 total hours.
8	FSD-Temporary Assistance for Needy Families				4	FEC MWA -Subcontract
11	Adult Education and Literacy (AEL) (Title II)				1	
9	FSD-Community Services Block Grant				0.5	
12	WIOA Migrant and Seasonal Farmworker Programs				0.5	
13	Job Corps				0.5	
14	The Senior Community Service Program				0.5	
15	Perkins Career and Technical Education				0.5	
16	U.S. Dept. of Housing and Urban Development employment and training activities				0.5	
17	Reintegration programs for eligible offenders				0.5	
18	Rehabilitation Services for the Blind				0.5	
					30.15	

Budget	Total Allocation Basis														
	Full Employment Council Inc	Dept. of Higher Ed and Workforce Development	DOLIR	Vocational Rehabilitation (VR)	FSD-Temporary Assistance for Needy Families	Adult Education and Literacy (AEL) (Title II)	FSD-Community Services Block Grant	WIOA Migrant and Seasonal Farmworker Programs	Job Corps	The Senior Community Service Program	Perkins Career and Technical Education	Housing and Urban Development employment and training activities	Reintegration programs for eligible offenders	Rehabilitation Services for the Blind	Total
FTE -Equivalent	10	9	2	0.15	4	1	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	30.15
%	33.2%	29.9%	6.6%	0.5%	13.3%	3.3%	1.7%	1.7%	1.7%	1.7%	1.7%	1.7%	1.7%	1.7%	100%
															-
															-
															-
															-

East Region- Missouri Career Center Complex

Line Item Cost	One-Stop Budget (Costs paid up front by Partner)															
	Total Budget	Full Employment Council Inc	Dept. of Higher Ed and Workforce Development	DOLIR	Vocational Rehabilitation (VR)	FSD- Temporary Assistance for Needy Families	Adult Education and Literacy (AEL) (Title II)	FSD- Community Services Block Grant	WIOA Migrant and Seasonal Farmworker Programs	Job Corps	The Senior Community Service Program	Perkins Career and Technical Education	U.S. Dept. of Housing and Urban Development employment and training activities	Reintegration programs for eligible offenders	Rehabilitation Services for the Blind
		10	9	2	0.15	4	1	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
		33.2%	**29.9%**	**6.6%**	**0.5%**	**13.3%**	**3.3%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**
Lease/Rent	$ 112,700.00														
Electric	$ 25,000.00														
Gas	$ 20,000.00														
Water	$ 17,500.00														
Trash Services & Pest Control	$ 2,500.00														
Landscaping/Ground Keeping	$ 15,000.00	$ 192,700	$ 205,300												
High-Speed Internet	$ 18,500.00														
Facility Maintenance Contract	$ 12,600.00														
Telephones (Landlines)	$ 4,500.00														
Alarm Services	$ 620.00														
Building Insurance	$ 4,000.00														
Copier- Rental	$ 5,780.00														
Copier usage and Maintenance	$ 4,800.00														
Fax Machines															
TOTAL Paid	**$ 243,500.00**	**$ 80,763**	**$ 72,687**	**$ 16,153**	**$ 1,211**	**$ 32,305**	**$ 8,076**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**

Vocational Rehabilitation (VR)

Local Workforce Development Board Memorandum of Understanding

EASTERN JACKSON COUNTY
ONE-STOP DELIVERY SYSTEM FOR JACKSON COUNTY EXCLUSIVE OF THE CITY OF KANSAS CITY, MISSOURI
Workforce Innovation and Opportunity Act (WIOA)
Missouri Department of Vocational Rehabilitation-
Persons with Disabilities
Agreement to Coordinate with One-Stop Delivery System Partners

I. Introduction

This Memorandum of Understanding (MOU) establishes the spirit of cooperation and collaboration by the Eastern Jackson County Workforce Development Board ("Local WDB"), and the One-Stop Delivery System signatory partner ("the Partners") hereafter referred to as **The Missouri Department of Vocational Rehabilitation- Persons with Disabilities.** This MOU describes funding stream and strategy the **Missouri Department of Vocational Rehabilitation- Persons with Disabilities** agency will use to the mutual customers of job seekers and employers, through an integrated system of service delivery operated at one comprehensive site, called Missouri Job Center, and one affiliated site.

The comprehensive site is located at the following for Eastern Jackson County
Eastern County Jackson Region -15301 East 23rd Street, Independence, Missouri 64055

The affiliated site is located at the following for Eastern Jackson County
Independence Annex/Young Adult - Career Connections Center, 1524 E. 23rd Street, Suite C, Independence, MO 64055

We understand that the development and implementation of these sites will require mutual trust and teamwork between the partnering agencies. We further understand that our joint team objective for the region is to:

(1) Provide job seekers up to date labor market information about where the jobs, careers, and the sectors they comprise are available in the Eastern Jackson County area;

(2) Be aware of the training programs that prepare job seekers for these careers and refer job seeking customers to those training courses that have positive results in course completion, certification attainment , and job placement into the appropriate career sector;

(3) Career center staff will provide appropriate career counseling and customer follow-up to facilitate course completion, certification where appropriate, and job retention;

(4) Facilitate classroom training for in-demand occupations leading to career path ways in the Greater Kansas City region;

(5) Maintain an up to date support service network to insure that job seeking clientele have appropriate information and or support in areas which include but are not limited transportation, childcare, emergency assistance, etc.

(6) Facilitate On-the-Job Training, where employers train persons on the job to aid career pathways through work-base learning;

(7) Promote apprenticeship models to individuals that combine work-base learning and classroom training, resulting in careers with credentials/classifications.

For employers we will provide services:

(1) Focus upon the single point of contact to the maximum extent possible to increase customer service and enhance program offerings;

(2) Refer clients that meet the minimum job requirements of the positions provided the public workforce system;

(3) Utilize training that uses Work based learning and or classroom instruction as appropriate;

(4) Incorporate into training curricula and program offerings increased emphasis on the socio-emotional, communication, and team-based work competencies critical to competitive work places in a global economy;

(5) Interact with business associations, chambers of commerce, and economic development organizations to acquire real time workforce intelligence regarding entry-level, intermediate and advance skill requirements for regional workforce needs.

The Missouri Department of Vocational Rehabilitation- Persons with Disabilities. agency and other core partners recognize the consistency of team effort that will be required to meet these dual customer objectives:

WIOA-required One-Stop Partners, as indicated below:

1. WIOA Adult Program (Title I)
2. WIOA Dislocated Worker Program (Title I)
3. WIOA Youth Program (Title I)
4. Job Corps (WIOA Title I)
5. YouthBuild (WIOA Title I)
6. WIOA Indian and Native American (INA)programs
7. WIOA Migrant and Seasonal Farmworker Programs - Migrant Farm Worker employment and training activities
8. Wagner-Peyser labor-exchange/employment programs services
9. Adult Education and Literacy (AEL) (Title II) activities
10. Vocational Rehabilitation (VR)
11. The Senior Community Service Program and employment activities
12. Perkins Career and Technical Education and Post-secondary Vocational Education activities
13. Trade Adjustment Assistance
14. Jobs for Veterans State Grants and Veterans employment and training activities
15. Community Services Block Grant employment and training Activities
16. U.S. Dept. of Housing and Urban Development employment and training activities.
17. Missouri Division of Employment Security programs, authorized under State Unemployment Compensation Law activities
18. Reintegration programs for eligible offenders, Second Chance offender workforce-reentry programs
19. Temporary Assistance for Needy Families (TANF) and Division of Social Services Programs

II. Strategic Vision

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 summarized as follows:

- Partnerships and Program Alignment – One-Stop System and Centers; Services and Customers
- System, Program and Services Access
- Skills and Credentials and Employment
- Career Pathways to Pump Talent Pipelines
- Employer Engagement and Business Services

III. Services to be Provided

The following section details the services that the partners will deliver through the One-Stop System, the agencies responsible for delivering those services, and the revenue sources those agencies will use to fund the services.

Eastern Jackson County One-Stop System

1. **Service Delivery Customer Flow for Adult and Dislocated Workers.**
Local program integration of Adult Career Services of the Next Generation Missouri Career Centers integrated service delivery, integrated customer flow will include three major functions: **(a) Welcome and Assessment, (b) Skill Development**, and **(c) Employment.** These functions will provide career services (basic and individualized), workforce and labor market information, and access to training services. Each function will be led by the following teams:

a) **Welcome and Assessment** function is led by the *Welcome Team* executing the following services:
- Greet and direct customers
- Provide the initial service triage
- Provide the initial skills assessment
- Recommend a service pathway
- Collect initial registration data
- Connect customers with the Skills Development Team, Jobs Team, and initial service delivery

b) **Skill Development** function is led by the *Skills Development Team* executing the following services:
- Provide additional assessment of customer needs and support requirements
- Facilitate career and job-search planning
- Deliver and/or connect customers to skill building services covering work readiness skills, basic skills, computer literacy skills, occupational skills and job search skills
- Oversee and facilitate self-service delivery
- Assist customers in development of job-search skills and tools

c) **Employment** function is led by the *Jobs Team* executing the following services:

- Provide services to job-ready participants
- Job search information, plans, support and advice
- Job matching
- Assessment of job search activities
- Labor market information
- Referrals and hiring process support

(i) **Local program integration includes, but not limited to the provisions of the following career services:**

- Eligibility determination for Subtitle B of Title I of the WIOA;
- Outreach, intake (which may include worker profiling) and orientation to the information and other services available through the One-Stop Delivery System;
- Initial assessment of skill levels, aptitudes, abilities and supportive service needs;
- Job search and placement assistance and, where appropriate, career counseling;
- Provision of employment statistics information, including information relating to local, regional and national labor market areas including job vacancy listings in such labor market areas; information on job skills necessary to obtain the listed jobs; and information relating to local occupations in demand and the earnings and skill requirements for such occupations;
- Provision of program performance, information and program cost information on eligible providers of training services, eligible providers of youth activities, providers of adult education, providers of post-secondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Act and providers of vocational rehabilitation program activities;
- Provision of information on how the local area is performing on local performance measures and any additional performance information with respect to the One-Stop Delivery System in the local area;
- Provision of information relating to the availability of supportive services, including, at a minimum, child care, transportation available in local areas and referral to such services as appropriate;
- Provision of information regarding filing claims for unemployment compensation;
- Assistance in establishing eligibility for welfare to work activities and programs of financial aid assistance for training and education;
- Follow-up services, including counseling regarding the workplace for participants in workforce development activities, authorized by WIOA, who are placed in unsubsidized employment for not less than 12 months after the first day of employment, as appropriate.
- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, including diagnostic testing and the use of other assessment tools and in-depth interviewing and evaluation to identify employment barriers and appropriate goals;
- Development of an Individual Employment Plan (IEP) to identify employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve those employment goals;
- Group counseling;
- Individual counseling and career planning;
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills and professional conduct to prepare individuals to unsubsidized employment or training;
- Out-of-area job search expenses;
- Relocation expenses;

- Internships;
- Work experience

(ii) **Training Services.** Next Generation Missouri Career Centers integrated service delivery Training Services in jobs in targeted industries, based on informed decisions using Labor Market Information and other workforce intelligence, that are high-skilled, high wage jobs focus on specific occupations, industries, and types of training, include:

- Apprenticeship training models that integrate classwork training with work-base learning resulting in a credential, and/or work-specific certification/classification;
- Occupational skills training, including training for non-traditional employment;
- On-the-Job Training;
- Programs that combine workplace training with related instruction which may include cooperative education programs;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Job readiness training;
- Digital literacy to job seekers is increasingly a prerequisite for career advancement and training programs
- Adult education and literacy activities provided in combination with any of the examples cited above;
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of training;
- Maintain performance data on graduation and/or credentialing rates, and/or job placement of specific core courses of curriculum offerings.

Targeted Occupations:

- Healthcare Technology
- Warehouse Logistics
- Transportation
- Business Services
- Construction
- Information Technology
- Advanced Manufacturing

This system will be utilize at the comprehensive sites and in some cases as negotiated with partner agencies, some affiliates sites will include but not limited to the following:

1. Program staff will be physically present at the Center.
2. Cross-train partner program staff at the One-Stop Center will appropriately be trained to provide information to customers about the programs, services, and activities available through partner programs.
3. Provide direct linkage through technology to program staff that can provide meaningful information on services.

2. Youth Program Services

Workforce Innovation Opportunity Act (WIOA) funded programs for Out-of-School Youth (OSY) and In-School Youth (ISY); targeting young people that face at least one barrier to employment. Because many of the young people served face an identified barrier, such as homelessness or young adult- parenting thus allows 75% of all youth programming to be

expended on youth between 16 -24 years of age targeting drop-outs, homeless and young parenting.

Youth program services will be procured and will be presented through the in-take eligibility, and career service provided by the Workforce Development Board and service provider with training, mentoring, and other youth activities provided through core service providers and/or core partners.

14 Required Program Elements

The youth program system will address all 14 of the Required Elements based on skills, assessments, and needs of each youth enrolled.

1. Tutoring, study skills training, and evidence based dropout prevention strategies that lead to completion of a secondary school diploma or its recognized equivalent or for a recognized post-secondary credential. Tutoring is provided through group and individual instruction based on youth participant needs at every Youth at Work location.

2. Alternative secondary school offerings. All Youth at Work program sites have alternative secondary school offerings with a focus on credit retrieval, college credit, and GED preparation and completion.

3. Paid and unpaid work experiences, that have academic and occupational education as a component of the work experience, which may include:
   a. summer employment opportunities and other employment opportunities throughout the school year;
   b. pre-apprenticeship programs;
   c. internships and job shadowing; and
   d. on the job training opportunities;

4. Occupational skill training, which includes priority consideration for training programs that lead to recognized post-secondary credentials that are aligned with in demand industry sectors or occupations;

5. Education offered concurrently with and in the same context as workforce preparation activities and training for specific occupation or occupational cluster; WIOA youth programs offer many opportunities for youth to enroll in occupational skills training while receiving hands-on experience through partnerships with community and technical colleges.

6. Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors; These are offered at all WIOA Youth Career Center Sites, through a variety of approaches including workshops, teambuilding activities, service learning projects, and youth involvement in program planning.

7. Support services are provided at all program sites. Case managers assist youth with access to non-WIOA funded support services such as federal financial aid for tuition and linkages to community organizations. WIOA supportive services are used when other resources are not available for help with emergency costs such as food, transportation, and housing.

8. Adult mentoring for duration of at least twelve (12) months that may occur both during and after program participation.

9. Follow-up services for a minimum 12-month period after the completion of the program; Follow-up services are provided for at least one year after exit. Case managers maintain regular contact and assist youth with educational plans, job search needs and other issues. Supportive services are available to youth during this time.

10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as appropriate to the needs of the individual youth;

11. Financial literacy education; WIOA youth participants receive financial literacy education through One- Stop Center and partnerships with local banking institutions.

12. Entrepreneurial skills training - youth receive entrepreneurial skills through partnerships

13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and

14. Activities that help youth prepare for and transition to post-secondary education and training.

3. WIOA Employer Services

Business services offer the following to all businesses seeking help with hiring and meeting other workforce needs. Leading, organizing, and coordinating the following:

- Provide Job-driven needs and real-time business intelligence
- Assessing businesses needs
- Posting and distributing employer job listings
- Sourcing and screening candidates
- Industry-focused and personalized employer engagement events including job fairs, employer panels, recruiting events, and mock-interview sessions
- Development of internships, mentorships, and on-the-job training
- Rapid response assistance for business closures and layoffs
- Other services requested by business customers e.g. wage industry/economic trends,
- Provide ongoing support and connection to resources for new-hire training, incumbent worker training,
- Provide labor market information so that businesses keep job postings
- Manage job orders by working with an employer throughout the entire hiring process to assist with competitive description development, sourcing, screening, and connecting employers to the talent pool
- Organize hiring events, provide tailored business services, coordinate rapid response activities, and match employers to qualified workers.
- Manage the business services teams
- Organize and coordinate the delivery of services

Services to hiring employers, to include:

- Job orders and consultation, being responsive to new hiring practices,
- Implementing pre-referral standards (skills, screening),
- Customized recruitment services
- Input job orders in jobs.mo.gov system

4. **Performance Management/ Data Collection**

The workforce system shall publish results of training programs, job placement and job retention statistics, certifications and credentialing of job seekers, and placement of persons in targeted sector occupations.

5. **Continuous Improvement/ Staff Training and Development**

The system shall engage core partners and programmatic staff in cross-training, best-practice distribution, job shadowing, and customer feedback system from employer and job seeker to ensure a customer-friendly, results-oriented workforce system.

6. **Quality Assurance**

Utilizing a third party independent monitoring and evaluations system to ensure the development and execution of on-going quality assurance and verification program to verify performance, policy execution and superior workforce programs.

IV. Systematic Referral Process for Job Center Customers

We agree that the Partners will conduct referral for services in the following manner:

1. All customers referred for services will receive a written or electronic referral form with the date, time, and place of the appointment.
2. All referrals will be scheduled within five working days.
3. The individual making the referral will follow up within two working days of the scheduled referral date with the partner agency.

V. Human Resources Management

We agree that the Partners will develop commonly accepted expectations for customer service and engagement that are compliant with each individual entity's employee policies. Each Partner will incorporate those expectations into their own employee-performance system and agree to conduct periodic performance reviews in accordance with the requirements of their organization.

VI. One-Stop Delivery System Performance Criteria

We agree that the One-Stop Delivery System will strive to achieve these standards of quality service for its customers, employees, and Partners:

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 through the Missouri Job Centers.

VII. 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 Local WDB, the One-Stop operator, and the Partners.

The Local WDB's responsibilities will be:

1. Approve and execute a Memorandum of Understanding (MOU) between the One-Stop Partners that is mutually agreeable to all parties per statutory requirements.
2. Guide and Direct the disbursement of funds for workforce development activities pursuant to the requirements of the WIOA.
3. Facilitate 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. Procure and/or certify the One-Stop Operator(s) and/or terminate a One-Stop Operator for cause, with the agreement of the CLEOs.
5. Conduct oversight of the local One-Stop workforce system, including funding specified in the WIOA, for all Adult, Dislocated Worker and Youth activities
6. Approve grants or contracts for program activities as appropriate
7. Coordinate workforce development activities with economic development strategies and other employer linkages.
8. Facilitate the coordination of workforce activities.
9. Facilitate the engagement of employers and provide integrated business services.
10. Promote the Workforce system to businesses, community and stakeholders.
11. Facilitate 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.
12. Direct and coordinate the organizations' processes of developing strategic objectives, as well as creating action plans and related human resource plans to support system direction.
13. Organize and coordinate how the system determines customer/market requirements; expectations and preferences.
14. Develop and coordinate the performance management system and how the system analyzes performance data information.
15. Coordinate how the system enables job seekers to develop and utilize their full potential in alignment with the system's objectives.
16. Lead 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.
17. Lead, facilitate and coordinate 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.

18. Lead, facilitate and coordinate all employer engagement efforts that reinforce a single point-center approach to meet, to gather workforce intelligence and employer workforce needs.
19. Publish results of training programs and systems.
20. Compose and distribute external communications achievements systems enhance to community stakeholders and the public at large.

The One-Stop operator's responsibilities will be:

The One- Stop Operator responsibilities are carried out in consolidation and collaboration with the consortium of service providers and partners. The One-Stop Operator Consortium coordinates services within the Job Centers and across the One-Stop System, being the primary provider of services within the Job Center and coordinating service delivery in a multi-center area.

1. Conduct orientation of career center system.
2. Manage referral process to review in the Center.
3. Conduct follow up on case by case basis as referred.
4. Conduct outreach and recruitment activities and referral of clients as approved.

The One-Stop Partners' responsibilities will be:

1. Provide access to their programs and services through the One-Stop system (i.e., the local Job Center) either through in person sessions or via electronic/technical means at the Job Center or through the referral system delineated above.
2. Support the development and implementation of One-Stop policies and processes and integrated customer-centered service delivery design
3. Will provide their fair share of infrastructure costs as required by WIOA
4. Coordinate the delivery of services to individual job seekers with other system partners to reduce duplication of service while insure a complete range of service toward a successful career path and self-sufficiency
5. Coordinate employer contact and services to avoid duplicative employer contacts.
6. Share performance data regarding shared customers.
7. The partners shall meet to evaluate One-Stop integration and plan accordingly, on an as-needed basis.

VIII. Shared Funding of Infrastructure

The following table details the non-personnel costs associated with running the Comprehensive One-Stops named, and the allocation of those costs to the various One-Stop Partners

***See the attached Cost Sharing Financial budgets/terms Addendum.**

Rent/Leasing of Facilities	Utilities	Maintenance	Equipment	Specialized Technologies

IX. Shared Funding of Services

The following table details program services and activities that will be mutually funded by the Partners and the revenue sources the Partners will use to fund those services and activities. Include Functional Leader costs.

*See attached financial budgets/terms.

Service	Service Description	Revenue Sources	Shared Costs (In-Kind, Cash, Total)	Agencies Sharing Costs

X. Duration and Modification

The parties agree that the terms of this MOU as a whole will take effect as of 07-01-2020 and will continue in effect until 06-30-2023 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 **shared funding of infrastructure costs** agreed to in section VIII will take effect as of 07-01-2020 and will continue in effect until 06-30-2023, or such time as any party will modify, extend, or terminate that subpart of this agreement.

XI. 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.

XII. SIGNATURES

The Partners identified below have the authority to commit the Partner Agency they represent to the terms of this Memorandum of Understanding. The Partners agree to participate in Eastern Jackson County One-Stop Center System and to comply with the terms of this Memorandum of Understanding. The level of participation to which the Partners are

Signatures

Missouri Department of Elementary & Seco
Robin Coffman
Chief of Staff

Signed on 2020-04-28 18:28:45 GMT

concord

Signed on www.concordthis.com

XIII. SIGNATURES

I. SIGNATURES

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THE PARTNERS TO THIS AGREEMENT EVIDENCE THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURES BELOW.

Doug Goodwin Board Chair 2/20/20

Signature/ Title Date

Doug Goodwin, Chairperson of the
Eastern Jackson County Workforce Development Board

I. SIGNATURES

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Signature/ Title

3-10-2020

Date

Clyde McQueen, Chief Executive Officer
The Full Employment Council, Inc
President/CEO
Managing Entity and Fiscal Agent
Eastern Jackson County Workforce Development Board

EASTERN JACKSON COUNTY WORKFORCE DEVELOPMENT BOARD

Program Year (PY) 2020 – 2023 Infrastructure Funding Agreement (IFA) Cost Methodology

Option I – Partners who are co-located in a Missouri Job Center – The cost allocation will be based on physical presence of FTE head count and/or physical presence of technology.

Partnership/Funding Sources	FTE	Comments
Vocational Rehabilitation (VR)	.15	2 Counselors, each 3 hours for 1 day/week + 6 total hours

Option II – Partners who are not co-located in a Missouri Job Center – The cost allocation will be based on a conversion of the number of participants served to a full-time equivalent using the methodology described below. All Partners will be required to report to the Eastern Jackson County Workforce Development Board the number of participants they referred to the Eastern Jackson County Workforce Development Board to receive services. The reports are due monthly by the 10th of each month and must be emailed to resports@feckc.org. The host Job Center will provide the number of participants served based on its internal tracking system. A reconciliation will be completed monthly comparing the numbers reported by the non co-located partner and the host Job Center to allocate the cost.

The agreed IFA contribution calculations for PY 2020 – 2023 will be based on a Full-Time Equivalent (FTE) methodology. This methodology will use the process described below to determine relative benefit for required partners who are not present in the One-Stop via technology or physical presence. The scale utilizes active participants served during the previous month.

Clients Served Scale: Number of active participants served (funded with WIOA identified required program funds) by required partner in zip codes assigned to the EJC region. Active participants served during the previous budget year of the IFA (July 1 – June 30)	
#Served	***FTE***
0-25	.0
26-75	.05
76-125	.10
126-175	.20
176-225	.30
226-275	.40
276+	.50

Reminder: Cost allocations are first determined for a required partner who has a physical presence at the local One-Stop. If there is no physical presence, then the above Clients Served Scale is utilized to determine the relative benefit cost share. A partner should not be charged for both an FTE and the relative benefit participant count. An infrastructure cost allocation is based on one or the other, not both.

East Region- Missouri Career Center Complex

	One-Stop Partners	Infrastructure	Operating	Lease Holder	FTE - Staff	Comments
	Full Employment Council Inc				10	
1	WIOA Adult Program (Title I)					
2	WIOA Dislocated Worker Program					
3	WIOA Youth Program					
	Dept. of Higher Ed and Workforce Development				9	
4	Wagner-Peyser labor-exchange/employment services					
5	Trade Adjustment Assistance (TAA)					
6	Jobs for Veterans State Grants					
7	DOLIR State Unemployment Compensation Law activities				2	Two phones
10	Vocational Rehabilitation (VR)				0.15	2 Counselors, each 3 hours for 1 day/week= 6 total hours.
8	FSD-Temporary Assistance for Needy Families				4	FEC MWA -Subcontract
11	Adult Education and Literacy (AEL) (Title II)				1	
9	FSD-Community Services Block Grant				0.5	
12	WIOA Migrant and Seasonal Farmworker Programs				0.5	
13	Job Corps				0.5	
14	The Senior Community Service Program				0.5	
15	Perkins Career and Technical Education				0.5	
16	U.S. Dept. of Housing and Urban Development employment and training activities				0.5	
17	Reintegration programs for eligible offenders				0.5	
18	Rehabilitation Services for the Blind				0.5	
					30.15	

Budget	Total Allocation Basis														
	Full Employment Council Inc	Dept. of Higher Ed and Workforce Development	DOLIR	Vocational Rehabilitation (VR)	FSD-Temporary Assistance for Needy Families	Adult Education and Literacy (AEL) (Title II)	FSD-Community Services Block Grant	WIOA Migrant and Seasonal Farmworker Programs	Job Corps	The Senior Community Service Program	Perkins Career and Technical Education	Housing and Urban Development employment and training activities	Reintegration programs for eligible offenders	Rehabilitation Services for the Blind	Total
FTE -Equivalent	10	9	2	0.15	4	1	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	30.15
%	33.2%	29.9%	6.6%	0.5%	13.3%	3.3%	1.7%	1.7%	1.7%	1.7%	1.7%	1.7%	1.7%	1.7%	100%
															-
															-
															-
															-

East Region- Missouri Career Center Complex

Line Item Cost	One-Stop Budget (Costs paid up front by Partner)															
	Total Budget	Full Employment Council Inc	Dept. of Higher Ed and Workforce Development	DOLIR	Vocational Rehabilitation (VR)	FSD- Temporary Assistance for Needy Families	Adult Education and Literacy (AEL) (Title II)	FSD- Community Services Block Grant	WIOA Migrant and Seasonal Farmworker Programs	Job Corps	The Senior Community Service Program	Perkins Career and Technical Education	U.S. Dept. of Housing and Urban Development employment and training activities	Reintegration programs for eligible offenders	Rehabilitation Services for the Blind
		10	9	2	0.15	4	1	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
		33.2%	**29.9%**	**6.6%**	**0.5%**	**13.3%**	**3.3%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**
Lease/Rent	$ 112,700.00														
Electric	$ 25,000.00														
Gas	$ 20,000.00														
Water	$ 17,500.00														
Trash Services & Pest Control	$ 2,500.00														
Landscaping/Ground Keeping	$ 15,000.00	$ 192,700	$ 205,300												
High-Speed Internet	$ 18,500.00														
Facility Maintenance Contract	$ 12,600.00														
Telephones (Landlines)	$ 4,500.00														
Alarm Services	$ 620.00														
Building Insurance	$ 4,000.00														
Copier- Rental	$ 5,780.00														
Copier usage and Maintenance	$ 4,800.00														
Fax Machines															
TOTAL Paid	**$ 243,500.00**	**$ 80,763**	**$ 72,687**	**$ 16,153**	**$ 1,211**	**$ 32,305**	**$ 8,076**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**

The Senior Community Service Program

Local Workforce Development Board Memorandum of Understanding

EASTERN JACKSON COUNTY
ONE-STOP DELIVERY SYSTEM FOR JACKSON COUNTY EXCLUSIVE OF THE CITY OF KANSAS CITY, MISSOURI
Workforce Innovation and Opportunity Act (WIOA)
The Senior Community Service Program
Administered By AARP
Agreement to Coordinate with One-Stop Delivery System Partners

I. Introduction

This Memorandum of Understanding (MOU) establishes the spirit of cooperation and collaboration by the Eastern Jackson County Workforce Development Board ("Local WDB"), and the One-Stop Delivery System signatory partner ("the Partners") hereafter referred to as **The Senior Community Service Program administered by AARP.** This MOU describes funding stream and strategy the as **The Senior Community Service Program administered by AARP** agency will use to the mutual customers of job seekers and employers, through an integrated system of service delivery operated at one comprehensive site, called Missouri Job Center, and one affiliated site.

The comprehensive site is located at the following for Eastern Jackson County
Eastern County Jackson Region -15301 East 23rd Street, Independence, Missouri 64055

The affiliated site is located at the following for Eastern Jackson County
Independence Annex/Young Adult - Career Connections Center, 1524 E. 23rd Street, Suite C, Independence, MO 64055

We understand that the development and implementation of these sites will require mutual trust and teamwork between the partnering agencies. We further understand that our joint team objective for the region is to:

(1) Provide job seekers up to date labor market information about where the jobs, careers, and the sectors they comprise are available in the Eastern Jackson County area;

(2) Be aware of the training programs that prepare job seekers for these careers and refer job seeking customers to those training courses that have positive results in course completion, certification attainment , and job placement into the appropriate career sector;

(3) Career center staff will provide appropriate career counseling and customer follow-up to facilitate course completion, certification where appropriate, and job retention;

(4) Facilitate classroom training for in-demand occupations leading to career path ways in the Greater Kansas City region;

(5) Maintain an up to date support service network to insure that job seeking clientele have appropriate information and or support in areas which include but are not limited transportation, childcare, emergency assistance, etc.

(6) Facilitate On-the-Job Training, where employers train persons on the job to aid career pathways through work-base learning;

(7) Promote apprenticeship models to individuals that combine work-base learning and classroom training, resulting in careers with credentials/classifications.

For employers we will provide services:

(1) Focus upon the single point of contact to the maximum extent possible to increase customer service and enhance program offerings;

(2) Refer clients that meet the minimum job requirements of the positions provided the public workforce system;

(3) Utilize training that uses Work based learning and or classroom instruction as appropriate;

(4) Incorporate into training curricula and program offerings increased emphasis on the socio-emotional, communication, and team-based work competencies critical to competitive work places in a global economy;

(5) Interact with business associations, chambers of commerce, and economic development organizations to acquire real time workforce intelligence regarding entry-level, intermediate and advance skill requirements for regional workforce needs.

The **Partner** agency and other core partners recognize the consistency of team effort that will be required to meet these dual customer objectives:

WIOA-required One-Stop Partners, as indicated below:

1. WIOA Adult Program (Title I)
2. WIOA Dislocated Worker Program (Title I)
3. WIOA Youth Program (Title I)
4. Job Corps (WIOA Title I)
5. YouthBuild (WIOA Title I)
6. WIOA Indian and Native American (INA)programs
7. WIOA Migrant and Seasonal Farmworker Programs - Migrant Farm Worker employment and training activities
8. Wagner-Peyser labor-exchange/employment programs services
9. Adult Education and Literacy (AEL) (Title II) activities
10. Vocational Rehabilitation (VR)
11. The Senior Community Service Program and employment activities
12. Perkins Career and Technical Education and Post-secondary Vocational Education activities
13. Trade Adjustment Assistance
14. Jobs for Veterans State Grants and Veterans employment and training activities
15. Community Services Block Grant employment and training Activities
16. U.S. Dept. of Housing and Urban Development employment and training activities.
17. Missouri Division of Employment Security programs, authorized under State Unemployment Compensation Law activities
18. Reintegration programs for eligible offenders, Second Chance offender workforce-reentry programs

19. Temporary Assistance for Needy Families (TANF) and Division of Social Services Programs

II. Strategic Vision

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 summarized as follows:

- Partnerships and Program Alignment – One-Stop System and Centers; Services and Customers
- System, Program and Services Access
- Skills and Credentials and Employment
- Career Pathways to Pump Talent Pipelines
- Employer Engagement and Business Services

III. Services to be Provided

The following section details the services that the partners will deliver through the One-Stop System, the agencies responsible for delivering those services, and the revenue sources those agencies will use to fund the services.

Eastern Jackson County One-Stop System

1. **Service Delivery Customer Flow for Adult and Dislocated Workers.**
Local program integration of Adult Career Services of the Next Generation Missouri Career Centers integrated service delivery, integrated customer flow will include three major functions: **(a) Welcome and Assessment, (b) Skill Development**, and **(c) Employment.** These functions will provide career services (basic and individualized), workforce and labor market information, and access to training services. Each function will be led by the following teams:

a) **Welcome and Assessment** function is led by the *Welcome Team* executing the following services:
- Greet and direct customers
- Provide the initial service triage
- Provide the initial skills assessment
- Recommend a service pathway
- Collect initial registration data
- Connect customers with the Skills Development Team, Jobs Team, and initial service delivery

b) **Skill Development** function is led by the *Skills Development Team* executing the following services:
- Provide additional assessment of customer needs and support requirements
- Facilitate career and job-search planning

- Deliver and/or connect customers to skill building services covering work readiness skills, basic skills, computer literacy skills, occupational skills and job search skills
- Oversee and facilitate self-service delivery
- Assist customers in development of job-search skills and tools

c) **Employment** function is led by the *Jobs Team* executing the following services:

- Provide services to job-ready participants
- Job search information, plans, support and advice
- Job matching
- Assessment of job search activities
- Labor market information
- Referrals and hiring process support

(i) **Local program integration includes, but not limited to the provisions of the following career services:**

- Eligibility determination for Subtitle B of Title I of the WIOA;
- Outreach, intake (which may include worker profiling) and orientation to the information and other services available through the One-Stop Delivery System;
- Initial assessment of skill levels, aptitudes, abilities and supportive service needs;
- Job search and placement assistance and, where appropriate, career counseling;
- Provision of employment statistics information, including information relating to local, regional and national labor market areas including job vacancy listings in such labor market areas; information on job skills necessary to obtain the listed jobs; and information relating to local occupations in demand and the earnings and skill requirements for such occupations;
- Provision of program performance, information and program cost information on eligible providers of training services, eligible providers of youth activities, providers of adult education, providers of post-secondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Act and providers of vocational rehabilitation program activities;
- Provision of information on how the local area is performing on local performance measures and any additional performance information with respect to the One-Stop Delivery System in the local area;
- Provision of information relating to the availability of supportive services, including, at a minimum, child care, transportation available in local areas and referral to such services as appropriate;
- Provision of information regarding filing claims for unemployment compensation;
- Assistance in establishing eligibility for welfare to work activities and programs of financial aid assistance for training and education;
- Follow-up services, including counseling regarding the workplace for participants in workforce investment activities, authorized by WIOA, who are placed in unsubsidized employment for not less than 12 months after the first day of employment, as appropriate.
- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, including diagnostic testing and the use of other assessment tools and in-depth interviewing and evaluation to identify employment barriers and appropriate goals;
- Development of an Individual Employment Plan (IEP) to identify employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve those employment goals;
- Group counseling;
- Individual counseling and career planning;

- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills and professional conduct to prepare individuals to unsubsidized employment or training;
- Out-of-area job search expenses;
- Relocation expenses;
- Internships;
- Work experience

(ii) **Training Services.** Next Generation Missouri Career Centers integrated service delivery Training Services in jobs in targeted industries, based on informed decisions using Labor Market Information and other workforce intelligence, that are high-skilled, high wage jobs focus on specific occupations, industries, and types of training, include:

- Apprenticeship training models that integrate classwork training with work-base learning resulting in a credential, and/or work-specific certification/classification;
- Occupational skills training, including training for non-traditional employment;
- On-the-Job Training;
- Programs that combine workplace training with related instruction which may include cooperative education programs;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Job readiness training;
- Digital literacy to job seekers is increasingly a prerequisite for career advancement and training programs
- Adult education and literacy activities provided in combination with any of the examples cited above;
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of training;
- Maintain performance data on graduation and/or credentialing rates, and/or job placement of specific core courses of curriculum offerings.

Targeted Occupations:
- Healthcare Technology
- Warehouse Logistics
- Transportation
- Business Services
- Construction
- Information Technology
- Advanced Manufacturing

This system will be utilize at the comprehensive sites and in some cases as negotiated with partner agencies, some affiliates sites will include but not limited to the following:

1. Program staff will be physically present at the Center.
2. Cross-train partner program staff at the One-Stop Center will appropriately be trained to provide information to customers about the programs, services, and activities available through partner programs.
3. Provide direct linkage through technology to program staff that can provide meaningful information on services.

2. Youth Program Services

Workforce Innovation Opportunity Act (WIOA) funded programs for Out-of-School Youth (OSY) and In-School Youth (ISY); targeting young people that face at least one barrier to employment. Because many of the young people served face an identified barrier, such as homelessness or young adult- parenting thus allows 75% of all youth programming to be expended on youth between 16 -24 years of age targeting drop-outs, homeless and young parenting.

Youth program services will be procured and will be presented through the in-take eligibility, and career service provided by the Workforce Development Board and service provider with training, mentoring, and other youth activities provided through core service providers and/or core partners.

14 Required Program Elements

The youth program system will address all 14 of the Required Elements based upon skills, assessments, and needs of each youth enrolled.

1. Tutoring, study skills training, and evidence based dropout prevention strategies that lead to completion of a secondary school diploma or its recognized equivalent or for a recognized post-secondary credential. Tutoring is provided through group and individual instruction based on youth participant needs at every Youth at Work location.

2. Alternative secondary school offerings. All Youth at Work program sites have alternative secondary school offerings with a focus on credit retrieval, college credit, and GED preparation and completion.

3. Paid and unpaid work experiences, that have academic and occupational education as a component of the work experience, which may include:
   a. summer employment opportunities and other employment opportunities throughout the school year;
   b. pre-apprenticeship programs;
   c. internships and job shadowing; and
   d. on the job training opportunities;

4. Occupational skill training, which includes priority consideration for training programs that lead to recognized post-secondary credentials that are aligned with in demand industry sectors or occupations;

5. Education offered concurrently with and in the same context as workforce preparation activities and training for specific occupation or occupational cluster; WIOA youth programs offer many opportunities for youth to enroll in occupational skills training while receiving hands-on experience through partnerships with community and technical colleges.

6. Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors; These are offered at all WIOA Youth Career Center Sites, through a variety of approaches including workshops, teambuilding activities, service learning projects, and youth involvement in program planning.

7. Support services are provided at all program sites. Case managers assist youth with access to non-WIOA funded support services such as federal financial aid for tuition and linkages to community organizations. WIOA supportive services are used when other resources are not available for help with emergency costs such as food, transportation, and housing.

8. Adult mentoring for duration of at least twelve (12) months that may occur both during and after program participation.

9. Follow-up services for a minimum 12-month period after the completion of the program; Follow-up services are provided for at least one year after exit. Case managers maintain regular contact and assist youth with educational plans, job search needs and other issues. Supportive services are available to youth during this time.

10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as appropriate to the needs of the individual youth;

11. Financial literacy education; WIOA youth participants receive financial literacy education through One- Stop Center and partnerships with local banking institutions.

12. Entrepreneurial skills training - youth receive entrepreneurial skills through partnerships

13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and

14. Activities that help youth prepare for and transition to post-secondary education and training.

3. WIOA Employer Services

Business services offer the following to all businesses seeking help with hiring and meeting other workforce needs. Leading, organizing, and coordinating the following:

- Provide Job-driven needs and real-time business intelligence
- Assessing businesses needs
- Posting and distributing employer job listings
- Sourcing and screening candidates
- Industry-focused and personalized employer engagement events including job fairs, employer panels, recruiting events, and mock-interview sessions
- Development of internships, mentorships, and on-the-job training
- Rapid response assistance for business closures and layoffs
- Other services requested by business customers e.g. wage industry/economic trends,
- provide ongoing support and connection to resources for new-hire training, incumbent worker training,
- Provide labor market information so that businesses keep job postings
- Manage job orders by working with an employer throughout the entire hiring process to assist with competitive description development, sourcing, screening, and connecting employers to the talent pool

- Organize hiring events, provide tailored business services, coordinate rapid response activities, and match employers to qualified workers.
- Manage the business services teams
- Organize and coordinate the delivery of services

Services to hiring employers, to include:

- Job orders and consultation, being responsive to new hiring practices,
- Implementing pre-referral standards (skills, screening),
- Customized recruitment services
- Input job orders in jobs.mo.gov system

4. **Performance Management/ Data Collection**

The workforce system shall publish results of training programs, job placement and job retention statistics, certifications and credentialing of job seekers, and placement of persons in targeted sector occupations.

5. **Continuous Improvement/ Staff Training and Development**

The system shall engage core partners and programmatic staff in cross-training, best-practice distribution, job shadowing, and customer feedback system from employer and job seeker to ensure a customer-friendly, results-oriented workforce system.

6. **Quality Assurance**

Utilizing a third party independent monitoring and evaluations system to ensure the development and execution of on-going quality assurance and verification program to verify performance, policy execution and superior workforce programs.

IV. Systematic Referral Process for Job Center Customers

We agree that the Partners will conduct referral for services in the following manner:

1. All customers referred for services will receive a written or electronic referral form with the date, time, and place of the appointment.
2. All referrals will be scheduled within five working days.
3. The individual making the referral will follow up within two working days of the scheduled referral date with the partner agency.

V. Human Resources Management

We agree that the Partners will develop commonly accepted expectations for customer service and engagement that are compliant with each individual entity's employee policies. Each Partner will

incorporate those expectations into their own employee-performance system and agree to conduct periodic performance reviews in accordance with the requirements of their organization.

VI. One-Stop Delivery System Performance Criteria

We agree that the One-Stop Delivery System will strive to achieve these standards of quality service for its customers, employees, and Partners:

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 through the Missouri Job Centers.

VII. 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 Local WDB, the One-Stop operator, and the Partners.

The Local WDB's responsibilities will be:

1. Approve and execute a Memorandum of Understanding (MOU) between the One-Stop Partners that is mutually agreeable to all parties per statutory requirements.

2. Guide and Direct the disbursement of funds for workforce development activities pursuant to the requirements of the WIOA.
3. Facilitate 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. Procure and/or certify the One-Stop Operator(s) and/or terminate a One-Stop Operator for cause, with the agreement of the CLEOs.
5. Conduct oversight of the local One-Stop workforce system, including funding specified in the WIOA, for all Adult, Dislocated Worker and Youth activities
6. Approve grants or contracts for program activities as appropriate
7. Coordinate workforce investment activities with economic development strategies and other employer linkages.
8. Facilitate the coordination of workforce activities.
9. Facilitate the engagement of employers and provide integrated business services.
10. Promote the Workforce system to businesses, community and stakeholders.

11. Facilitate 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.

12. Direct and coordinate the organizations' processes of developing strategic objectives, as well as creating action plans and related human resource plans to support system direction.
13. Organize and coordinate how the system determines customer/market requirements; expectations and preferences.
14. Develop and coordinate the performance management system and how the system analyzes performance data information.
15. Coordinate how the system enables job seekers to develop and utilize their full potential in alignment with the system's objectives.
16. Lead 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.
17. Lead, facilitate and coordinate 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.
18. Lead, facilitate and coordinate all employer engagement efforts that reinforce a single point-center approach to meet, to gather workforce intelligence and employer workforce needs.
19. Publish results of training programs and systems.
20. Compose and distribute external communications achievements systems enhance to community stakeholders and the public at large.

The One-Stop operator's responsibilities will be:

The One- Stop Operator responsibilities are carried out in consolidation and collaboration with the consortium of service providers and partners. The One-Stop Operator Consortium coordinates services within the Job Centers and across the One-Stop System, being the primary provider of services within the Job Center and coordinating service delivery in a multi-center area.

1. Conduct orientation of career center system.
2. Manage referral process to review in the Center.
3. Conduct follow up on case by case basis as referred.
4. Conduct outreach and recruitment activities and referral of clients as approved.

The One-Stop Partners' responsibilities will be:

1. Provide access to their programs and services through the One-Stop system (i.e., the local Job Center) either through in person sessions or via electronic/technical means at the Job Center or through the referral system delineated above.
2. Support the development and implementation of One-Stop policies and processes and integrated customer-centered service delivery design
3. Will provide their fair share of infrastructure costs as required by WIOA

4. Coordinate the delivery of services to individual job seekers with other system partners to reduce duplication of service while insure a complete range of service toward a successful career path and self-sufficiency
5. Coordinate employer contact and services to avoid duplicative employer contacts.
6. Share performance data regarding shared customers.
7. The partners shall meet to evaluate One-Stop integration and plan accordingly, on an as-needed basis.

VIII. Shared Funding of Infrastructure

The following table details the non-personnel costs associated with running the Comprehensive One-Stops named, and the allocation of those costs to the various One-Stop Partners

*See the attached Cost Sharing Financial budgets/terms Addendum.

Rent/Leasing of Facilities	Utilities	Maintenance	Equipment	Specialized Technologies

IX. Shared Funding of Services

The following table details program services and activities that will be mutually funded by the Partners and the revenue sources the Partners will use to fund those services and activities. Include Functional Leader costs.

*See attached financial budgets/terms.

Service	Service Description	Revenue Sources	Shared Costs (In-Kind, Cash, Total)	Agencies Sharing Costs

X. Duration and Modification

The parties agree that the terms of this MOU as a whole will take effect as of 07-01-2020 and will continue in effect until 06-30-2023 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 **shared funding of infrastructure costs** agreed to in section VIII will take effect as of 07-01-2020 and will continue in effect until 06-30-2023, or such time as any party will modify, extend, or terminate that subpart of this agreement.

XI. 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.

XII. SIGNATURES

The Partners identified below have the authority to commit the Partner Agency they represent to the terms of this Memorandum of Understanding. The Partners agree to participate in Eastern Jackson County One-Stop Center System and to comply with the terms of this Memorandum of Understanding. The level of participation to which the Partners are committed is contingent on continued availability of resources. The benefits Partners expect to receive from this participation are equitable when compared with their contributions.

THE PARTNERS TO THIS AGREEMENT EVIDENCE THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURES BELOW.

Signature/ Title

2-6-20
Date

Demetri Antzoulatos
VP Finance, Grants, Operations
AARP Foundation

XIII. SIGNATURES

I. SIGNATURES

The Partners identified below have the authority to commit the Partner Agency they represent to the terms of this Memorandum of Understanding. The Partners agree to participate in Eastern Jackson County One-Stop Center System and to comply with the terms of this Memorandum of Understanding. The level of participation to which the Partners are committed is contingent on continued availability of resources. The benefits Partners expect to receive from this participation are equitable when compared with their contributions.

THE PARTNERS TO THIS AGREEMENT EVIDENCE THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURES BELOW.

Doug Goodwin BOARD CHAIR 2/20/20

Signature/ Title Date

Doug Goodwin, Chairperson of the
Eastern Jackson County Workforce Development Board

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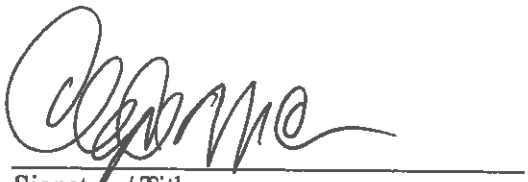

Signature/ Title

3-10-2020

Date

Clyde McQueen, Chief Executive Officer
The Full Employment Council, Inc
President/CEO
Managing Entity and Fiscal Agent
Eastern Jackson County Workforce Development Board

EASTERN JACKSON COUNTY WORKFORCE DEVELOPMENT BOARD

Program Year (PY) 2020 – 2023 Infrastructure Funding Agreement (IFA) Cost Methodology

Option I – Partners who are co-located in a Missouri Job Center – The cost allocation will be based on physical presence of FTE head count and/or physical presence of technology.

Option II – Partners who are not co-located in a Missouri Job Center – The cost allocation will be based on a conversion of the number of participants served to a full-time equivalent using the methodology described below. All Partners will be required to report to the Eastern Jackson County Workforce Development Board the number of participants they referred to the Eastern Jackson County Workforce Development Board to receive services. The reports are due monthly by the 10th of each month and must be emailed to resports@feckc.org. The host Job Center will provide the number of participants served based on its internal tracking system. A reconciliation will be completed monthly comparing the numbers reported by the non co-located partner and the host Job Center to allocate the cost.

The agreed IFA contribution calculations for PY 2020 – 2023 will be based on a Full-Time Equivalent (FTE) methodology. This methodology will use the process described below to determine relative benefit for required partners who are not present in the One-Stop via technology or physical presence. The scale utilizes active participants served during the previous month.

Clients Served Scale: Number of active participants served (funded with WIOA identified required program funds) by required partner in zip codes assigned to the EJC region. Active participants served during the previous budget year of the IFA (July 1 – June 30)	
#Served	***FTE***
0-25	.0
26-75	.05
76-125	.10
126-175	.20
176-225	.30
226-275	.40
276+	.50

Reminder: Cost allocations are first determined for a required partner who has a physical presence at the local One-Stop. If there is no physical presence, then the above Clients Served Scale is utilized to determine the relative benefit cost share. A partner should not be charged for both an FTE and the relative benefit participant count. An infrastructure cost allocation is based on one or the other, not both.

East Region- Missouri Career Center Complex

	One-Stop Partners	Infrastructure	Operating	Lease Holder	FTE - Staff	Comments
	Full Employment Council Inc				10	
1	WIOA Adult Program (Title I)					
2	WIOA Dislocated Worker Program					
3	WIOA Youth Program					
	Dept. of Higher Ed and Workforce Development				9	
4	Wagner-Peyser labor-exchange/employment services					
5	Trade Adjustment Assistance (TAA)					
6	Jobs for Veterans State Grants					
7	DOLIR State Unemployment Compensation Law activities				2	Two phones
10	Vocational Rehabilitation (VR)				0.15	2 Counselors, each 3 hours for 1 day/week= 6 total hours.
8	FSD-Temporary Assistance for Needy Families				4	FEC MWA -Subcontract
11	Adult Education and Literacy (AEL) (Title II)				1	
9	FSD-Community Services Block Grant				0.5	
12	WIOA Migrant and Seasonal Farmworker Programs				0.5	
13	Job Corps				0.5	
14	The Senior Community Service Program				0.5	
15	Perkins Career and Technical Education				0.5	
16	U.S. Dept. of Housing and Urban Development employment and training activities				0.5	
17	Reintegration programs for eligible offenders				0.5	
18	Rehabilitation Services for the Blind				0.5	
					30.15	

Budget	Total Allocation Basis														
	Full Employment Council Inc	Dept. of Higher Ed and Workforce Development	DOLIR	Vocational Rehabilitation (VR)	FSD-Temporary Assistance for Needy Families	Adult Education and Literacy (AEL) (Title II)	FSD-Community Services Block Grant	WIOA Migrant and Seasonal Farmworker Programs	Job Corps	The Senior Community Service Program	Perkins Career and Technical Education	Housing and Urban Development employment and training activities	Reintegration programs for eligible offenders	Rehabilitation Services for the Blind	Total
FTE -Equivalent	10	9	2	0.15	4	1	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	30.15
%	33.2%	29.9%	6.6%	0.5%	13.3%	3.3%	1.7%	1.7%	1.7%	1.7%	1.7%	1.7%	1.7%	1.7%	100%
															-
															-
															-
															-

East Region- Missouri Career Center Complex

Line Item Cost	One-Stop Budget (Costs paid up front by Partner)															
	Total Budget	Full Employment Council Inc	Dept. of Higher Ed and Workforce Development	DOLIR	Vocational Rehabilitation (VR)	FSD- Temporary Assistance for Needy Families	Adult Education and Literacy (AEL) (Title II)	FSD- Community Services Block Grant	WIOA Migrant and Seasonal Farmworker Programs	Job Corps	The Senior Community Service Program	Perkins Career and Technical Education	U.S. Dept. of Housing and Urban Development employment and training activities	Reintegration programs for eligible offenders	Rehabilitation Services for the Blind
		10	9	2	0.15	4	1	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
		33.2%	**29.9%**	**6.6%**	**0.5%**	**13.3%**	**3.3%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**
Lease/Rent	$ 112,700.00														
Electric	$ 25,000.00														
Gas	$ 20,000.00														
Water	$ 17,500.00														
Trash Services & Pest Control	$ 2,500.00														
Landscaping/Ground Keeping	$ 15,000.00	$ 192,700	$ 205,300												
High-Speed Internet	$ 18,500.00														
Facility Maintenance Contract	$ 12,600.00														
Telephones (Landlines)	$ 4,500.00														
Alarm Services	$ 620.00														
Building Insurance	$ 4,000.00														
Copier- Rental	$ 5,780.00														
Copier usage and Maintenance	$ 4,800.00														
Fax Machines															
TOTAL Paid	**$ 243,500.00**	**$ 80,763**	**$ 72,687**	**$ 16,153**	**$ 1,211**	**$ 32,305**	**$ 8,076**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**

State Unemployment Compensation Law Activities

Local Workforce Development Board Memorandum of Understanding

EASTERN JACKSON COUNTY
ONE-STOP DELIVERY SYSTEM FOR JACKSON COUNTY EXCLUSIVE OF THE CITY OF KANSAS CITY, MISSOURI
Workforce Innovation and Opportunity Act (WIOA)
DOLIR, Missouri Division of Employment Security Programs
Authorized under the State Unemployment Compensation Law Activities
Agreement to Coordinate with One-Stop Delivery System Partners

I. Introduction

This Memorandum of Understanding (MOU) establishes the spirit of cooperation and collaboration by the Eastern Jackson County Workforce Development Board ("Local WDB"), and the One-Stop Delivery System signatory partner ("the Partners") hereafter referred to as **DOLIR, Missouri Division of Employment Security Programs authorized under the State Unemployment Compensation Law Activities.** This MOU describes funding stream and strategy the **DOLIR, Missouri Division of Employment Security Programs authorized under the State Unemployment Compensation Law Activities** agency will use to the mutual customers of job seekers and employers, through an integrated system of service delivery operated at one comprehensive site, called Missouri Job Center, and one affiliated site.

The comprehensive site is located at the following for Eastern Jackson County
Eastern County Jackson Region -15301 East 23rd Street, Independence, Missouri 64055

The affiliated site is located at the following for Eastern Jackson County
Independence Annex/Young Adult - Career Connections Center, 1524 E. 23rd Street, Suite C, Independence, MO 64055

We understand that the development and implementation of these sites will require mutual trust and teamwork between the partnering agencies. We further understand that our joint team objective for the region is to:

(1) Provide job seekers up to date labor market information about where the jobs, careers, and the sectors they comprise are available in the Eastern Jackson County area;

(2) Be aware of the training programs that prepare job seekers for these careers and refer job seeking customers to those training courses that have positive results in course completion, certification attainment , and job placement into the appropriate career sector;

(3) Career center staff will provide appropriate career counseling and customer follow-up to facilitate course completion, certification where appropriate, and job retention;

(4) Facilitate classroom training for in-demand occupations leading to career path ways in the Greater Kansas City region;

(5) Maintain an up to date support service network to insure that job seeking clientele have appropriate information and or support in areas which include but are not limited transportation, childcare, emergency assistance, etc.

(6) Facilitate On-the-Job Training, where employers train persons on the job to aid career pathways through work-based learning;

(7) Promote apprenticeship models to individuals that combine work-based learning and classroom training, resulting in careers with credentials/classifications.

For employers we will provide services:

(1) Focus upon the single point of contact to the maximum extent possible to increase customer service and enhance program offerings;

(2) Refer clients that meet the minimum job requirements of the positions provided the public workforce system;

(3) Utilize training that uses Work based learning and or classroom instruction as appropriate;

(4) Incorporate into training curricula and program offerings increased emphasis on the socio-emotional, communication, and team-based work competencies critical to competitive work places in a global economy;

(5) Interact with business associations, chambers of commerce, and economic development organizations to acquire real time workforce intelligence regarding entry-level, intermediate and advance skill requirements for regional workforce needs.

The **DOLIR, Missouri Division of Employment Security Programs authorized under the State Unemployment Compensation Law Activities** agency and other core partners recognize the consistency of team effort that will be required to meet these dual customer objectives:

WIOA-required One-Stop Partners, as indicated below:

1. WIOA Adult Program (Title I)
2. WIOA Dislocated Worker Program (Title I)
3. WIOA Youth Program (Title I)
4. Job Corps (WIOA Title I)
5. YouthBuild (WIOA Title I)
6. WIOA Indian and Native American (INA)programs
7. WIOA Migrant and Seasonal Farmworker Programs - Migrant Farm Worker employment and training activities
8. Wagner-Peyser labor-exchange/employment programs services
9. Adult Education and Literacy (AEL) (Title II) activities
10. Vocational Rehabilitation (VR)
11. The Senior Community Service Program and employment activities
12. Perkins Career and Technical Education and Post-secondary Vocational Education activities
13. Trade Adjustment Assistance
14. Jobs for Veterans State Grants and Veterans employment and training activities
15. Community Services Block Grant employment and training Activities
16. U.S. Dept. of Housing and Urban Development employment and training activities.
17. Missouri Division of Employment Security programs, authorized under State Unemployment Compensation Law activities

18. Reintegration programs for eligible offenders, Second Chance offender workforce-reentry programs
19. Temporary Assistance for Needy Families (TANF) and Division of Social Services Programs

II. Strategic Vision

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 summarized as follows:

- Partnerships and Program Alignment – One-Stop System and Centers; Services and Customers
- System, Program and Services Access
- Skills and Credentials and Employment
- Career Pathways to Pump Talent Pipelines
- Employer Engagement and Business Services

III. Services to be Provided

The following section details the services that the partners will deliver through the One-Stop System, the agencies responsible for delivering those services, and the revenue sources those agencies will use to fund the services.

Eastern Jackson County One-Stop System

1. **Service Delivery Customer Flow for Adult and Dislocated Workers.**
Local program integration of Adult Career Services of the Next Generation Missouri Career Centers integrated service delivery, integrated customer flow will include three major functions: **(a) Welcome and Assessment, (b) Skill Development,** and **(c) Employment.** These functions will provide career services (basic and individualized), workforce and labor market information, and access to training services. Each function will be led by the following teams:

   a) **Welcome and Assessment** function is led by the *Welcome Team* executing the following services:
      - Greet and direct customers
      - Provide the initial service triage
      - Provide the initial skills assessment
      - Recommend a service pathway
      - Collect initial registration data
      - Connect customers with the Skills Development Team, Jobs Team, and initial service delivery

   b) **Skill Development** function is led by the *Skills Development Team* executing the following services:
      - Provide additional assessment of customer needs and support requirements

- Facilitate career and job-search planning
- Deliver and/or connect customers to skill building services covering work readiness skills, basic skills, computer literacy skills, occupational skills and job search skills
- Oversee and facilitate self-service delivery
- Assist customers in development of job-search skills and tools

c) **Employment** function is led by the *Jobs Team* executing the following services:
- Provide services to job-ready participants
- Job search information, plans, support and advice
- Job matching
- Assessment of job search activities
- Labor market information
- Referrals and hiring process support

(i) **Local program integration includes, but not limited to the provisions of the following career services:**
- Eligibility determination for Subtitle B of Title I of the WIOA;
- Outreach, intake (which may include worker profiling) and orientation to the information and other services available through the One-Stop Delivery System;
- Initial assessment of skill levels, aptitudes, abilities and supportive service needs;
- Job search and placement assistance and, where appropriate, career counseling;
- Provision of employment statistics information, including information relating to local, regional and national labor market areas including job vacancy listings in such labor market areas; information on job skills necessary to obtain the listed jobs; and information relating to local occupations in demand and the earnings and skill requirements for such occupations;
- Provision of program performance, information and program cost information on eligible providers of training services, eligible providers of youth activities, providers of adult education, providers of post-secondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Act and providers of vocational rehabilitation program activities;
- Provision of information on how the local area is performing on local performance measures and any additional performance information with respect to the One-Stop Delivery System in the local area;
- Provision of information relating to the availability of supportive services, including, at a minimum, child care, transportation available in local areas and referral to such services as appropriate;
- Provision of information regarding filing claims for unemployment compensation;
- Assistance in establishing eligibility for welfare to work activities and programs of financial aid assistance for training and education;
- Follow-up services, including counseling regarding the workplace for participants in workforce development activities, authorized by WIOA, who are placed in unsubsidized employment for not less than 12 months after the first day of employment, as appropriate.
- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, including diagnostic testing and the use of other assessment tools and in-depth interviewing and evaluation to identify employment barriers and appropriate goals;
- Development of an Individual Employment Plan (IEP) to identify employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve those employment goals;
- Group counseling;

- Individual counseling and career planning;
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills and professional conduct to prepare individuals for unsubsidized employment or training;
- Out-of-area job search expenses;
- Relocation expenses;
- Internships;
- Work experience

(ii) **Training Services.** Next Generation Missouri Career Centers integrated service delivery Training Services in jobs in targeted industries, based on informed decisions using Labor Market Information and other workforce intelligence, that are high-skilled, high wage jobs with a focus on specific occupations, industries, and types of training, including:

- Apprenticeship training models that integrate classwork training with work-based learning resulting in a credential, and/or work-specific certification/classification;
- Occupational skills training, including training for non-traditional employment;
- On-the-Job Training;
- Programs that combine workplace training with related instruction which may include cooperative education programs;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Job readiness training;
- Digital literacy to job seekers is increasingly a prerequisite for career advancement and training programs
- Adult education and literacy activities provided in combination with any of the examples cited above;
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of training;
- Maintain performance data on graduation and/or credentialing rates, and/or job placement of specific core courses of curriculum offerings.

Targeted Occupations:

- Healthcare Technology
- Warehouse Logistics
- Transportation
- Business Services
- Construction
- Information Technology
- Advanced Manufacturing

This system will be utilize at the comprehensive sites and in some cases as negotiated with partner agencies, some affiliates sites will include but not limited to the following:

1. Program staff will be physically present at the Center.
2. Cross-train partner program staff at the One-Stop Center will appropriately be trained to provide information to customers about the programs, services, and activities available through partner programs.
3. Provide direct linkage through technology to program staff that can provide meaningful

information on services.

2. Youth Program Services

Workforce Innovation Opportunity Act (WIOA) funded programs for Out-of-School Youth (OSY) and In-School Youth (ISY); targeting young people that face at least one barrier to employment. Because many of the young people served face an identified barrier, such as homelessness or young adult- parenting thus allows 75% of all youth programming to be expended on youth between 16 -24 years of age targeting drop-outs, homeless and young parenting.

Youth program services will be procured and will be presented through the in-take eligibility, and career service provided by the Workforce Development Board and service provider with training, mentoring, and other youth activities provided through core service providers and/or core partners.

14 Required Program Elements

The youth program system will address all 14 of the Required Elements based upon skills, assessments, and needs of each youth enrolled.

1. Tutoring, study skills training, and evidence based dropout prevention strategies that lead to completion of a secondary school diploma or its recognized equivalent or for a recognized post-secondary credential. Tutoring is provided through group and individual instruction based on youth participant needs at every Youth at Work location.

2. Alternative secondary school offerings. All Youth at Work program sites have alternative secondary school offerings with a focus on credit retrieval, college credit, and GED preparation and completion.

3. Paid and unpaid work experiences, that have academic and occupational education as a component of the work experience, which may include:
   a. summer employment opportunities and other employment opportunities throughout the school year;
   b. pre-apprenticeship programs;
   c. internships and job shadowing; and
   d. on the job training opportunities;

4. Occupational skill training, which includes priority consideration for training programs that lead to recognized post-secondary credentials that are aligned with in demand industry sectors or occupations;

5. Education offered concurrently with and in the same context as workforce preparation activities and training for specific occupation or occupational cluster; WIOA youth programs offer many opportunities for youth to enroll in occupational skills training while receiving hands-on experience through partnerships with community and technical colleges.

6. Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors; These are offered at all WIOA Youth Career Center Sites, through a variety of approaches including workshops, teambuilding activities, service learning projects, and youth involvement in program planning.

7. Support services are provided at all program sites. Case managers assist youth with access to non-WIOA funded support services such as federal financial aid for tuition and linkages to community organizations. WIOA supportive services are used when other resources are not available for help with emergency costs such as food, transportation, and housing.

8. Adult mentoring for duration of at least twelve (12) months that may occur both during and after program participation.

9. Follow-up services for a minimum 12-month period after the completion of the program; Follow-up services are provided for at least one year after exit. Case managers maintain regular contact and assist youth with educational plans, job search needs and other issues. Supportive services are available to youth during this time.

10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as appropriate to the needs of the individual youth;

11. Financial literacy education; WIOA youth participants receive financial literacy education through One- Stop Center and partnerships with local banking institutions.

12. Entrepreneurial skills training - youth receive entrepreneurial skills through partnerships

13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and

14. Activities that help youth prepare for and transition to post-secondary education and training.

3. WIOA Employer Services

Business services offer the following to all businesses seeking help with hiring and meeting other workforce needs. Leading, organizing, and coordinating the following:

- Provide Job-driven needs and real-time business intelligence
- Assessing businesses needs
- Posting and distributing employer job listings
- Sourcing and screening candidates
- Industry-focused and personalized employer engagement events including job fairs, employer panels, recruiting events, and mock-interview sessions
- Development of internships, mentorships, and on-the-job training
- Rapid response assistance for business closures and layoffs
- Other services requested by business customers e.g. wage industry/economic trends,
- provide ongoing support and connection to resources for new-hire training, incumbent worker training,
- Provide labor market information so that businesses keep job postings

- Manage job orders by working with an employer throughout the entire hiring process to assist with competitive description development, sourcing, screening, and connecting employers to the talent pool
- Organize hiring events, provide tailored business services, coordinate rapid response activities, and match employers to qualified workers.
- Manage the business services teams
- Organize and coordinate the delivery of services

Services to hiring employers, to include:

- Job orders and consultation, being responsive to new hiring practices,
- Implementing pre-referral standards (skills, screening),
- Customized recruitment services
- Input job orders in jobs.mo.gov system

4. **Performance Management/ Data Collection**

The workforce system shall publish results of training programs, job placement and job retention statistics, certifications and credentialing of job seekers, and placement of persons in targeted sector occupations.

5. **Continuous Improvement/ Staff Training and Development**

The system shall engage core partners and programmatic staff in cross-training, best-practice distribution, job shadowing, and customer feedback system from employer and job seeker to ensure a customer-friendly, results-oriented workforce system.

6. **Quality Assurance**

Utilizing a third party independent monitoring and evaluations system to ensure the development and execution of on-going quality assurance and verification program to verify performance, policy execution and superior workforce programs.

IV. Systematic Referral Process for Job Center Customers

We agree that the Partners will conduct referral for services in the following manner:

1. All customers referred for services will receive a written or electronic referral form with the date, time, and place of the appointment.
2. All referrals will be scheduled within five working days.
3. The individual making the referral will follow up within two working days of the scheduled referral date with the partner agency.

V. Human Resources Management

We agree that the Partners will develop commonly accepted expectations for customer service and engagement that are compliant with each individual entity's employee policies. Each Partner will incorporate those expectations into their own employee-performance system and agree to conduct periodic performance reviews in accordance with the requirements of their organization.

VI. One-Stop Delivery System Performance Criteria

We agree that the One-Stop Delivery System will strive to achieve these standards of quality service for its customers, employees, and Partners:

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 through the Missouri Job Centers.

VII. 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 Local WDB, the One-Stop operator, and the Partners.

The Local WDB's responsibilities will be:

1. Approve and execute a Memorandum of Understanding (MOU) between the One-Stop Partners that is mutually agreeable to all parties per statutory requirements.
2. Guide and Direct the disbursement of funds for workforce development activities pursuant to the requirements of the WIOA.
3. Facilitate 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. Procure and/or certify the One-Stop Operator(s) and/or terminate a One-Stop Operator for cause, with the agreement of the CLEOs.
5. Conduct oversight of the local One-Stop workforce system, including funding specified in the WIOA, for all Adult, Dislocated Worker and Youth activities
6. Approve grants or contracts for program activities as appropriate
7. Coordinate workforce development activities with economic development strategies and other employer linkages.
8. Facilitate the coordination of workforce activities.
9. Facilitate the engagement of employers and provide integrated business services.
10. Promote the Workforce system to businesses, community and stakeholders.
11. Facilitate 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.

12. Direct and coordinate the organizations' processes of developing strategic objectives, as well as creating action plans and related human resource plans to support system direction.
13. Organize and coordinate how the system determines customer/market requirements; expectations and preferences.
14. Develop and coordinate the performance management system and how the system analyzes performance data information.
15. Coordinate how the system enables job seekers to develop and utilize their full potential in alignment with the system's objectives.
16. Lead 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.
17. Lead, facilitate and coordinate 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.
18. Lead, facilitate and coordinate all employer engagement efforts that reinforce a single point-center approach to meet, to gather workforce intelligence and employer workforce needs.
19. Publish results of training programs and systems.
20. Compose and distribute external communications achievements systems enhance to community stakeholders and the public at large.

The One-Stop operator's responsibilities will be:

The One- Stop Operator responsibilities are carried out in consolidation and collaboration with the consortium of service providers and partners. The One-Stop Operator Consortium coordinates services within the Job Centers and across the One-Stop System, being the primary provider of services within the Job Center and coordinating service delivery in a multi-center area.

1. Conduct orientation of career center system.
2. Manage referral process to review in the Center.
3. Conduct follow up on case by case basis as referred.
4. Conduct outreach and recruitment activities and referral of clients as approved.

The One-Stop Partners' responsibilities will be:

1. Provide access to their programs and services through the One-Stop system (i.e., the local Job Center) either through in person sessions or via electronic/technical means at the Job Center or through the referral system delineated above.
2. Support the development and implementation of One-Stop policies and processes and integrated customer-centered service delivery design
3. Will provide their fair share of infrastructure costs as required by WIOA
4. Coordinate the delivery of services to individual job seekers with other system partners to reduce duplication of service while insuring a complete range of service toward a successful career path and self-sufficiency

5. Coordinate employer contact and services to avoid duplicative employer contacts.
6. Share performance data regarding shared customers.
7. The partners shall meet to evaluate One-Stop integration and plan accordingly, on an as-needed basis.

VIII. Shared Funding of Infrastructure

DOLIR makes a contribution to the Office of Workforce Development for Labor Exchange Services, which is in turn shared with the Local Workforce Development Boards.

Therefore, DOLIR is exempt from negotiating costs.

IX. Shared Funding of Services

DOLIR makes a contribution to the Office of Workforce Development for Labor Exchange Services, which is in turn shared with the Local Workforce Development Boards.

Therefore, DOLIR is exempt from negotiating costs.

X. Duration and Modification

The parties agree that the terms of this MOU as a whole will take effect as of 07-01-2020 and will continue in effect until 06-30-2023 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 **shared funding of infrastructure costs** agreed to in section VIII will take effect as of 07-01-2020 and will continue in effect until 06-30-2023, or such time as any party will modify, extend, or terminate that subpart of this agreement.

XI. 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.

XII. SIGNATURES

The Partners identified below have the authority to commit the Partner Agency they represent to the terms of this Memorandum of Understanding. The Partners agree to participate in Eastern Jackson County One-Stop Center System and to comply with the terms of this Memorandum of Understanding. The level of participation to which the Partners are committed is contingent on continued availability of resources. The benefits Partners expect to receive from this participation are equitable when compared with their contributions.

THE PARTNERS TO THIS AGREEMENT EVIDENCE THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURES BELOW.

Signature/ Title

2/28/20
Date

Chris Slinkard, Director
DOLIR, Missouri Division of Employment Security Programs
Authorized under the State Unemployment Compensation Law Activities
One-Stop Partner

XIII. SIGNATURES

I. SIGNATURES

The Partners identified below have the authority to commit the Partner Agency they represent to the terms of this Memorandum of Understanding. The Partners agree to participate in Eastern Jackson County One-Stop Center System and to comply with the terms of this Memorandum of Understanding. The level of participation to which the Partners are committed is contingent on continued availability of resources. The benefits Partners expect to receive from this participation are equitable when compared with their contributions.

THE PARTNERS TO THIS AGREEMENT EVIDENCE THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURES BELOW.

Doug Goodwin Boardchair 2/20/20

Signature/ Title Date

Doug Goodwin, Chairperson of the
Eastern Jackson County Workforce Development Board

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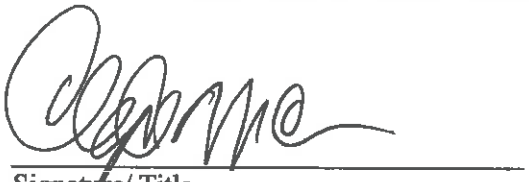

Signature/ Title

3-10-2020

Date

Clyde McQueen, Chief Executive Officer
The Full Employment Council, Inc
President/CEO
Managing Entity and Fiscal Agent
Eastern Jackson County Workforce Development Board

Job Corps (WIOA Title I)

Local Workforce Development Board Memorandum of Understanding

EASTERN JACKSON COUNTY
ONE-STOP DELIVERY SYSTEM FOR JACKSON COUNTY EXCLUSIVE OF THE CITY OF KANSAS CITY, MISSOURI
Workforce Innovation and Opportunity Act (WIOA)
WIOA TITLE I
JOB CORPS
Agreement to Coordinate with One-Stop Delivery System Partners

I. Introduction

This Memorandum of Understanding (MOU) establishes the spirit of cooperation and collaboration by the Eastern Jackson County Workforce Development Board ("Local WDB"), and the One-Stop Delivery System signatory partner ("the Partners") hereafter referred to as **WIOA Title I Job Corps**. This MOU describes funding stream and strategy the **WIOA Title I Job Corps** agency will use to the mutual customers of job seekers and employers, through an integrated system of service delivery operated at one comprehensive site, called Missouri Job Center, and one affiliated site.

The comprehensive site is located at the following for Eastern Jackson County
Eastern County Jackson Region -15301 East 23rd Street, Independence, Missouri 64055

The affiliated site is located at the following for Eastern Jackson County
Independence Annex/Young Adult - Career Connections Center, 1524 E. 23rd Street, Suite C, Independence, MO 64055

We understand that the development and implementation of these sites will require mutual trust and teamwork between the partnering agencies. We further understand that our joint team objective for the region is to:

(1) Provide job seekers up to date labor market information about where the jobs, careers, and the sectors they comprise are available in the Eastern Jackson County area;

(2) Be aware of the training programs that prepare job seekers for these careers and refer job seeking customers to those training courses that have positive results in course completion, certification attainment , and job placement into the appropriate career sector;

(3) Career center staff will provide appropriate career counseling and customer follow-up to facilitate course completion, certification where appropriate, and job retention;

(4) Facilitate classroom training for in-demand occupations leading to career path ways in the Greater Kansas City region;

(5) Maintain an up to date support service network to insure that job seeking clientele have appropriate information and or support in areas which include but are not limited transportation, childcare, emergency assistance, etc.

(6) Facilitate On-the-Job Training, where employers train persons on the job to aid career pathways through work-base learning;

(7) Promote apprenticeship models to individuals that combine work-base learning and classroom training, resulting in careers with credentials/classifications.

For employers we will provide services:

(1) Focus upon the single point of contact to the maximum extent possible to increase customer service and enhance program offerings;

(2) Refer clients that meet the minimum job requirements of the positions provided the public workforce system;

(3) Utilize training that uses Work based learning and or classroom instruction as appropriate;

(4) Incorporate into training curricula and program offerings increased emphasis on the socio-emotional, communication, and team-based work competencies critical to competitive work places in a global economy;

(5) Interact with business associations, chambers of commerce, and economic development organizations to acquire real time workforce intelligence regarding entry-level, intermediate and advance skill requirements for regional workforce needs.

The **WIOA Title I Job Corps** agency and other core partners recognize the consistency of team effort that will be required to meet these dual customer objectives:

WIOA-required One-Stop Partners, as indicated below:

1. WIOA Adult Program (Title I)
2. WIOA Dislocated Worker Program (Title I)
3. WIOA Youth Program (Title I)
4. Job Corps (WIOA Title I)
5. YouthBuild (WIOA Title I)
6. WIOA Indian and Native American (INA)programs
7. WIOA Migrant and Seasonal Farmworker Programs - Migrant Farm Worker employment and training activities
8. Wagner-Peyser labor-exchange/employment programs services
9. Adult Education and Literacy (AEL) (Title II) activities
10. Vocational Rehabilitation (VR)
11. The Senior Community Service Program and employment activities
12. Perkins Career and Technical Education and Post-secondary Vocational Education activities
13. Trade Adjustment Assistance
14. Jobs for Veterans State Grants and Veterans employment and training activities
15. Community Services Block Grant employment and training Activities
16. U.S. Dept. of Housing and Urban Development employment and training activities.
17. Missouri Division of Employment Security programs, authorized under State Unemployment Compensation Law activities
18. Reintegration programs for eligible offenders, Second Chance offender workforce-reentry programs

19. Temporary Assistance for Needy Families (TANF) and Division of Social Services Programs

II. Strategic Vision

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 summarized as follows:

- Partnerships and Program Alignment – One-Stop System and Centers; Services and Customers
- System, Program and Services Access
- Skills and Credentials and Employment
- Career Pathways to Pump Talent Pipelines
- Employer Engagement and Business Services

III. Services to be Provided

The following section details the services that the partners will deliver through the One-Stop System, the agencies responsible for delivering those services, and the revenue sources those agencies will use to fund the services.

Eastern Jackson County One-Stop System

1. **Service Delivery Customer Flow for Adult and Dislocated Workers.**
Local program integration of Adult Career Services of the Next Generation Missouri Career Centers integrated service delivery, integrated customer flow will include three major functions: **(a) Welcome and Assessment, (b) Skill Development**, and **(c) Employment.** These functions will provide career services (basic and individualized), workforce and labor market information, and access to training services. Each function will be led by the following teams:

a) **Welcome and Assessment** function is led by the *Welcome Team* executing the following services:
- Greet and direct customers
- Provide the initial service triage
- Provide the initial skills assessment
- Recommend a service pathway
- Collect initial registration data
- Connect customers with the Skills Development Team, Jobs Team, and initial service delivery

b) **Skill Development** function is led by the *Skills Development Team* executing the following services:
- Provide additional assessment of customer needs and support requirements
- Facilitate career and job-search planning

- Deliver and/or connect customers to skill building services covering work readiness skills, basic skills, computer literacy skills, occupational skills and job search skills
- Oversee and facilitate self-service delivery
- Assist customers in development of job-search skills and tools

c) **Employment** function is led by the *Jobs Team* executing the following services:

- Provide services to job-ready participants
- Job search information, plans, support and advice
- Job matching
- Assessment of job search activities
- Labor market information
- Referrals and hiring process support

(i) **Local program integration includes, but not limited to the provisions of the following career services:**

- Eligibility determination for Subtitle B of Title I of the WIOA;
- Outreach, intake (which may include worker profiling) and orientation to the information and other services available through the One-Stop Delivery System;
- Initial assessment of skill levels, aptitudes, abilities and supportive service needs;
- Job search and placement assistance and, where appropriate, career counseling;
- Provision of employment statistics information, including information relating to local, regional and national labor market areas including job vacancy listings in such labor market areas; information on job skills necessary to obtain the listed jobs; and information relating to local occupations in demand and the earnings and skill requirements for such occupations;
- Provision of program performance, information and program cost information on eligible providers of training services, eligible providers of youth activities, providers of adult education, providers of post-secondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Act and providers of vocational rehabilitation program activities;
- Provision of information on how the local area is performing on local performance measures and any additional performance information with respect to the One-Stop Delivery System in the local area;
- Provision of information relating to the availability of supportive services, including, at a minimum, child care, transportation available in local areas and referral to such services as appropriate;
- Provision of information regarding filing claims for unemployment compensation;
- Assistance in establishing eligibility for welfare to work activities and programs of financial aid assistance for training and education;
- Follow-up services, including counseling regarding the workplace for participants in workforce development activities, authorized by WIOA, who are placed in unsubsidized employment for not less than 12 months after the first day of employment, as appropriate.
- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, including diagnostic testing and the use of other assessment tools and in-depth interviewing and evaluation to identify employment barriers and appropriate goals;
- Development of an Individual Employment Plan (IEP) to identify employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve those employment goals;
- Group counseling;
- Individual counseling and career planning;

- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills and professional conduct to prepare individuals to unsubsidized employment or training;
- Out-of-area job search expenses;
- Relocation expenses;
- Internships;
- Work experience

(ii) **Training Services.** Next Generation Missouri Career Centers integrated service delivery Training Services in jobs in targeted industries, based on informed decisions using Labor Market Information and other workforce intelligence, that are high-skilled, high wage jobs focus on specific occupations, industries, and types of training, include:

- Apprenticeship training models that integrate classwork training with work-base learning resulting in a credential, and/or work-specific certification/classification;
- Occupational skills training, including training for non-traditional employment;
- On-the-Job Training;
- Programs that combine workplace training with related instruction which may include cooperative education programs;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Job readiness training;
- Digital literacy to job seekers is increasingly a prerequisite for career advancement and training programs
- Adult education and literacy activities provided in combination with any of the examples cited above;
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of training;
- Maintain performance data on graduation and/or credentialing rates, and/or job placement of specific core courses of curriculum offerings.

Targeted Occupations:

- Healthcare Technology
- Warehouse Logistics
- Transportation
- Business Services
- Construction
- Information Technology
- Advanced Manufacturing

This system will be utilize at the comprehensive sites and in some cases as negotiated with partner agencies, some affiliates sites will include but not limited to the following:

1. Program staff will be physically present at the Center.
2. Cross-train partner program staff at the One-Stop Center will appropriately be trained to provide information to customers about the programs, services, and activities available through partner programs.
3. Provide direct linkage through technology to program staff that can provide meaningful information on services.

2. Youth Program Services

Workforce Innovation Opportunity Act (WIOA) funded programs for Out-of-School Youth (OSY) and In-School Youth (ISY); targeting young people that face at least one barrier to employment. Because many of the young people served face an identified barrier, such as homelessness or young adult- parenting thus allows 75% of all youth programming to be expended on youth between 16 -24 years of age targeting drop-outs, homeless and young parenting.

Youth program services will be procured and will be presented through the in-take eligibility, and career service provided by the Workforce Development Board and service provider with training, mentoring, and other youth activities provided through core service providers and/or core partners.

14 Required Program Elements

The youth program system will address all 14 of the Required Elements based upon skills, assessments, and needs of each youth enrolled.

1. Tutoring, study skills training, and evidence based dropout prevention strategies that lead to completion of a secondary school diploma or its recognized equivalent or for a recognized post-secondary credential. Tutoring is provided through group and individual instruction based on youth participant needs at every Youth at Work location.

2. Alternative secondary school offerings. All Youth at Work program sites have alternative secondary school offerings with a focus on credit retrieval, college credit, and GED preparation and completion.

3. Paid and unpaid work experiences, that have academic and occupational education as a component of the work experience, which may include:
   a. summer employment opportunities and other employment opportunities throughout the school year;
   b. pre-apprenticeship programs;
   c. internships and job shadowing; and
   d. on the job training opportunities;

4. Occupational skill training, which includes priority consideration for training programs that lead to recognized post-secondary credentials that are aligned with in demand industry sectors or occupations;

5. Education offered concurrently with and in the same context as workforce preparation activities and training for specific occupation or occupational cluster; WIOA youth programs offer many opportunities for youth to enroll in occupational skills training while receiving hands-on experience through partnerships with community and technical colleges.

6. Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors; These are offered at all WIOA Youth Career Center Sites, through a variety of approaches including workshops, teambuilding activities, service learning projects, and youth involvement in program planning.

7. Support services are provided at all program sites. Case managers assist youth with access to non-WIOA funded support services such as federal financial aid for tuition and linkages to community organizations. WIOA supportive services are used when other resources are not available for help with emergency costs such as food, transportation, and housing.

8. Adult mentoring for duration of at least twelve (12) months that may occur both during and after program participation.

9. Follow-up services for a minimum 12-month period after the completion of the program; Follow-up services are provided for at least one year after exit. Case managers maintain regular contact and assist youth with educational plans, job search needs and other issues. Supportive services are available to youth during this time.

10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as appropriate to the needs of the individual youth;

11. Financial literacy education; WIOA youth participants receive financial literacy education through One- Stop Center and partnerships with local banking institutions.

12. Entrepreneurial skills training - youth receive entrepreneurial skills through partnerships

13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and

14. Activities that help youth prepare for and transition to post-secondary education and training.

3. WIOA Employer Services

Business services offer the following to all businesses seeking help with hiring and meeting other workforce needs. Leading, organizing, and coordinating the following:

- Provide Job-driven needs and real-time business intelligence
- Assessing businesses needs
- Posting and distributing employer job listings
- Sourcing and screening candidates
- Industry-focused and personalized employer engagement events including job fairs, employer panels, recruiting events, and mock-interview sessions
- Development of internships, mentorships, and on-the-job training
- Rapid response assistance for business closures and layoffs
- Other services requested by business customers e.g. wage industry/economic trends,
- provide ongoing support and connection to resources for new-hire training, incumbent worker training,
- Provide labor market information so that businesses keep job postings
- Manage job orders by working with an employer throughout the entire hiring process to assist with competitive description development, sourcing, screening, and connecting employers to the talent pool

- Organize hiring events, provide tailored business services, coordinate rapid response activities, and match employers to qualified workers.
- Manage the business services teams
- Organize and coordinate the delivery of services

Services to hiring employers, to include:

- Job orders and consultation, being responsive to new hiring practices,
- Implementing pre-referral standards (skills, screening),
- Customized recruitment services
- Input job orders in jobs.mo.gov system

4. Performance Management/ Data Collection

The workforce system shall publish results of training programs, job placement and job retention statistics, certifications and credentialing of job seekers, and placement of persons in targeted sector occupations.

5. Continuous Improvement/ Staff Training and Development

The system shall engage core partners and programmatic staff in cross-training, best-practice distribution, job shadowing, and customer feedback system from employer and job seeker to ensure a customer-friendly, results-oriented workforce system.

6. Quality Assurance

Utilizing a third party independent monitoring and evaluations system to ensure the development and execution of on-going quality assurance and verification program to verify performance, policy execution and superior workforce programs.

IV. Systematic Referral Process for Job Center Customers

We agree that the Partners will conduct referral for services in the following manner:

1. All customers referred for services will receive a written or electronic referral form with the date, time, and place of the appointment.
2. All referrals will be scheduled within five working days.
3. The individual making the referral will follow up within two working days of the scheduled referral date with the partner agency.

V. Human Resources Management

We agree that the Partners will develop commonly accepted expectations for customer service and engagement that are compliant with each individual entity's employee policies. Each Partner will

incorporate those expectations into their own employee-performance system and agree to conduct periodic performance reviews in accordance with the requirements of their organization.

VI. One-Stop Delivery System Performance Criteria

We agree that the One-Stop Delivery System will strive to achieve these standards of quality service for its customers, employees, and Partners:

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 through the Missouri Job Centers.

VII. 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 Local WDB, the One-Stop operator, and the Partners.

The Local WDB's responsibilities will be:

1. Approve and execute a Memorandum of Understanding (MOU) between the One-Stop Partners that is mutually agreeable to all parties per statutory requirements.

2. Guide and Direct the disbursement of funds for workforce development activities pursuant to the requirements of the WIOA.
3. Facilitate 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. Procure and/or certify the One-Stop Operator(s) and/or terminate a One-Stop Operator for cause, with the agreement of the CLEOs.
5. Conduct oversight of the local One-Stop workforce system, including funding specified in the WIOA, for all Adult, Dislocated Worker and Youth activities
6. Approve grants or contracts for program activities as appropriate
7. Coordinate workforce development activities with economic development strategies and other employer linkages.
8. Facilitate the coordination of workforce activities.
9. Facilitate the engagement of employers and provide integrated business services.
10. Promote the Workforce system to businesses, community and stakeholders.
11. Facilitate 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.

12. Direct and coordinate the organizations' processes of developing strategic objectives, as well as creating action plans and related human resource plans to support system direction.
13. Organize and coordinate how the system determines customer/market requirements; expectations and preferences.
14. Develop and coordinate the performance management system and how the system analyzes performance data information.
15. Coordinate how the system enables job seekers to develop and utilize their full potential in alignment with the system's objectives.
16. Lead 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.
17. Lead, facilitate and coordinate 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.
18. Lead, facilitate and coordinate all employer engagement efforts that reinforce a single point-center approach to meet, to gather workforce intelligence and employer workforce needs.
19. Publish results of training programs and systems.
20. Compose and distribute external communications achievements systems enhance to community stakeholders and the public at large.

The One-Stop operator's responsibilities will be:

The One- Stop Operator responsibilities are carried out in consolidation and collaboration with the consortium of service providers and partners. The One-Stop Operator Consortium coordinates services within the Job Centers and across the One-Stop System, being the primary provider of services within the Job Center and coordinating service delivery in a multi-center area.

1. Conduct orientation of career center system.
2. Manage referral process to review in the Center.
3. Conduct follow up on case by case basis as referred.
4. Conduct outreach and recruitment activities and referral of clients as approved.

The One-Stop Partners' responsibilities will be:

1. Provide access to their programs and services through the One-Stop system (i.e., the local Job Center) either through in person sessions or via electronic/technical means at the Job Center or through the referral system delineated above.
2. Support the development and implementation of One-Stop policies and processes and integrated customer-centered service delivery design
3. Will provide their fair share of infrastructure costs as required by WIOA
4. Coordinate the delivery of services to individual job seekers with other system partners to reduce duplication of service while insure a complete range of service toward a successful career path and self-sufficiency
5. Coordinate employer contact and services to avoid duplicative employer contacts.

6. Share performance data regarding shared customers.
7. The partners shall meet to evaluate One-Stop integration and plan accordingly, on an as-needed basis.

VIII. Shared Funding of Infrastructure

The following table details the non-personnel costs associated with running the Comprehensive One-Stops named, and the allocation of those costs to the various One-Stop Partners

*See the attached Cost Sharing Financial budgets/terms Addendum.

Rent/Leasing of Facilities	Utilities	Maintenance	Equipment	Specialized Technologies

IX. Shared Funding of Services

The following table details program services and activities that will be mutually funded by the Partners and the revenue sources the Partners will use to fund those services and activities. Include Functional Leader costs.

*See attached financial budgets/terms.

Service	Service Description	Revenue Sources	Shared Costs (In-Kind, Cash, Total)	Agencies Sharing Costs

X. Duration and Modification

The parties agree that the terms of this MOU as a whole will take effect as of 07-01-2020 and will continue in effect until 06-30-2023 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 **shared funding of infrastructure costs** agreed to in section VIII will take effect as of 07-01-2020 and will continue in effect until 06-30-2023, or such time as any party will modify, extend, or terminate that subpart of this agreement.

XI. 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.

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Signature/ Title

9/31/2020
Date

Paulette Lewis, Director
Job Corps
WIOA Title I
One-Stop Partner

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Doug Goodwin Board Chair 2/20/20

Signature/ Title Date

Doug Goodwin, Chairperson of the
Eastern Jackson County Workforce Development Board

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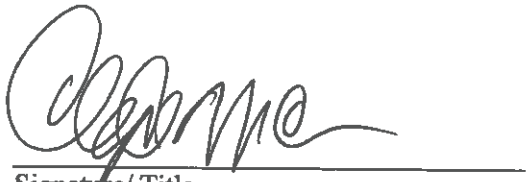

Signature/ Title

3-10-2020

Date

Clyde McQueen, Chief Executive Officer
The Full Employment Council, Inc
President/CEO
Managing Entity and Fiscal Agent
Eastern Jackson County Workforce Development Board

EASTERN JACKSON COUNTY WORKFORCE DEVELOPMENT BOARD

Program Year (PY) 2020 – 2023 Infrastructure Funding Agreement (IFA) Cost Methodology

Option I – Partners who are co-located in a Missouri Job Center – The cost allocation will be based on physical presence of FTE head count and/or physical presence of technology.

Option II – Partners who are not co-located in a Missouri Job Center – The cost allocation will be based on a conversion of the number of participants served to a full-time equivalent using the methodology described below. All Partners will be required to report to the Eastern Jackson County Workforce Development Board the number of participants they referred to the Eastern Jackson County Workforce Development Board to receive services. The reports are due monthly by the 10th of each month and must be emailed to resports@feckc.org. The host Job Center will provide the number of participants served based on its internal tracking system. A reconciliation will be completed monthly comparing the numbers reported by the non co-located partner and the host Job Center to allocate the cost.

The agreed IFA contribution calculations for PY 2020 – 2023 will be based on a Full-Time Equivalent (FTE) methodology. This methodology will use the process described below to determine relative benefit for required partners who are not present in the One-Stop via technology or physical presence. The scale utilizes active participants served during the previous month.

Clients Served Scale: Number of active participants served (funded with WIOA identified required program funds) by required partner in zip codes assigned to the EJC region. Active participants served during the previous budget year of the IFA (July 1 – June 30)	
#Served	***FTE***
0-25	.0
26-75	.05
76-125	.10
126-175	.20
176-225	.30
226-275	.40
276+	.50

Reminder: Cost allocations are first determined for a required partner who has a physical presence at the local One-Stop. If there is no physical presence, then the above Clients Served Scale is utilized to determine the relative benefit cost share. A partner should not be charged for both an FTE and the relative benefit participant count. An infrastructure cost allocation is based on one or the other, not both.

East Region- Missouri Career Center Complex

	One-Stop Partners	Infrastructure	Operating	Lease Holder	FTE - Staff	Comments
	Full Employment Council Inc				10	
1	WIOA Adult Program (Title I)					
2	WIOA Dislocated Worker Program					
3	WIOA Youth Program					
	Dept. of Higher Ed and Workforce Development				9	
4	Wagner-Peyser labor-exchange/employment services					
5	Trade Adjustment Assistance (TAA)					
6	Jobs for Veterans State Grants					
7	DOLIR State Unemployment Compensation Law activities				2	Two phones
10	Vocational Rehabilitation (VR)				0.15	2 Counselors, each 3 hours for 1 day/week= 6 total hours.
8	FSD-Temporary Assistance for Needy Families				4	FEC MWA -Subcontract
11	Adult Education and Literacy (AEL) (Title II)				1	
9	FSD-Community Services Block Grant				0.5	
12	WIOA Migrant and Seasonal Farmworker Programs				0.5	
13	Job Corps				0.5	
14	The Senior Community Service Program				0.5	
15	Perkins Career and Technical Education				0.5	
16	U.S. Dept. of Housing and Urban Development employment and training activities				0.5	
17	Reintegration programs for eligible offenders				0.5	
18	Rehabilitation Services for the Blind				0.5	
					30.15	

Budget	Total Allocation Basis														
	Full Employment Council Inc	Dept. of Higher Ed and Workforce Development	DOLIR	Vocational Rehabilitation (VR)	FSD-Temporary Assistance for Needy Families	Adult Education and Literacy (AEL) (Title II)	FSD-Community Services Block Grant	WIOA Migrant and Seasonal Farmworker Programs	Job Corps	The Senior Community Service Program	Perkins Career and Technical Education	Housing and Urban Development employment and training activities	Reintegration programs for eligible offenders	Rehabilitation Services for the Blind	Total
FTE -Equivalent	10	9	2	0.15	4	1	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	30.15
%	33.2%	29.9%	6.6%	0.5%	13.3%	3.3%	1.7%	1.7%	1.7%	1.7%	1.7%	1.7%	1.7%	1.7%	100%
															-
															-
															-
															-

East Region- Missouri Career Center Complex

Line Item Cost	One-Stop Budget (Costs paid up front by Partner)															
	Total Budget	Full Employment Council Inc	Dept. of Higher Ed and Workforce Development	DOLIR	Vocational Rehabilitation (VR)	FSD- Temporary Assistance for Needy Families	Adult Education and Literacy (AEL) (Title II)	FSD- Community Services Block Grant	WIOA Migrant and Seasonal Farmworker Programs	Job Corps	The Senior Community Service Program	Perkins Career and Technical Education	U.S. Dept. of Housing and Urban Development employment and training activities	Reintegration programs for eligible offenders	Rehabilitation Services for the Blind
		10	9	2	0.15	4	1	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
		33.2%	**29.9%**	**6.6%**	**0.5%**	**13.3%**	**3.3%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**
Lease/Rent	$ 112,700.00														
Electric	$ 25,000.00														
Gas	$ 20,000.00														
Water	$ 17,500.00														
Trash Services & Pest Control	$ 2,500.00														
Landscaping/Ground Keeping	$ 15,000.00	$ 192,700	$ 205,300												
High-Speed Internet	$ 18,500.00														
Facility Maintenance Contract	$ 12,600.00														
Telephones (Landlines)	$ 4,500.00														
Alarm Services	$ 620.00														
Building Insurance	$ 4,000.00														
Copier- Rental	$ 5,780.00														
Copier usage and Maintenance	$ 4,800.00														
Fax Machines															
TOTAL Paid	**$ 243,500.00**	**$ 80,763**	**$ 72,687**	**$ 16,153**	**$ 1,211**	**$ 32,305**	**$ 8,076**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**

YouthBuild (WIOA Title I)

Local Workforce Development Board
Memorandum of Understanding

EASTERN JACKSON COUNTY
ONE-STOP DELIVERY SYSTEM FOR JACKSON COUNTY EXCLUSIVE OF THE CITY OF KANSAS CITY, MISSOURI

Workforce Innovation and Opportunity Act (WIOA)
YOUTHBUILD
Housing Authority of the City of Independence
Agreement to Coordinate with One-Stop Delivery System Partners

I. Introduction

This Memorandum of Understanding (MOU) establishes the spirit of cooperation and collaboration by the Eastern Jackson County Workforce Development Board ("Local WDB"), and the One-Stop Delivery System signatory partner ("the Partners") hereafter referred to as **YOUTHBUILD Housing Authority of the City of Independence** This MOU describes funding stream and strategy the **YouthBuild Housing Authority of the City of Independence** agency will use to the mutual customers of job seekers and employers, through an integrated system of service delivery operated at one comprehensive site, called Missouri Job Center, and two affiliated sites.

The comprehensive site is located at the following for Eastern Jackson County
Eastern County Jackson Region -15301 East 23rd Street, Independence, Missouri 64055

The affiliated sites is located at the following for Eastern Jackson County
Independence Annex/Young Adult - Career Connections Center, 1524 E. 23rd Street, Suite C, Independence, MO 64055

Independence Housing Authority – Jobs Plus Office at Hocker Heights, 330 N. Hocker Dr., Independence, MO 64050

We understand that the development and implementation of these sites will require mutual trust and teamwork between the partnering agencies. We further understand that our joint team objective for the region is to:

(1) Provide job seekers up to date labor market information about where the jobs, careers, and the sectors they comprise are available in the Eastern Jackson County area;

(2) Be aware of the training programs that prepare job seekers for these careers and refer job seeking customers to those training courses that have positive results in course completion, certification attainment , and job placement into the appropriate career sector;

(3) Career center staff will provide appropriate career counseling and customer follow-up to facilitate course completion, certification where appropriate, and job retention;

(4) Facilitate classroom training for in-demand occupations leading to career path ways in the Greater Kansas City region;

(5) Maintain an up to date support service network to insure that job seeking clientele have appropriate information and or support in areas which include but are not limited transportation, childcare, emergency assistance, etc.

(6) Facilitate On-the-Job Training, where employers train persons on the job to aid career pathways through work-base learning;

(7) Promote apprenticeship models to individuals that combine work-base learning and classroom training, resulting in careers with credentials/classifications.

For employers we will provide services:

(1) Focus upon the single point of contact to the maximum extent possible to increase customer service and enhance program offerings;

(2) Refer clients that meet the minimum job requirements of the positions provided the public workforce system;

(3) Utilize training that uses Work based learning and or classroom instruction as appropriate;

(4) Incorporate into training curricula and program offerings increased emphasis on the socio-emotional, communication, and team-based work competencies critical to competitive work places in a global economy;

(5) Interact with business associations, chambers of commerce, and economic development organizations to acquire real time workforce intelligence regarding entry-level, intermediate and advance skill requirements for regional workforce needs.

The **YouthBuild Housing Authority of the City of Independence** agency and other core partners recognize the consistency of team effort that will be required to meet these dual customer objectives:

WIOA-required One-Stop Partners, as indicated below:

1. WIOA Adult Program (Title I)
2. WIOA Dislocated Worker Program (Title I)
3. WIOA Youth Program (Title I)
4. Job Corps (WIOA Title I)
5. YouthBuild (WIOA Title I)
6. WIOA Indian and Native American (INA)programs
7. WIOA Migrant and Seasonal Farmworker Programs - Migrant Farm Worker employment and training activities
8. Wagner-Peyser labor-exchange/employment programs services
9. Adult Education and Literacy (AEL) (Title II) activities
10. Vocational Rehabilitation (VR)
11. The Senior Community Service Program and employment activities
12. Perkins Career and Technical Education and Post-secondary Vocational Education activities
13. Trade Adjustment Assistance
14. Jobs for Veterans State Grants and Veterans employment and training activities
15. Community Services Block Grant employment and training Activities
16. U.S. Dept. of Housing and Urban Development employment and training activities.

17. Missouri Division of Employment Security programs, authorized under State Unemployment Compensation Law activities
18. Reintegration programs for eligible offenders, Second Chance offender workforce-reentry programs
19. Temporary Assistance for Needy Families (TANF) and Division of Social Services Programs

II. Strategic Vision

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 summarized as follows:

- Partnerships and Program Alignment – One-Stop System and Centers; Services and Customers
- System, Program and Services Access
- Skills and Credentials and Employment
- Career Pathways to Pump Talent Pipelines
- Employer Engagement and Business Services

III. Services to be Provided

The following section details the services that the partners will deliver through the One-Stop System, the agencies responsible for delivering those services, and the revenue sources those agencies will use to fund the services.

Eastern Jackson County One-Stop System

1. **Service Delivery Customer Flow for Adult and Dislocated Workers.**
Local program integration of Adult Career Services of the Next Generation Missouri Career Centers integrated service delivery, integrated customer flow will include three major functions: **(a) Welcome and Assessment, (b) Skill Development,** and **(c) Employment.** These functions will provide career services (basic and individualized), workforce and labor market information, and access to training services. Each function will be led by the following teams:

    a) **Welcome and Assessment** function is led by the *Welcome Team* executing the following services:
    - Greet and direct customers
    - Provide the initial service triage
    - Provide the initial skills assessment
    - Recommend a service pathway
    - Collect initial registration data
    - Connect customers with the Skills Development Team, Jobs Team, and initial service delivery … Does this require membership?

b) **Skill Development** function is led by the *Skills Development Team* executing the following services:

- Provide additional assessment of customer needs and support requirements
- Facilitate career and job-search planning
- Deliver and/or connect customers to skill building services covering work readiness skills, basic skills, computer literacy skills, occupational skills and job search skills
- Oversee and facilitate self-service delivery
- Assist customers in development of job-search skills and tools

c) **Employment** function is led by the *Jobs Team* executing the following services:

- Provide services to job-ready participants
- Job search information, plans, support and advice
- Job matching
- Assessment of job search activities
- Labor market information
- Referrals and hiring process support

(i) **Local program integration includes, but not limited to the provisions of the following career services:**

- Eligibility determination for Subtitle B of Title I of the WIOA;
- Outreach, intake (which may include worker profiling) and orientation to the information and other services available through the One-Stop Delivery System;
- Initial assessment of skill levels, aptitudes, abilities and supportive service needs;
- Job search and placement assistance and, where appropriate, career counseling;
- Provision of employment statistics information, including information relating to local, regional and national labor market areas including job vacancy listings in such labor market areas; information on job skills necessary to obtain the listed jobs; and information relating to local occupations in demand and the earnings and skill requirements for such occupations;
- Provision of program performance, information and program cost information on eligible providers of training services, eligible providers of youth activities, providers of adult education, providers of post-secondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Act and providers of vocational rehabilitation program activities;
- Provision of information on how the local area is performing on local performance measures and any additional performance information with respect to the One-Stop Delivery System in the local area;
- Provision of information relating to the availability of supportive services, including, at a minimum, child care, transportation available in local areas and referral to such services as appropriate;
- Provision of information regarding filing claims for unemployment compensation;
- Assistance in establishing eligibility for welfare to work activities and programs of financial aid assistance for training and education;
- Follow-up services, including counseling regarding the workplace for participants in workforce development activities, authorized by WIOA, who are placed in unsubsidized employment for not less than 12 months after the first day of employment, as appropriate.
- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, including diagnostic testing and the use of other assessment tools and in-depth interviewing and evaluation to identify employment barriers and appropriate goals;

- Development of an Individual Employment Plan (IEP) to identify employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve those employment goals;
- Group counseling;
- Individual counseling and career planning;
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills and professional conduct to prepare individuals to unsubsidized employment or training;
- Out-of-area job search expenses;
- Relocation expenses;
- Internships;
- Work experience

(ii) **Training Services.** Next Generation Missouri Career Centers integrated service delivery Training Services in jobs in targeted industries, based on informed decisions using Labor Market Information and other workforce intelligence, that are high-skilled, high wage jobs focus on specific occupations, industries, and types of training, include:

- Apprenticeship training models that integrate classwork training with work-base learning resulting in a credential, and/or work-specific certification/classification;
- Occupational skills training, including training for non-traditional employment;
- On-the-Job Training;
- Programs that combine workplace training with related instruction which may include cooperative education programs;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Job readiness training;
- Digital literacy to job seekers is increasingly a prerequisite for career advancement and training programs
- Adult education and literacy activities provided in combination with any of the examples cited above;
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of training;
- Maintain performance data on graduation and/or credentialing rates, and/or job placement of specific core courses of curriculum offerings.

Targeted Occupations:

- Healthcare Technology
- Warehouse Logistics
- Transportation
- Business Services
- Construction
- Information Technology
- Advanced Manufacturing

This system will be utilized at the comprehensive sites, such as the Independence Annex/Young Adult – Career Connections Center and the Independence Housing Authority – Jobs Plus Office at Hocker Heights and in some cases as negotiated with partner agencies, some affiliates sites will include but not limited to the following:

1. Program staff will be physically present at the Center.
2. Cross-train partner program staff at the One-Stop Center will appropriately be trained to provide information to customers about the programs, services, and activities available through partner programs.
3. Provide direct linkage through technology to program staff that can provide meaningful information on services.

2. Youth Program Services

Workforce Innovation Opportunity Act (WIOA) funded programs for Out-of-School Youth (OSY) and In-School Youth (ISY); targeting young people that face at least one barrier to employment. Because many of the young people served face an identified barrier, such as homelessness or young adult- parenting thus allows 75% of all youth programming to be expended on youth between 16 -24 years of age targeting drop-outs, homeless and young parenting.

Youth program services will be procured and will be presented through the in-take eligibility, and career service provided by the Workforce Development Board and service provider with training, mentoring, and other youth activities provided through core service providers and/or core partners.

Independence Housing Authority Youth Programs include ages 14-24.

14 Required Program Elements

The youth program system will address all 14 of the Required Elements based upon skills, assessments, and needs of each youth enrolled.

1. Tutoring, study skills training, and evidence based dropout prevention strategies that lead to completion of a secondary school diploma or its recognized equivalent or for a recognized post-secondary credential. Tutoring is provided through group and individual instruction based on youth participant needs at every Youth at Work location.

2. Alternative secondary school offerings. All Youth at Work program sites have alternative secondary school offerings with a focus on credit retrieval, college credit, and GED preparation and completion.

3. Paid and unpaid work experiences, that have academic and occupational education as a component of the work experience, which may include:
   a. summer employment opportunities and other employment opportunities throughout the school year;
   b. pre-apprenticeship programs;
   c. internships and job shadowing; and
   d. on the job training opportunities;

4. Occupational skill training, which includes priority consideration for training programs that lead to recognized post-secondary credentials that are aligned with in demand industry sectors or occupations;

5. Education offered concurrently with and in the same context as workforce preparation activities and training for specific occupation or occupational cluster; WIOA youth programs offer many opportunities for youth to enroll in occupational skills training while receiving hands-on experience through partnerships with community and technical colleges.

6. Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors; These are offered at all WIOA Youth Career Center Sites, through a variety of approaches including workshops, teambuilding activities, service learning projects, and youth involvement in program planning.

7. Support services are provided at all program sites. Case managers assist youth with access to non-WIOA funded support services such as federal financial aid for tuition and linkages to community organizations. WIOA supportive services are used when other resources are not available for help with emergency costs such as food, transportation, and housing.

8. Adult mentoring for duration of at least 30/90/180 days that may occur both during and after program participation.

9. Follow-up services for a minimum 12-month period after the completion of the program; Follow-up services are provided for at least one year after exit. Case managers maintain regular contact and assist youth with educational plans, job search needs and other issues. Supportive services are available to youth during this time.

10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as appropriate to the needs of the individual youth; mental health services, domestic violence; child support services.

11. Financial literacy education; WIOA youth participants receive financial literacy education through One- Stop Center and partnerships with local banking institutions.

12. Entrepreneurial skills training - youth receive entrepreneurial skills through partnerships

13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and

14. Activities that help youth prepare for and transition to post-secondary education and training.

3. WIOA Employer Services

Business services offer the following to all businesses seeking help with hiring and meeting other workforce needs. Leading, organizing, and coordinating the following:

- Provide Job-driven needs and real-time business intelligence
- Assessing businesses needs
- Posting and distributing employer job listings
- Sourcing and screening candidates

- Industry-focused and personalized employer engagement events including job fairs, employer panels, recruiting events, and mock-interview sessions
- Development of internships, mentorships, and on-the-job training
- Rapid response assistance for business closures and layoffs
- Other services requested by business customers e.g. wage industry/economic trends,
- provide ongoing support and connection to resources for new-hire training, incumbent worker training,
- Provide labor market information so that businesses keep job postings
- Manage job orders by working with an employer throughout the entire hiring process to assist with competitive description development, sourcing, screening, and connecting employers to the talent pool
- Organize hiring events, provide tailored business services, coordinate rapid response activities, and match employers to qualified workers.
- Manage the business services teams
- Organize and coordinate the delivery of services

Services to hiring employers, to include:

- Job orders and consultation, being responsive to new hiring practices,
- Implementing pre-referral standards (skills, screening),
- Customized recruitment services
- Input job orders in jobs.mo.gov system
- Verification of employment utilizing The Work Number services

4. Performance Management/ Data Collection

The workforce system shall publish results of training programs, job placement and job retention statistics, certifications and credentialing of job seekers, and placement of persons in targeted sector occupations.

5. Continuous Improvement/ Staff Training and Development

The system shall engage core partners and programmatic staff in cross-training, best-practice distribution, job shadowing, and customer feedback system from employer and job seeker to ensure a customer-friendly, results-oriented workforce system.

6. Quality Assurance

Utilizing a third party independent monitoring and evaluations system to ensure the development and execution of on-going quality assurance and verification program to verify performance, policy execution and superior workforce programs.

IV. Systematic Referral Process for Job Center Customers

We agree that the Partners will conduct referral for services in the following manner:

1. All customers referred for services will receive a written or electronic referral form with the date, time, and place of the appointment.
2. All referrals will be scheduled within five working days.
3. The individual making the referral will follow up within two working days of the scheduled referral date with the partner agency.

V. Human Resources Management

We agree that the Partners will develop commonly accepted expectations for customer service and engagement that are compliant with each individual entity's employee policies. Each Partner will incorporate those expectations into their own employee-performance system and agree to conduct periodic performance reviews in accordance with the requirements of their organization.

VI. One-Stop Delivery System Performance Criteria

We agree that the One-Stop Delivery System will strive to achieve these standards of quality service for its customers, employees, and Partners:

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 through the Missouri Job Centers.

VII. 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 Local WDB, the One-Stop operator, and the Partners.

The Local WDB's responsibilities will be:

1. Approve and execute a Memorandum of Understanding (MOU) between the One-Stop Partners that is mutually agreeable to all parties per statutory requirements.

2. Guide and Direct the disbursement of funds for workforce development activities pursuant to the requirements of the WIOA.
3. Facilitate 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. Procure and/or certify the One-Stop Operator(s) and/or terminate a One-Stop Operator for cause, with the agreement of the CLEOs.

5. Conduct oversight of the local One-Stop workforce system, including funding specified in the WIOA, for all Adult, Dislocated Worker and Youth activities
6. Approve grants or contracts for program activities as appropriate
7. Coordinate workforce development activities with economic development strategies and other employer linkages.
8. Facilitate the coordination of workforce activities.
9. Facilitate the engagement of employers and provide integrated business services.
10. Promote the Workforce system to businesses, community and stakeholders.
11. Facilitate 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.

12. Direct and coordinate the organizations' processes of developing strategic objectives, as well as creating action plans and related human resource plans to support system direction.
13. Organize and coordinate how the system determines customer/market requirements; expectations and preferences.
14. Develop and coordinate the performance management system and how the system analyzes performance data information.
15. Coordinate how the system enables job seekers to develop and utilize their full potential in alignment with the system's objectives.
16. Lead 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.
17. Lead, facilitate and coordinate 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.
18. Lead, facilitate and coordinate all employer engagement efforts that reinforce a single point-center approach to meet, to gather workforce intelligence and employer workforce needs.
19. Publish results of training programs and systems.
20. Compose and distribute external communications achievements systems enhance to community stakeholders and the public at large.

The One-Stop operator's responsibilities will be:

The One- Stop Operator responsibilities are carried out in consolidation and collaboration with the consortium of service providers and partners. The One-Stop Operator Consortium coordinates services within the Job Centers and across the One-Stop System, being the primary provider of services within the Job Center and coordinating service delivery in a multi-center area.

1. Conduct orientation of career center system.
2. Manage referral process to review in the Center.
3. Conduct follow up on case by case basis as referred.
4. Conduct outreach and recruitment activities and referral of clients as approved.

The One-Stop Partners' responsibilities will be:

1. Provide access to their programs and services through the One-Stop system (i.e., the local Job Center) either through in person sessions or via electronic/technical means at the Job Center or through the referral system delineated above.
2. Support the development and implementation of One-Stop policies and processes and integrated customer-centered service delivery design
3. Will provide their fair share of infrastructure costs as required by WIOA
4. Coordinate the delivery of services to individual job seekers with other system partners to reduce duplication of service while insure a complete range of service toward a successful career path and self-sufficiency
5. Coordinate employer contact and services to avoid duplicative employer contacts.
6. Share performance data regarding shared customers.
7. The partners shall meet to evaluate One-Stop integration and plan accordingly, on an as-needed basis.

VIII. Shared Funding of Infrastructure

The following table details the non-personnel costs associated with running the Comprehensive One-Stops named, and the allocation of those costs to the various One-Stop Partners

*See the attached Cost Sharing Financial budgets/terms Addendum.

Rent/Leasing of Facilities	Utilities	Maintenance	Equipment	Specialized Technologies

IX. Shared Funding of Services

The following table details program services and activities that will be mutually funded by the Partners and the revenue sources the Partners will use to fund those services and activities. Include Functional Leader costs.

*See attached financial budgets/terms.

Service	Service Description	Revenue Sources	Shared Costs (In-Kind, Cash, Total)	Agencies Sharing Costs

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 **shared funding of infrastructure costs** agreed to in section VIII will take effect as of 07-01-2020 and will continue in effect until 06-30-2023, or such time as any party will modify, extend, or terminate that subpart of this agreement.

XI. 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.

XII. SIGNATURES

The Partners identified below have the authority to commit the Partner Agency they represent to the terms of this Memorandum of Understanding. The Partners agree to participate in Eastern Jackson County One-Stop Center System and to comply with the terms of this Memorandum of Understanding. The level of participation to which the Partners are committed is contingent on continued availability of resources. The benefits Partners expect to receive from this participation are equitable when compared with their contributions.

THE PARTNERS TO THIS AGREEMENT EVIDENCE THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURES BELOW.

Executive Director

Signature/ Title

11/22/10

Date

Michael S. Bishop, Executive Director
Housing Authority of the City of Independence
YouthBuild
One-Stop Partner

XIII. SIGNATURES

I. SIGNATURES

The Partners identified below have the authority to commit the Partner Agency they represent to the terms of this Memorandum of Understanding. The Partners agree to participate in Eastern Jackson County One-Stop Center System and to comply with the terms of this Memorandum of Understanding. The level of participation to which the Partners are committed is contingent on continued availability of resources. The benefits Partners expect to receive from this participation are equitable when compared with their contributions.

THE PARTNERS TO THIS AGREEMENT EVIDENCE THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURES BELOW.

Doug Goodwin BOARD CHAIR 2/20/20

Signature/ Title Date

Doug Goodwin, Chairperson of the
Eastern Jackson County Workforce Development Board

I. SIGNATURES

The Partners identified below have the authority to commit the Partner Agency they represent to the terms of this Memorandum of Understanding. The Partners agree to participate in the Eastern Jackson County One-Stop Center System and to comply with the terms of this Memorandum of Understanding. The level of participation to which the Partners are committed is contingent on continued availability of resources. The benefits Partners expect to receive from this participation are equitable when compared with their contributions.

THE PARTNERS TO THIS AGREEMENT EVIDENCE THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURES BELOW.

Signature/ Title

3-10-2020

Date

Clyde McQueen, Chief Executive Officer
The Full Employment Council, Inc
President/CEO
Managing Entity and Fiscal Agent
Eastern Jackson County Workforce Development Board

EASTERN JACKSON COUNTY WORKFORCE DEVELOPMENT BOARD

Program Year (PY) 2020 – 2023 Infrastructure Funding Agreement (IFA) Cost Methodology

Option I – Partners who are co-located in a Missouri Job Center – The cost allocation will be based on physical presence of FTE head count and/or physical presence of technology.

Option II – Partners who are not co-located in a Missouri Job Center – The cost allocation will be based on a conversion of the number of participants served to a full-time equivalent using the methodology described below. All Partners will be required to report to the Eastern Jackson County Workforce Development Board the number of participants they referred to the Eastern Jackson County Workforce Development Board to receive services. The reports are due monthly by the 10th of each month and must be emailed to resports@feckc.org. The host Job Center will provide the number of participants served based on its internal tracking system. A reconciliation will be completed monthly comparing the numbers reported by the non co-located partner and the host Job Center to allocate the cost.

The agreed IFA contribution calculations for PY 2020 – 2023 will be based on a Full-Time Equivalent (FTE) methodology. This methodology will use the process described below to determine relative benefit for required partners who are not present in the One-Stop via technology or physical presence. The scale utilizes active participants served during the previous month.

Clients Served Scale: Number of active participants served (funded with WIOA identified required program funds) by required partner in zip codes assigned to the EJC region. Active participants served during the previous budget year of the IFA (July 1 – June 30)	
#Served	***FTE***
0-25	.0
26-75	.05
76-125	.10
126-175	.20
176-225	.30
226-275	.40
276+	.50

Reminder: Cost allocations are first determined for a required partner who has a physical presence at the local One-Stop. If there is no physical presence, then the above Clients Served Scale is utilized to determine the relative benefit cost share. A partner should not be charged for both an FTE and the relative benefit participant count. An infrastructure cost allocation is based on one or the other, not both.

East Region- Missouri Career Center Complex

	One-Stop Partners	Infrastructure	Operating	Lease Holder	FTE - Staff	Comments
	Full Employment Council Inc				10	
1	WIOA Adult Program (Title I)					
2	WIOA Dislocated Worker Program					
3	WIOA Youth Program					
	Dept. of Higher Ed and Workforce Development				9	
4	Wagner-Peyser labor-exchange/employment services					
5	Trade Adjustment Assistance (TAA)					
6	Jobs for Veterans State Grants					
7	DOLIR State Unemployment Compensation Law activities				2	Two phones
10	Vocational Rehabilitation (VR)				0.15	2 Counselors, each 3 hours for 1 day/week= 6 total hours.
8	FSD-Temporary Assistance for Needy Families				4	FEC MWA -Subcontract
11	Adult Education and Literacy (AEL) (Title II)				1	
9	FSD-Community Services Block Grant				0.5	
12	WIOA Migrant and Seasonal Farmworker Programs				0.5	
13	Job Corps				0.5	
14	The Senior Community Service Program				0.5	
15	Perkins Career and Technical Education				0.5	
16	U.S. Dept. of Housing and Urban Development employment and training activities				0.5	
17	Reintegration programs for eligible offenders				0.5	
18	Rehabilitation Services for the Blind				0.5	
					30.15	

Budget	Total Allocation Basis														
	Full Employment Council Inc	Dept. of Higher Ed and Workforce Development	DOLIR	Vocational Rehabilitation (VR)	FSD-Temporary Assistance for Needy Families	Adult Education and Literacy (AEL) (Title II)	FSD-Community Services Block Grant	WIOA Migrant and Seasonal Farmworker Programs	Job Corps	The Senior Community Service Program	Perkins Career and Technical Education	Housing and Urban Development employment and training activities	Reintegration programs for eligible offenders	Rehabilitation Services for the Blind	Total
FTE -Equivalent	10	9	2	0.15	4	1	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	30.15
%	33.2%	29.9%	6.6%	0.5%	13.3%	3.3%	1.7%	1.7%	1.7%	1.7%	1.7%	1.7%	1.7%	1.7%	100%
															-
															-
															-
															-

East Region- Missouri Career Center Complex

Line Item Cost	One-Stop Budget (Costs paid up front by Partner)															
	Total Budget	Full Employment Council Inc	Dept. of Higher Ed and Workforce Development	DOLIR	Vocational Rehabilitation (VR)	FSD- Temporary Assistance for Needy Families	Adult Education and Literacy (AEL) (Title II)	FSD- Community Services Block Grant	WIOA Migrant and Seasonal Farmworker Programs	Job Corps	The Senior Community Service Program	Perkins Career and Technical Education	U.S. Dept. of Housing and Urban Development employment and training activities	Reintegration programs for eligible offenders	Rehabilitation Services for the Blind
		10	9	2	0.15	4	1	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
		33.2%	**29.9%**	**6.6%**	**0.5%**	**13.3%**	**3.3%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**
Lease/Rent	$ 112,700.00														
Electric	$ 25,000.00														
Gas	$ 20,000.00														
Water	$ 17,500.00														
Trash Services & Pest Control	$ 2,500.00														
Landscaping/Ground Keeping	$ 15,000.00	$ 192,700	$ 205,300												
High-Speed Internet	$ 18,500.00														
Facility Maintenance Contract	$ 12,600.00														
Telephones (Landlines)	$ 4,500.00														
Alarm Services	$ 620.00														
Building Insurance	$ 4,000.00														
Copier- Rental	$ 5,780.00														
Copier usage and Maintenance	$ 4,800.00														
Fax Machines															
TOTAL Paid	**$ 243,500.00**	**$ 80,763**	**$ 72,687**	**$ 16,153**	**$ 1,211**	**$ 32,305**	**$ 8,076**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**

WIOA Indian and Native American (INA) Programs

Note: There is no partner in this area.

WIOA 167 Migrant and Seasonal Farmworker Programs

Local Workforce Development Board Memorandum of Understanding

EASTERN JACKSON COUNTY
ONE-STOP DELIVERY SYSTEM FOR JACKSON COUNTY EXCLUSIVE OF THE CITY OF KANSAS CITY, MISSOURI
Workforce Innovation and Opportunity Act (WIOA)
The WIOA 167 Migrant and Seasonal Farmworker Program
Administered By UMOS
Agreement to Coordinate with One-Stop Delivery System Partners

I. Introduction

This Memorandum of Understanding (MOU) establishes the spirit of cooperation and collaboration by the Eastern Jackson County Workforce Development Board ("Local WDB"), and the One-Stop Delivery System signatory partner ("the Partners") hereafter referred to as **The WIOA 167 Migrant and Seasonal Farmworker Program administered by UMOS.** This MOU describes funding stream and strategy the as **The WIOA 167 Migrant and Seasonal Farmworker Program administered by UMOS** agency will use to the mutual customers of job seekers and employers, through an integrated system of service delivery operated at one comprehensive site, called Missouri Job Center, and one affiliated site.

The comprehensive site is located at the following for Eastern Jackson County
Eastern County Jackson Region -15301 East 23rd Street, Independence, Missouri 64055

The affiliated site is located at the following for Eastern Jackson County
Independence Annex/Young Adult - Career Connections Center, 1524 E. 23rd Street, Suite C, Independence, MO 64055

We understand that the development and implementation of these sites will require mutual trust and teamwork between the partnering agencies. We further understand that our joint team objective for the region is to:

(1) Provide job seekers up to date labor market information about where the jobs, careers, and the sectors they comprise are available in the Eastern Jackson County area;

(2) Be aware of the training programs that prepare job seekers for these careers and refer job seeking customers to those training courses that have positive results in course completion, certification attainment , and job placement into the appropriate career sector;

(3) Career center staff will provide appropriate career counseling and customer follow-up to facilitate course completion, certification where appropriate, and job retention;

(4) Facilitate classroom training for in-demand occupations leading to career path ways in the Greater Kansas City region;

(5) Maintain an up to date support service network to insure that job seeking clientele have appropriate information and or support in areas which include but are not limited transportation, childcare, emergency assistance, etc.

(6) Facilitate On-the-Job Training, where employers train persons on the job to aid career pathways through work-based learning;

(7) Promote apprenticeship models to individuals that combine work-based learning and classroom training, resulting in careers with credentials/classifications.

For employers we will provide services:

(1) Focus upon the single point of contact to the maximum extent possible to increase customer service and enhance program offerings;

(2) Refer clients that meet the minimum job requirements of the positions provided the public workforce system;

(3) Utilize training that uses Work based learning and or classroom instruction as appropriate;

(4) Incorporate into training curricula and program offerings increased emphasis on the socio-emotional, communication, and team-based work competencies critical to competitive work places in a global economy;

(5) Interact with business associations, chambers of commerce, and economic development organizations to acquire real time workforce intelligence regarding entry-level, intermediate and advance skill requirements for regional workforce needs.

The **Partner** agency and other core partners recognize the consistency of team effort that will be required to meet these dual customer objectives:

WIOA-required One-Stop Partners, as indicated below:

1. WIOA Adult Program (Title I)
2. WIOA Dislocated Worker Program (Title I)
3. WIOA Youth Program (Title I)
4. Job Corps (WIOA Title I)
5. YouthBuild (WIOA Title I)
6. WIOA Indian and Native American (INA)programs
7. WIOA Migrant and Seasonal Farmworker Programs
8. Wagner-Peyser labor-exchange/employment programs services
9. Adult Education and Literacy (AEL) (Title II) activities
10. Vocational Rehabilitation (VR)
11. The Senior Community Service Program and employment activities
12. Perkins Career and Technical Education and Post-secondary Vocational Education activities
13. Trade Adjustment Assistance
14. Jobs for Veterans State Grants and Veterans employment and training activities
15. Community Services Block Grant employment and training Activities
16. U.S. Dept. of Housing and Urban Development employment and training activities.
17. Missouri Division of Employment Security programs, authorized under State Unemployment Compensation Law activities
18. Reintegration programs for eligible offenders, Second Chance offender workforce-reentry programs

19. Temporary Assistance for Needy Families (TANF) and Division of Social Services Programs

II. Strategic Vision

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 summarized as follows:

- Partnerships and Program Alignment – One-Stop System and Centers; Services and Customers
- System, Program and Services Access
- Skills and Credentials and Employment
- Career Pathways to Pump Talent Pipelines
- Employer Engagement and Business Services

III. Services to be Provided

The following section details the services that the partners will deliver through the One-Stop System, the agencies responsible for delivering those services, and the revenue sources those agencies will use to fund the services.

Eastern Jackson County One-Stop System

1. **Service Delivery Customer Flow for Adult and Dislocated Workers.**
Local program integration of Adult Career Services of the Next Generation Missouri Career Centers integrated service delivery, integrated customer flow will include three major functions: **(a) Welcome and Assessment, (b) Skill Development**, and **(c) Employment.** These functions will provide career services (basic and individualized), workforce and labor market information, and access to training services. Each function will be led by the following teams:

   a) **Welcome and Assessment** function is led by the *Welcome Team* executing the following services:
      - Greet and direct customers
      - Provide the initial service triage
      - Provide the initial skills assessment
      - Recommend a service pathway
      - Collect initial registration data
      - Connect customers with the Skills Development Team, Jobs Team, and initial service delivery

   b) **Skill Development** function is led by the *Skills Development Team* executing the following services:
      - Provide additional assessment of customer needs and support requirements
      - Facilitate career and job-search planning

- Deliver and/or connect customers to skill building services covering work readiness skills, basic skills, computer literacy skills, occupational skills and job search skills
- Oversee and facilitate self-service delivery
- Assist customers in development of job-search skills and tools

c) **Employment** function is led by the *Jobs Team* executing the following services:

- Provide services to job-ready participants
- Job search information, plans, support and advice
- Job matching
- Assessment of job search activities
- Labor market information
- Referrals and hiring process support

(i) **Local program integration includes, but not limited to the provisions of the following career services:**

- Eligibility determination for Subtitle B of Title I of the WIOA;
- Outreach, intake (which may include worker profiling) and orientation to the information and other services available through the One-Stop Delivery System;
- Initial assessment of skill levels, aptitudes, abilities and supportive service needs;
- Job search and placement assistance and, where appropriate, career counseling;
- Provision of employment statistics information, including information relating to local, regional and national labor market areas including job vacancy listings in such labor market areas; information on job skills necessary to obtain the listed jobs; and information relating to local occupations in demand and the earnings and skill requirements for such occupations;
- Provision of program performance, information and program cost information on eligible providers of training services, eligible providers of youth activities, providers of adult education, providers of post-secondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Act and providers of vocational rehabilitation program activities;
- Provision of information on how the local area is performing on local performance measures and any additional performance information with respect to the One-Stop Delivery System in the local area;
- Provision of information relating to the availability of supportive services, including, at a minimum, child care, transportation available in local areas and referral to such services as appropriate;
- Provision of information regarding filing claims for unemployment compensation;
- Assistance in establishing eligibility for welfare to work activities and programs of financial aid assistance for training and education;
- Follow-up services, including counseling regarding the workplace for participants in workforce investment activities, authorized by WIOA, who are placed in unsubsidized employment for not less than 12 months after the first day of employment, as appropriate.
- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, including diagnostic testing and the use of other assessment tools and in-depth interviewing and evaluation to identify employment barriers and appropriate goals;
- Development of an Individual Employment Plan (IEP) to identify employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve those employment goals;
- Group counseling;
- Individual counseling and career planning;

- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills and professional conduct to prepare individuals to unsubsidized employment or training;
- Out-of-area job search expenses;
- Relocation expenses;
- Internships;
- Work experience

(ii) **Training Services.** Next Generation Missouri Career Centers integrated service delivery Training Services in jobs in targeted industries, based on informed decisions using Labor Market Information and other workforce intelligence, that are high-skilled, high wage jobs focus on specific occupations, industries, and types of training, include:

- Apprenticeship training models that integrate classwork training with work-based learning resulting in a credential, and/or work-specific certification/classification;
- Occupational skills training, including training for non-traditional employment;
- On-the-Job Training;
- Programs that combine workplace training with related instruction which may include cooperative education programs;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Job readiness training;
- Digital literacy to job seekers is increasingly a prerequisite for career advancement and training programs
- Adult education and literacy activities provided in combination with any of the examples cited above;
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of training;
- Maintain performance data on graduation and/or credentialing rates, and/or job placement of specific core courses of curriculum offerings.

Targeted Occupations:

- Healthcare Technology
- Warehouse Logistics
- Transportation
- Business Services
- Construction
- Information Technology
- Advanced Manufacturing

This system will be utilize at the comprehensive sites and in some cases as negotiated with partner agencies, some affiliates sites will include but not limited to the following:

1. Program staff will be physically present at the Center.
2. Cross-train partner program staff at the One-Stop Center will appropriately be trained to provide information to customers about the programs, services, and activities available through partner programs.
3. Provide direct linkage through technology to program staff that can provide meaningful information on services.

2. Youth Program Services

Workforce Innovation Opportunity Act (WIOA) funded programs for Out-of-School Youth (OSY) and In-School Youth (ISY); targeting young people that face at least one barrier to employment. Because many of the young people served face an identified barrier, such as homelessness or young adult- parenting thus allows 75% of all youth programming to be expended on youth between 16 -24 years of age targeting drop-outs, homeless and young parenting.

Youth program services will be procured and will be presented through the in-take eligibility, and career service provided by the Workforce Development Board and service provider with training, mentoring, and other youth activities provided through core service providers and/or core partners.

14 Required Program Elements

The youth program system will address all 14 of the Required Elements based upon skills, assessments, and needs of each youth enrolled.

1. Tutoring, study skills training, and evidence based dropout prevention strategies that lead to completion of a secondary school diploma or its recognized equivalent or for a recognized post-secondary credential. Tutoring is provided through group and individual instruction based on youth participant needs at every Youth at Work location.

2. Alternative secondary school offerings. All Youth at Work program sites have alternative secondary school offerings with a focus on credit retrieval, college credit, and GED preparation and completion.

3. Paid and unpaid work experiences, that have academic and occupational education as a component of the work experience, which may include:
   a. summer employment opportunities and other employment opportunities throughout the school year;
   b. pre-apprenticeship programs;
   c. internships and job shadowing; and
   d. on the job training opportunities;

4. Occupational skill training, which includes priority consideration for training programs that lead to recognized post-secondary credentials that are aligned with in demand industry sectors or occupations;

5. Education offered concurrently with and in the same context as workforce preparation activities and training for specific occupation or occupational cluster; WIOA youth programs offer many opportunities for youth to enroll in occupational skills training while receiving hands-on experience through partnerships with community and technical colleges.

6. Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors; These are offered at all WIOA Youth Career Center Sites, through a variety of approaches including workshops, teambuilding activities, service learning projects, and youth involvement in program planning.

7. Support services are provided at all program sites. Case managers assist youth with access to non-WIOA funded support services such as federal financial aid for tuition and linkages to community organizations. WIOA supportive services are used when other resources are not available for help with emergency costs such as food, transportation, and housing.

8. Adult mentoring for duration of at least twelve (12) months that may occur both during and after program participation.

9. Follow-up services for a minimum 12-month period after the completion of the program; Follow-up services are provided for at least one year after exit. Case managers maintain regular contact and assist youth with educational plans, job search needs and other issues. Supportive services are available to youth during this time.

10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as appropriate to the needs of the individual youth;

11. Financial literacy education; WIOA youth participants receive financial literacy education through One- Stop Center and partnerships with local banking institutions.

12. Entrepreneurial skills training - youth receive entrepreneurial skills through partnerships

13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and

14. Activities that help youth prepare for and transition to post-secondary education and training.

3. WIOA Employer Services

Business services offer the following to all businesses seeking help with hiring and meeting other workforce needs. Leading, organizing, and coordinating the following:

- Provide Job-driven needs and real-time business intelligence
- Assessing businesses needs
- Posting and distributing employer job listings
- Sourcing and screening candidates
- Industry-focused and personalized employer engagement events including job fairs, employer panels, recruiting events, and mock-interview sessions
- Development of internships, mentorships, and on-the-job training
- Rapid response assistance for business closures and layoffs
- Other services requested by business customers e.g. wage industry/economic trends,
- provide ongoing support and connection to resources for new-hire training, incumbent worker training,
- Provide labor market information so that businesses keep job postings
- Manage job orders by working with an employer throughout the entire hiring process to assist with competitive description development, sourcing, screening, and connecting employers to the talent pool

- Organize hiring events, provide tailored business services, coordinate rapid response activities, and match employers to qualified workers.
- Manage the business services teams
- Organize and coordinate the delivery of services

Services to hiring employers, to include:

- Job orders and consultation, being responsive to new hiring practices,
- Implementing pre-referral standards (skills, screening),
- Customized recruitment services
- Input job orders in jobs.mo.gov system

4. Performance Management/ Data Collection

The workforce system shall publish results of training programs, job placement and job retention statistics, certifications and credentialing of job seekers, and placement of persons in targeted sector occupations.

5. Continuous Improvement/ Staff Training and Development

The system shall engage core partners and programmatic staff in cross-training, best-practice distribution, job shadowing, and customer feedback system from employer and job seeker to ensure a customer-friendly, results-oriented workforce system.

6. Quality Assurance

Utilizing a third party independent monitoring and evaluations system to ensure the development and execution of on-going quality assurance and verification program to verify performance, policy execution and superior workforce programs.

IV. Systematic Referral Process for Job Center Customers

We agree that the Partners will conduct referral for services in the following manner:

1. All customers referred for services will receive a written or electronic referral form with the date, time, and place of the appointment.
2. All referrals will be scheduled within five working days.
3. The individual making the referral will follow up within two working days of the scheduled referral date with the partner agency.

V. Human Resources Management

We agree that the Partners will develop commonly accepted expectations for customer service and engagement that are compliant with each individual entity's employee policies. Each Partner will incorporate those expectations into their own employee-performance system and agree to conduct periodic performance reviews in accordance with the requirements of their organization.

VI. One-Stop Delivery System Performance Criteria

We agree that the One-Stop Delivery System will strive to achieve these standards of quality service for its customers, employees, and Partners:

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 through the Missouri Job Centers.

VII. 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 Local WDB, the One-Stop operator, and the Partners.

The Local WDB's responsibilities will be:

1. Approve and execute a Memorandum of Understanding (MOU) between the One-Stop Partners that is mutually agreeable to all parties per statutory requirements.
2. Guide and Direct the disbursement of funds for workforce development activities pursuant to the requirements of the WIOA.
3. Facilitate 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. Procure and/or certify the One-Stop Operator(s) and/or terminate a One-Stop Operator for cause, with the agreement of the CLEOs.
5. Conduct oversight of the local One-Stop workforce system, including funding specified in the WIOA, for all Adult, Dislocated Worker and Youth activities
6. Approve grants or contracts for program activities as appropriate
7. Coordinate workforce investment activities with economic development strategies and other employer linkages.
8. Facilitate the coordination of workforce activities.
9. Facilitate the engagement of employers and provide integrated business services.
10. Promote the Workforce system to businesses, community and stakeholders.
11. Facilitate 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.

12. Direct and coordinate the organizations' processes of developing strategic objectives, as well as creating action plans and related human resource plans to support system direction.
13. Organize and coordinate how the system determines customer/market requirements; expectations and preferences.
14. Develop and coordinate the performance management system and how the system analyzes performance data information.
15. Coordinate how the system enables job seekers to develop and utilize their full potential in alignment with the system's objectives.
16. Lead 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.
17. Lead, facilitate and coordinate 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.
18. Lead, facilitate and coordinate all employer engagement efforts that reinforce a single point-center approach to meet, to gather workforce intelligence and employer workforce needs.
19. Publish results of training programs and systems.
20. Compose and distribute external communications achievements systems enhance to community stakeholders and the public at large.

The One-Stop operator's responsibilities will be:

The One- Stop Operator responsibilities are carried out in consolidation and collaboration with the consortium of service providers and partners. The One-Stop Operator Consortium coordinates services within the Job Centers and across the One-Stop System, being the primary provider of services within the Job Center and coordinating service delivery in a multi-center area.

1. Conduct orientation of career center system.
2. Manage referral process to review in the Center.
3. Conduct follow up on case by case basis as referred.
4. Conduct outreach and recruitment activities and referral of clients as approved.

The One-Stop Partners' responsibilities will be:

1. Provide access to their programs and services through the One-Stop system (i.e., the local Job Center) either through in person sessions or via electronic/technical means at the Job Center or through the referral system delineated above.
2. Support the development and implementation of One-Stop policies and processes and integrated customer-centered service delivery design
3. Will provide their fair share of infrastructure costs as required by WIOA
4. Coordinate the delivery of services to individual job seekers with other system partners to reduce duplication of service while insure a complete range of service toward a successful career path and self-sufficiency
5. Coordinate employer contact and services to avoid duplicative employer contacts.

6. Share performance data regarding shared customers.
7. The partners shall meet to evaluate One-Stop integration and plan accordingly, on an as-needed basis.

VIII. Shared Funding of Infrastructure

UMOS will contribute by committing 100 flyers, teleconference presentations as needed, as well as being available via telephone for preliminary eligibility determination at all times for any farmworkers identified by the EJAC WDB.

IX. Shared Funding of Services

UMOS will contribute by committing 100 flyers, teleconference presentations as needed, as well as being available via telephone for preliminary eligibility determination at all times for any farmworkers identified by the EJAC WDB.

X. Duration and Modification

The parties agree that the terms of this MOU as a whole will take effect as of 07-01-2020 and will continue in effect until 06-30-2023 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 **shared funding of infrastructure costs** agreed to in section VIII will take effect as of 07-01-2020 and will continue in effect until 06-30-2023, or such time as any party will modify, extend, or terminate that subpart of this agreement.

XI. 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.

XII. SIGNATURES

The Partners identified below have the authority to commit the Partner Agency they represent to the terms of this Memorandum of Understanding. The Partners agree to participate in Eastern Jackson County One-Stop Center System and to comply with the terms of this Memorandum of Understanding. The level of participation to which the Partners are committed is contingent on continued availability of resources. The benefits Partners expect to receive from this participation are equitable when compared with their contributions.

THE PARTNERS TO THIS AGREEMENT EVIDENCE THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURES BELOW.

Vice President
Signature/Title

6/1/25
Date

Jose Martinez, Vice President of Farmworker and Community Based Services
UMOS, Inc.
Migrant and Seasonal Farmworker Program
One-Stop Partner

XIII. SIGNATURES

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Doug Goodwin BOARD CHAIR 2/20/20

Signature/ Title Date

Doug Goodwin, Chairperson of the
Eastern Jackson County Workforce Development Board

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Signature/ Title

3-10-2020

Date

Clyde McQueen, Chief Executive Officer
The Full Employment Council, Inc
President/CEO
Managing Entity and Fiscal Agent
Eastern Jackson County Workforce Development Board

Adult Education and Literacy (AEL) (Title II)

Local Workforce Development Board Memorandum of Understanding

EASTERN JACKSON COUNTY
ONE-STOP DELIVERY SYSTEM FOR JACKSON COUNTY EXCLUSIVE OF THE CITY OF KANSAS CITY, MISSOURI
Workforce Innovation and Opportunity Act (WIOA)
Adult Education and Literacy (AEL) (Title II)
Independence School District
Agreement to Coordinate with One-Stop Delivery System Partners

I. Introduction

This Memorandum of Understanding (MOU) establishes the spirit of cooperation and collaboration by the Eastern Jackson County Workforce Development Board ("Local WDB"), and the One-Stop Delivery System signatory partner ("the Partners") hereafter referred to as **Adult Education and Literacy (AEL) (Title II) administered by Independence School District.** This MOU describes funding stream and strategy the as **Adult Education and Literacy (AEL) (Title II) administered by Independence School District.** agency will use to the mutual customers of job seekers and employers, through an integrated system of service delivery operated at one comprehensive site, called Missouri Job Center, and one affiliated site.

The comprehensive site is located at the following for Eastern Jackson County
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The affiliated site is located at the following for Eastern Jackson County
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Eastern Jackson County One-Stop System

1. **Service Delivery Customer Flow for Adult and Dislocated Workers.**
Local program integration of Adult Career Services of the Next Generation Missouri Career Centers integrated service delivery, integrated customer flow will include three major functions: **(a) Welcome and Assessment, (b) Skill Development**, and **(c) Employment.** These functions will provide career services (basic and individualized), workforce and labor market information, and access to training services. Each function will be led by the following teams:

   a) **Welcome and Assessment** function is led by the *Welcome Team* executing the following services:
      - Greet and direct customers
      - Provide the initial service triage
      - Provide the initial skills assessment
      - Recommend a service pathway
      - Collect initial registration data
      - Connect customers with the Skills Development Team, Jobs Team, and initial service delivery

   b) **Skill Development** function is led by the *Skills Development Team* executing the following services:
      - Provide additional assessment of customer needs and support requirements

- Facilitate career and job-search planning
- Deliver and/or connect customers to skill building services covering work readiness skills, basic skills, computer literacy skills, occupational skills and job search skills
- Oversee and facilitate self-service delivery
- Assist customers in development of job-search skills and tools

c) **Employment** function is led by the *Jobs Team* executing the following services:

- Provide services to job-ready participants
- Job search information, plans, support and advice
- Job matching
- Assessment of job search activities
- Labor market information
- Referrals and hiring process support

(i) **Local program integration includes, but not limited to the provisions of the following career services:**

- Eligibility determination for Subtitle B of Title I of the WIOA;
- Outreach, intake (which may include worker profiling) and orientation to the information and other services available through the One-Stop Delivery System;
- Initial assessment of skill levels, aptitudes, abilities and supportive service needs;
- Job search and placement assistance and, where appropriate, career counseling;
- Provision of employment statistics information, including information relating to local, regional and national labor market areas including job vacancy listings in such labor market areas; information on job skills necessary to obtain the listed jobs; and information relating to local occupations in demand and the earnings and skill requirements for such occupations;
- Provision of program performance, information and program cost information on eligible providers of training services, eligible providers of youth activities, providers of adult education, providers of post-secondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Act and providers of vocational rehabilitation program activities;
- Provision of information on how the local area is performing on local performance measures and any additional performance information with respect to the One-Stop Delivery System in the local area;
- Provision of information relating to the availability of supportive services, including, at a minimum, child care, transportation available in local areas and referral to such services as appropriate;
- Provision of information regarding filing claims for unemployment compensation;
- Assistance in establishing eligibility for welfare to work activities and programs of financial aid assistance for training and education;
- Follow-up services, including counseling regarding the workplace for participants in workforce development activities, authorized by WIOA, who are placed in unsubsidized employment for not less than 12 months after the first day of employment, as appropriate.
- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, including diagnostic testing and the use of other assessment tools and in-depth interviewing and evaluation to identify employment barriers and appropriate goals;
- Development of an Individual Employment Plan (IEP) to identify employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve those employment goals;
- Group counseling;

- Individual counseling and career planning;
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills and professional conduct to prepare individuals to unsubsidized employment or training;
- Out-of-area job search expenses;
- Relocation expenses;
- Internships;
- Work experience

(ii) **Training Services.** Next Generation Missouri Career Centers integrated service delivery Training Services in jobs in targeted industries, based on informed decisions using Labor Market Information and other workforce intelligence, that are high-skilled, high wage jobs focus on specific occupations, industries, and types of training, include:

- Apprenticeship training models that integrate classwork training with work-base learning resulting in a credential, and/or work-specific certification/classification;
- Occupational skills training, including training for non-traditional employment;
- On-the-Job Training;
- Programs that combine workplace training with related instruction which may include cooperative education programs;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Job readiness training;
- Digital literacy to job seekers is increasingly a prerequisite for career advancement and training programs
- Adult education and literacy activities provided in combination with any of the examples cited above;
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of training;
- Maintain performance data on graduation and/or credentialing rates, and/or job placement of specific core courses of curriculum offerings.

Targeted Occupations:

- Healthcare Technology
- Warehouse Logistics
- Transportation
- Business Services
- Construction
- Information Technology
- Advanced Manufacturing

This system will be utilize at the comprehensive sites and in some cases as negotiated with partner agencies, some affiliates sites will include but not limited to the following:

1. Program staff will be physically present at the Center.
2. Cross-train partner program staff at the One-Stop Center will appropriately be trained to provide information to customers about the programs, services, and activities available through partner programs.
3. Provide direct linkage through technology to program staff that can provide meaningful

information on services.

2. Youth Program Services

Workforce Innovation Opportunity Act (WIOA) funded programs for Out-of-School Youth (OSY) and In-School Youth (ISY); targeting young people that face at least one barrier to employment. Because many of the young people served face an identified barrier, such as homelessness or young adult- parenting thus allows 75% of all youth programming to be expended on youth between 16 -24 years of age targeting drop-outs, homeless and young parenting.

Youth program services will be procured and will be presented through the in-take eligibility, and career service provided by the Workforce Development Board and service provider with training, mentoring, and other youth activities provided through core service providers and/or core partners.

14 Required Program Elements

The youth program system will address all 14 of the Required Elements based upon skills, assessments, and needs of each youth enrolled.

1. Tutoring, study skills training, and evidence based dropout prevention strategies that lead to completion of a secondary school diploma or its recognized equivalent or for a recognized post-secondary credential. Tutoring is provided through group and individual instruction based on youth participant needs at every Youth at Work location.

2. Alternative secondary school offerings. All Youth at Work program sites have alternative secondary school offerings with a focus on credit retrieval, college credit, and GED preparation and completion.

3. Paid and unpaid work experiences, that have academic and occupational education as a component of the work experience, which may include:
   a. summer employment opportunities and other employment opportunities throughout the school year;
   b. pre-apprenticeship programs;
   c. internships and job shadowing; and
   d. on the job training opportunities;

4. Occupational skill training, which includes priority consideration for training programs that lead to recognized post-secondary credentials that are aligned with in demand industry sectors or occupations;

5. Education offered concurrently with and in the same context as workforce preparation activities and training for specific occupation or occupational cluster; WIOA youth programs offer many opportunities for youth to enroll in occupational skills training while receiving hands-on experience through partnerships with community and technical colleges.

6. Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors; These are offered at all WIOA Youth Career Center Sites, through a variety of approaches including workshops, teambuilding activities, service learning projects, and youth involvement in program planning.

7. Support services are provided at all program sites. Case managers assist youth with access to non-WIOA funded support services such as federal financial aid for tuition and linkages to community organizations. WIOA supportive services are used when other resources are not available for help with emergency costs such as food, transportation, and housing.

8. Adult mentoring for duration of at least twelve (12) months that may occur both during and after program participation.

9. Follow-up services for a minimum 12-month period after the completion of the program; Follow-up services are provided for at least one year after exit. Case managers maintain regular contact and assist youth with educational plans, job search needs and other issues. Supportive services are available to youth during this time.

10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as appropriate to the needs of the individual youth;

11. Financial literacy education; WIOA youth participants receive financial literacy education through One- Stop Center and partnerships with local banking institutions.

12. Entrepreneurial skills training - youth receive entrepreneurial skills through partnerships

13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and

14. Activities that help youth prepare for and transition to post-secondary education and training.

3. WIOA Employer Services

Business services offer the following to all businesses seeking help with hiring and meeting other workforce needs. Leading, organizing, and coordinating the following:

- Provide Job-driven needs and real-time business intelligence
- Assessing businesses needs
- Posting and distributing employer job listings
- Sourcing and screening candidates
- Industry-focused and personalized employer engagement events including job fairs, employer panels, recruiting events, and mock-interview sessions
- Development of internships, mentorships, and on-the-job training
- Rapid response assistance for business closures and layoffs
- Other services requested by business customers e.g. wage industry/economic trends,
- provide ongoing support and connection to resources for new-hire training, incumbent worker training,
- Provide labor market information so that businesses keep job postings

- Manage job orders by working with an employer throughout the entire hiring process to assist with competitive description development, sourcing, screening, and connecting employers to the talent pool
- Organize hiring events, provide tailored business services, coordinate rapid response activities, and match employers to qualified workers.
- Manage the business services teams
- Organize and coordinate the delivery of services

Services to hiring employers, to include:

- Job orders and consultation, being responsive to new hiring practices,
- Implementing pre-referral standards (skills, screening),
- Customized recruitment services
- Input job orders in jobs.mo.gov system

4. **Performance Management/ Data Collection**

The workforce system shall publish results of training programs, job placement and job retention statistics, certifications and credentialing of job seekers, and placement of persons in targeted sector occupations.

5. **Continuous Improvement/ Staff Training and Development**

The system shall engage core partners and programmatic staff in cross-training, best-practice distribution, job shadowing, and customer feedback system from employer and job seeker to ensure a customer-friendly, results-oriented workforce system.

6. **Quality Assurance**

Utilizing a third party independent monitoring and evaluations system to ensure the development and execution of on-going quality assurance and verification program to verify performance, policy execution and superior workforce programs.

IV. Systematic Referral Process for Job Center Customers

We agree that the Partners will conduct referral for services in the following manner:

1. All customers referred for services will receive a written or electronic referral form with the date, time, and place of the appointment.
2. All referrals will be scheduled within five working days.
3. The individual making the referral will follow up within two working days of the scheduled referral date with the partner agency.

V. Human Resources Management

We agree that the Partners will develop commonly accepted expectations for customer service and engagement that are compliant with each individual entity's employee policies. Each Partner will incorporate those expectations into their own employee-performance system and agree to conduct periodic performance reviews in accordance with the requirements of their organization.

VI. One-Stop Delivery System Performance Criteria

We agree that the One-Stop Delivery System will strive to achieve these standards of quality service for its customers, employees, and Partners:

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 through the Missouri Job Centers.

VII. 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 Local WDB, the One-Stop operator, and the Partners.

The Local WDB's responsibilities will be:

1. Approve and execute a Memorandum of Understanding (MOU) between the One-Stop Partners that is mutually agreeable to all parties per statutory requirements.
2. Guide and Direct the disbursement of funds for workforce development activities pursuant to the requirements of the WIOA.
3. Facilitate 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. Procure and/or certify the One-Stop Operator(s) and/or terminate a One-Stop Operator for cause, with the agreement of the CLEOs.
5. Conduct oversight of the local One-Stop workforce system, including funding specified in the WIOA, for all Adult, Dislocated Worker and Youth activities
6. Approve grants or contracts for program activities as appropriate
7. Coordinate workforce development activities with economic development strategies and other employer linkages.
8. Facilitate the coordination of workforce activities.
9. Facilitate the engagement of employers and provide integrated business services.
10. Promote the Workforce system to businesses, community and stakeholders.

11. Facilitate 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.

12. Direct and coordinate the organizations' processes of developing strategic objectives, as well as creating action plans and related human resource plans to support system direction.
13. Organize and coordinate how the system determines customer/market requirements; expectations and preferences.
14. Develop and coordinate the performance management system and how the system analyzes performance data information.
15. Coordinate how the system enables job seekers to develop and utilize their full potential in alignment with the system's objectives.
16. Lead 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.
17. Lead, facilitate and coordinate 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.
18. Lead, facilitate and coordinate all employer engagement efforts that reinforce a single point-center approach to meet, to gather workforce intelligence and employer workforce needs.
19. Publish results of training programs and systems.
20. Compose and distribute external communications achievements systems enhance to community stakeholders and the public at large.

The One-Stop operator's responsibilities will be:

The One- Stop Operator responsibilities are carried out in consolidation and collaboration with the consortium of service providers and partners. The One-Stop Operator Consortium coordinates services within the Job Centers and across the One-Stop System, being the primary provider of services within the Job Center and coordinating service delivery in a multi-center area.

1. Conduct orientation of career center system.
2. Manage referral process to review in the Center.
3. Conduct follow up on case by case basis as referred.
4. Conduct outreach and recruitment activities and referral of clients as approved.

The One-Stop Partners' responsibilities will be:

1. Provide access to their programs and services through the One-Stop system (i.e., the local Job Center) either through in person sessions or via electronic/technical means at the Job Center or through the referral system delineated above.
2. Support the development and implementation of One-Stop policies and processes and integrated customer-centered service delivery design
3. Will provide their fair share of infrastructure costs as required by WIOA

4. Coordinate the delivery of services to individual job seekers with other system partners to reduce duplication of service while insure a complete range of service toward a successful career path and self-sufficiency
5. Coordinate employer contact and services to avoid duplicative employer contacts.
6. Share performance data regarding shared customers.
7. The partners shall meet to evaluate One-Stop integration and plan accordingly, on an as-needed basis.

VIII. Shared Funding of Infrastructure

The following table details the non-personnel costs associated with running the Comprehensive One-Stops named, and the allocation of those costs to the various One-Stop Partners

*See the attached Cost Sharing Financial budgets/terms Addendum.

Rent/Leasing of Facilities	Utilities	Maintenance	Equipment	Specialized Technologies

IX. Shared Funding of Services

The following table details program services and activities that will be mutually funded by the Partners and the revenue sources the Partners will use to fund those services and activities. Include Functional Leader costs.

*See attached financial budgets/terms.

Service	Service Description	Revenue Sources	Shared Costs (In-Kind, Cash, Total)	Agencies Sharing Costs

X. Duration and Modification

The parties agree that the terms of this MOU as a whole will take effect as of 07-01-2020 and will continue in effect until 06-30-2023 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 **shared funding of infrastructure costs** agreed to in section VIII will take effect as of 07-01-2020 and will continue in effect until 06-30-2023, or such time as any party will modify, extend, or terminate that subpart of this agreement.

XI. 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.

XII. SIGNATURES

The Partners identified below have the authority to commit the Partner Agency they represent to the terms of this Memorandum of Understanding. The Partners agree to participate in Eastern Jackson County One-Stop Center System and to comply with the terms of this Memorandum of Understanding. The level of participation to which the Partners are committed is contingent on continued availability of resources. The benefits Partners expect to receive from this participation are equitable when compared with their contributions.

THE PARTNERS TO THIS AGREEMENT EVIDENCE THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURES BELOW.

Superintendent 1/21/20

Signature/ Title Date

Dr. Dale Herl, Superintendent
Independence School District
Adult Education and Literacy (AEL) (Title II)
One-Stop Partner

XIII. SIGNATURES

I. SIGNATURES

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THE PARTNERS TO THIS AGREEMENT EVIDENCE THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURES BELOW.

Doug Goodwin Board Chair 2/20/20

Signature/ Title Date

Doug Goodwin, Chairperson of the
Eastern Jackson County Workforce Development Board

I. SIGNATURES

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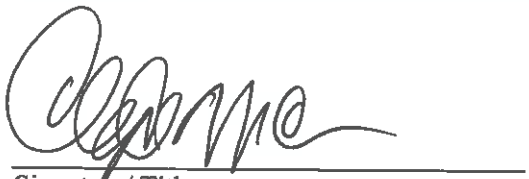

Signature/ Title

3-10-2020

Date

Clyde McQueen, Chief Executive Officer
The Full Employment Council, Inc
President/CEO
Managing Entity and Fiscal Agent
Eastern Jackson County Workforce Development Board

EASTERN JACKSON COUNTY WORKFORCE DEVELOPMENT BOARD

Program Year (PY) 2020 – 2023 Infrastructure Funding Agreement (IFA) Cost Methodology

Option I – Partners who are co-located in a Missouri Job Center – The cost allocation will be based on physical presence of FTE head count and/or physical presence of technology.

Partnership/Funding Sources	FTE	Comments
Adult Education and Literacy (AEL) (Title 1)	1	

Option II – Partners who are not co-located in a Missouri Job Center – The cost allocation will be based on a conversion of the number of participants served to a full-time equivalent using the methodology described below. All Partners will be required to report to the Eastern Jackson County Workforce Development Board the number of participants they referred to the Eastern Jackson County Workforce Development Board to receive services. The reports are due monthly by the 10th of each month and must be emailed to resports@feckc.org. The host Job Center will provide the number of participants served based on its internal tracking system. A reconciliation will be completed monthly comparing the numbers reported by the non co-located partner and the host Job Center to allocate the cost.

The agreed IFA contribution calculations for PY 2020 – 2023 will be based on a Full-Time Equivalent (FTE) methodology. This methodology will use the process described below to determine relative benefit for required partners who are not present in the One-Stop via technology or physical presence. The scale utilizes active participants served during the previous month.

Clients Served Scale: Number of active participants served (funded with WIOA identified required program funds) by required partner in zip codes assigned to the EJC region. Active participants served during the previous budget year of the IFA (July 1 – June 30)	
#Served	***FTE***
0-25	.0
26-75	.05
76-125	.10
126-175	.20
176-225	.30
226-275	.40
276+	.50

Reminder: Cost allocations are first determined for a required partner who has a physical presence at the local One-Stop. If there is no physical presence, then the above Clients Served Scale is utilized to determine the relative benefit cost share. A partner should not be charged for both an FTE and the relative benefit participant count. An infrastructure cost allocation is based on one or the other, not both.

East Region- Missouri Career Center Complex

	One-Stop Partners	Infrastructure	Operating	Lease Holder	FTE - Staff	Comments
	Full Employment Council Inc				10	
1	WIOA Adult Program (Title I)					
2	WIOA Dislocated Worker Program					
3	WIOA Youth Program					
	Dept. of Higher Ed and Workforce Development				9	
4	Wagner-Peyser labor-exchange/employment services					
5	Trade Adjustment Assistance (TAA)					
6	Jobs for Veterans State Grants					
7	DOLIR State Unemployment Compensation Law activities				2	Two phones
10	Vocational Rehabilitation (VR)				0.15	2 Counselors, each 3 hours for 1 day/week= 6 total hours.
8	FSD-Temporary Assistance for Needy Families				4	FEC MWA -Subcontract
11	Adult Education and Literacy (AEL) (Title II)				1	
9	FSD-Community Services Block Grant				0.5	
12	WIOA Migrant and Seasonal Farmworker Programs				0.5	
13	Job Corps				0.5	
14	The Senior Community Service Program				0.5	
15	Perkins Career and Technical Education				0.5	
16	U.S. Dept. of Housing and Urban Development employment and training activities				0.5	
17	Reintegration programs for eligible offenders				0.5	
18	Rehabilitation Services for the Blind				0.5	
					30.15	

Budget	Total Allocation Basis														
	Full Employment Council Inc	Dept. of Higher Ed and Workforce Development	DOLIR	Vocational Rehabilitation (VR)	FSD-Temporary Assistance for Needy Families	Adult Education and Literacy (AEL) (Title II)	FSD-Community Services Block Grant	WIOA Migrant and Seasonal Farmworker Programs	Job Corps	The Senior Community Service Program	Perkins Career and Technical Education	Housing and Urban Development employment and training activities	Reintegration programs for eligible offenders	Rehabilitation Services for the Blind	Total
FTE -Equivalent	10	9	2	0.15	4	1	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	30.15
%	33.2%	29.9%	6.6%	0.5%	13.3%	3.3%	1.7%	1.7%	1.7%	1.7%	1.7%	1.7%	1.7%	1.7%	100%
															-
															-
															-
															-

East Region- Missouri Career Center Complex

Line Item Cost	One-Stop Budget (Costs paid up front by Partner)															
	Total Budget	Full Employment Council Inc	Dept. of Higher Ed and Workforce Development	DOLIR	Vocational Rehabilitation (VR)	FSD- Temporary Assistance for Needy Families	Adult Education and Literacy (AEL) (Title II)	FSD- Community Services Block Grant	WIOA Migrant and Seasonal Farmworker Programs	Job Corps	The Senior Community Service Program	Perkins Career and Technical Education	U.S. Dept. of Housing and Urban Development employment and training activities	Reintegration programs for eligible offenders	Rehabilitation Services for the Blind
		10	9	2	0.15	4	1	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
		33.2%	**29.9%**	**6.6%**	**0.5%**	**13.3%**	**3.3%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**
Lease/Rent	$ 112,700.00														
Electric	$ 25,000.00														
Gas	$ 20,000.00														
Water	$ 17,500.00														
Trash Services & Pest Control	$ 2,500.00														
Landscaping/Ground Keeping	$ 15,000.00	$ 192,700	$ 205,300												
High-Speed Internet	$ 18,500.00														
Facility Maintenance Contract	$ 12,600.00														
Telephones (Landlines)	$ 4,500.00														
Alarm Services	$ 620.00														
Building Insurance	$ 4,000.00														
Copier- Rental	$ 5,780.00														
Copier usage and Maintenance	$ 4,800.00														
Fax Machines															
TOTAL Paid	**$ 243,500.00**	**$ 80,763**	**$ 72,687**	**$ 16,153**	**$ 1,211**	**$ 32,305**	**$ 8,076**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**

Perkins Career and Technical Education

Local Workforce Development Board Memorandum of Understanding

EASTERN JACKSON COUNTY
ONE-STOP DELIVERY SYSTEM FOR JACKSON COUNTY EXCLUSIVE OF THE CITY OF KANSAS CITY, MISSOURI
Workforce Innovation and Opportunity Act (WIOA)
Perkins Career and Technical Education
Metropolitan Community College
Agreement to Coordinate with One-Stop Delivery System Partners

I. Introduction

This Memorandum of Understanding (MOU) establishes the spirit of cooperation and collaboration by the Eastern Jackson County Workforce Development Board ("Local WDB"), and the One-Stop Delivery System signatory partner ("the Partners") hereafter referred to as **Perkins Career and Technical Education Metropolitan Community College o/b/o its Blue River Campus.** This MOU describes funding stream and strategy **Metropolitan Community College o/b/o its Blue River Campus, Perkins Career and Technical Education** agency will use to the mutual customers of job seekers and employers, through an integrated system of service delivery operated at one comprehensive site, called Missouri Job Center, and one affiliated site.

The comprehensive site is located at the following for Eastern Jackson County
Eastern County Jackson Region -15301 East 23rd Street, Independence, Missouri 64055

The affiliated site is located at the following for Eastern Jackson County
Independence Annex/Young Adult - Career Connections Center, 1524 E. 23rd Street, Suite C, Independence, MO 64055

We understand that the development and implementation of these sites will require mutual trust and teamwork between the partnering agencies. We further understand that our joint team objective for the region is to:

(1) Provide job seekers up to date labor market information about where the jobs, careers, and the sectors they comprise are available in the Eastern Jackson County area;

(2) Be aware of the training programs that prepare job seekers for these careers and refer job seeking customers to those training courses that have positive results in course completion, certification attainment , and job placement into the appropriate career sector;

(3) Career center staff will provide appropriate career counseling and customer follow-up to facilitate course completion, certification where appropriate, and job retention;

(4) Facilitate classroom training for in-demand occupations leading to career path ways in the Greater Kansas City region;

(5) Maintain an up to date support service network to insure that job seeking clientele have appropriate information and or support in areas which include but are not limited transportation, childcare, emergency assistance, etc.

(6) Facilitate On-the-Job Training, where employers train persons on the job to aid career pathways through work-base learning;

(7) Promote apprenticeship models to individuals that combine work-base learning and classroom training, resulting in careers with credentials/classifications.

For employers we will provide services:

(1) Focus upon the single point of contact to the maximum extent possible to increase customer service and enhance program offerings;

(2) Refer clients that meet the minimum job requirements of the positions provided the public workforce system;

(3) Utilize training that uses Work based learning and or classroom instruction as appropriate;

(4) Incorporate into training curricula and program offerings increased emphasis on the socio-emotional, communication, and team-based work competencies critical to competitive work places in a global economy;

(5) Interact with business associations, chambers of commerce, and economic development organizations to acquire real time workforce intelligence regarding entry-level, intermediate and advance skill requirements for regional workforce needs.

Perkins Career and Technical Education Metropolitan Community Colleges o/b/o its Blue River Campus agency and other core partners recognize the consistency of team effort that will be required to meet these dual customer objectives:

WIOA-required One-Stop Partners, as indicated below:

1. WIOA Adult Program (Title I)
2. WIOA Dislocated Worker Program (Title I)
3. WIOA Youth Program (Title I)
4. Job Corps (WIOA Title I)
5. YouthBuild (WIOA Title I)
6. WIOA Indian and Native American (INA)programs
7. WIOA Migrant and Seasonal Farmworker Programs - Migrant Farm Worker employment and training activities
8. Wagner-Peyser labor-exchange/employment programs services
9. Adult Education and Literacy (AEL) (Title II) activities
10. Vocational Rehabilitation (VR)
11. The Senior Community Service Program and employment activities
12. Perkins Career and Technical Education and Post-secondary Vocational Education activities
13. Trade Adjustment Assistance
14. Jobs for Veterans State Grants and Veterans employment and training activities
15. Community Services Block Grant employment and training Activities
16. U.S. Dept. of Housing and Urban Development employment and training activities.
17. Missouri Division of Employment Security programs, authorized under State Unemployment Compensation Law activities

18. Reintegration programs for eligible offenders, Second Chance offender workforce-reentry programs
19. Temporary Assistance for Needy Families (TANF) and Division of Social Services Programs

II. Strategic Vision

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 summarized as follows:

- Partnerships and Program Alignment – One-Stop System and Centers; Services and Customers
- System, Program and Services Access
- Skills and Credentials and Employment
- Career Pathways to Pump Talent Pipelines
- Employer Engagement and Business Services

III. Services to be Provided

The following section details the services that the partners will deliver through the One-Stop System, the agencies responsible for delivering those services, and the revenue sources those agencies will use to fund the services.

Eastern Jackson County One-Stop System

1. **Service Delivery Customer Flow for Adult and Dislocated Workers.**
Local program integration of Adult Career Services of the Next Generation Missouri Career Centers integrated service delivery, integrated customer flow will include three major functions: **(a) Welcome and Assessment**, **(b) Skill Development**, and **(c) Employment.** These functions will provide career services (basic and individualized), workforce and labor market information, and access to training services. Each function will be led by the following teams:

a) **Welcome and Assessment** function is led by the *Welcome Team* executing the following services:
- Greet and direct customers
- Provide the initial service triage
- Provide the initial skills assessment
- Recommend a service pathway
- Collect initial registration data
- Connect customers with the Skills Development Team, Jobs Team, and initial service delivery

b) **Skill Development** function is led by the *Skills Development Team* executing the following services:
- Provide additional assessment of customer needs and support requirements

- Facilitate career and job-search planning
- Deliver and/or connect customers to skill building services covering work readiness skills, basic skills, computer literacy skills, occupational skills and job search skills
- Oversee and facilitate self-service delivery
- Assist customers in development of job-search skills and tools

c) **Employment** function is led by the *Jobs Team* executing the following services:

- Provide services to job-ready participants
- Job search information, plans, support and advice
- Job matching
- Assessment of job search activities
- Labor market information
- Referrals and hiring process support

(i) Local program integration includes, but not limited to the provisions of the following career services:

- Eligibility determination for Subtitle B of Title I of the WIOA;
- Outreach, intake (which may include worker profiling) and orientation to the information and other services available through the One-Stop Delivery System;
- Initial assessment of skill levels, aptitudes, abilities and supportive service needs;
- Job search and placement assistance and, where appropriate, career counseling;
- Provision of employment statistics information, including information relating to local, regional and national labor market areas including job vacancy listings in such labor market areas; information on job skills necessary to obtain the listed jobs; and information relating to local occupations in demand and the earnings and skill requirements for such occupations;
- Provision of program performance, information and program cost information on eligible providers of training services, eligible providers of youth activities, providers of adult education, providers of post-secondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Act and providers of vocational rehabilitation program activities;
- Provision of information on how the local area is performing on local performance measures and any additional performance information with respect to the One-Stop Delivery System in the local area;
- Provision of information relating to the availability of supportive services, including, at a minimum, child care, transportation available in local areas and referral to such services as appropriate;
- Provision of information regarding filing claims for unemployment compensation;
- Assistance in establishing eligibility for welfare to work activities and programs of financial aid assistance for training and education;
- Follow-up services, including counseling regarding the workplace for participants in workforce development activities, authorized by WIOA, who are placed in unsubsidized employment for not less than 12 months after the first day of employment, as appropriate.
- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, including diagnostic testing and the use of other assessment tools and in-depth interviewing and evaluation to identify employment barriers and appropriate goals;
- Development of an Individual Employment Plan (IEP) to identify employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve those employment goals;
- Group counseling;

- Individual counseling and career planning;
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills and professional conduct to prepare individuals to unsubsidized employment or training;
- Out-of-area job search expenses;
- Relocation expenses;
- Internships;
- Work experience

(ii) **Training Services.** Next Generation Missouri Career Centers integrated service delivery Training Services in jobs in targeted industries, based on informed decisions using Labor Market Information and other workforce intelligence, that are high-skilled, high wage jobs focus on specific occupations, industries, and types of training, include:

- Apprenticeship training models that integrate classwork training with work-base learning resulting in a credential, and/or work-specific certification/classification;
- Occupational skills training, including training for non-traditional employment;
- On-the-Job Training;
- Programs that combine workplace training with related instruction which may include cooperative education programs;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Job readiness training;
- Digital literacy to job seekers is increasingly a prerequisite for career advancement and training programs
- Adult education and literacy activities provided in combination with any of the examples cited above;
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of training;
- Maintain performance data on graduation and/or credentialing rates, and/or job placement of specific core courses of curriculum offerings.

Targeted Occupations:

- Healthcare Technology
- Warehouse Logistics
- Transportation
- Business Services
- Construction
- Information Technology
- Advanced Manufacturing

This system will be utilize at the comprehensive sites and in some cases as negotiated with partner agencies, some affiliates sites will include but not limited to the following:

1. Program staff will be physically present at the Center.
2. Cross-train partner program staff at the One-Stop Center will appropriately be trained to provide information to customers about the programs, services, and activities available through partner programs.
3. Provide direct linkage through technology to program staff that can provide meaningful

information on services.

2. Youth Program Services

Workforce Innovation Opportunity Act (WIOA) funded programs for Out-of-School Youth (OSY) and In-School Youth (ISY); targeting young people that face at least one barrier to employment. Because many of the young people served face an identified barrier, such as homelessness or young adult- parenting thus allows 75% of all youth programming to be expended on youth between 16 -24 years of age targeting drop-outs, homeless and young parenting.

Youth program services will be procured and will be presented through the in-take eligibility, and career service provided by the Workforce Development Board and service provider with training, mentoring, and other youth activities provided through core service providers and/or core partners.

14 Required Program Elements

The youth program system will address all 14 of the Required Elements based upon skills, assessments, and needs of each youth enrolled.

1. Tutoring, study skills training, and evidence based dropout prevention strategies that lead to completion of a secondary school diploma or its recognized equivalent or for a recognized post-secondary credential. Tutoring is provided through group and individual instruction based on youth participant needs at every Youth at Work location.

2. Alternative secondary school offerings. All Youth at Work program sites have alternative secondary school offerings with a focus on credit retrieval, college credit, and GED preparation and completion.

3. Paid and unpaid work experiences, that have academic and occupational education as a component of the work experience, which may include:
   a. summer employment opportunities and other employment opportunities throughout the school year;
   b. pre-apprenticeship programs;
   c. internships and job shadowing; and
   d. on the job training opportunities;

4. Occupational skill training, which includes priority consideration for training programs that lead to recognized post-secondary credentials that are aligned with in demand industry sectors or occupations;

5. Education offered concurrently with and in the same context as workforce preparation activities and training for specific occupation or occupational cluster; WIOA youth programs offer many opportunities for youth to enroll in occupational skills training while receiving hands-on experience through partnerships with community and technical colleges.

6. Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors; These are offered at all WIOA Youth Career Center Sites, through a variety of approaches including workshops, teambuilding activities, service learning projects, and youth involvement in program planning.

7. Support services are provided at all program sites. Case managers assist youth with access to non-WIOA funded support services such as federal financial aid for tuition and linkages to community organizations. WIOA supportive services are used when other resources are not available for help with emergency costs such as food, transportation, and housing.

8. Adult mentoring for duration of at least twelve (12) months that may occur both during and after program participation.

9. Follow-up services for a minimum 12-month period after the completion of the program; Follow-up services are provided for at least one year after exit. Case managers maintain regular contact and assist youth with educational plans, job search needs and other issues. Supportive services are available to youth during this time.

10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as appropriate to the needs of the individual youth;

11. Financial literacy education; WIOA youth participants receive financial literacy education through One- Stop Center and partnerships with local banking institutions.

12. Entrepreneurial skills training - youth receive entrepreneurial skills through partnerships

13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and

14. Activities that help youth prepare for and transition to post-secondary education and training.

3. WIOA Employer Services

Business services offer the following to all businesses seeking help with hiring and meeting other workforce needs. Leading, organizing, and coordinating the following:

- Provide Job-driven needs and real-time business intelligence
- Assessing businesses needs
- Posting and distributing employer job listings
- Sourcing and screening candidates
- Industry-focused and personalized employer engagement events including job fairs, employer panels, recruiting events, and mock-interview sessions
- Development of internships, mentorships, and on-the-job training
- Rapid response assistance for business closures and layoffs
- Other services requested by business customers e.g. wage industry/economic trends,
- provide ongoing support and connection to resources for new-hire training, incumbent worker training,
- Provide labor market information so that businesses keep job postings

- Manage job orders by working with an employer throughout the entire hiring process to assist with competitive description development, sourcing, screening, and connecting employers to the talent pool
- Organize hiring events, provide tailored business services, coordinate rapid response activities, and match employers to qualified workers.
- Manage the business services teams
- Organize and coordinate the delivery of services

Services to hiring employers, to include:

- Job orders and consultation, being responsive to new hiring practices,
- Implementing pre-referral standards (skills, screening),
- Customized recruitment services
- Input job orders in jobs.mo.gov system

4. **Performance Management/ Data Collection**

The workforce system shall publish results of training programs, job placement and job retention statistics, certifications and credentialing of job seekers, and placement of persons in targeted sector occupations.

5. **Continuous Improvement/ Staff Training and Development**

The system shall engage core partners and programmatic staff in cross-training, best-practice distribution, job shadowing, and customer feedback system from employer and job seeker to ensure a customer-friendly, results-oriented workforce system.

6. **Quality Assurance**

Utilizing a third party independent monitoring and evaluations system to ensure the development and execution of on-going quality assurance and verification program to verify performance, policy execution and superior workforce programs.

IV. Systematic Referral Process for Job Center Customers

We agree that the Partners will conduct referral for services in the following manner:

1. All customers referred for services will receive a written or electronic referral form with the date, time, and place of the appointment.
2. All referrals will be scheduled within five working days.
3. The individual making the referral will follow up within two working days of the scheduled referral date with the partner agency.

V. Human Resources Management

We agree that the Partners will develop commonly accepted expectations for customer service and engagement that are compliant with each individual entity's employee policies. Each Partner will incorporate those expectations into their own employee-performance system and agree to conduct periodic performance reviews in accordance with the requirements of their organization.

VI. One-Stop Delivery System Performance Criteria

We agree that the One-Stop Delivery System will strive to achieve these standards of quality service for its customers, employees, and Partners:

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 through the Missouri Job Centers.

VII. 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 Local WDB, the One-Stop operator, and the Partners.

The Local WDB's responsibilities will be:

1. Approve and execute a Memorandum of Understanding (MOU) between the One-Stop Partners that is mutually agreeable to all parties per statutory requirements.
2. Guide and Direct the disbursement of funds for workforce development activities pursuant to the requirements of the WIOA.
3. Facilitate 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. Procure and/or certify the One-Stop Operator(s) and/or terminate a One-Stop Operator for cause, with the agreement of the CLEOs.
5. Conduct oversight of the local One-Stop workforce system, including funding specified in the WIOA, for all Adult, Dislocated Worker and Youth activities
6. Approve grants or contracts for program activities as appropriate
7. Coordinate workforce investment activities with economic development strategies and other employer linkages.

8. Facilitate the coordination of workforce activities.
9. Facilitate the engagement of employers and provide integrated business services.
10. Promote the Workforce system to businesses, community and stakeholders.
11. Facilitate 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.

12. Direct and coordinate the organizations' processes of developing strategic objectives, as well as creating action plans and related human resource plans to support system direction.
13. Organize and coordinate how the system determines customer/market requirements; expectations and preferences.
14. Develop and coordinate the performance management system and how the system analyzes performance data information.
15. Coordinate how the system enables job seekers to develop and utilize their full potential in alignment with the system's objectives.
16. Lead 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.
17. Lead, facilitate and coordinate 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.
18. Lead, facilitate and coordinate all employer engagement efforts that reinforce a single point-center approach to meet, to gather workforce intelligence and employer workforce needs.
19. Publish results of training programs and systems.
20. Compose and distribute external communications achievements systems enhance to community stakeholders and the public at large.

The One-Stop operator's responsibilities will be:

The One- Stop Operator responsibilities are carried out in consolidation and collaboration with the consortium of service providers and partners. The One-Stop Operator Consortium coordinates services within the Job Centers and across the One-Stop System, being the primary provider of services within the Job Center and coordinating service delivery in a multi-center area.

1. Conduct orientation of career center system.
2. Manage referral process to review in the Center.
3. Conduct follow up on case by case basis as referred.
4. Conduct outreach and recruitment activities and referral of clients as approved.

The One-Stop Partners' responsibilities will be:

1. Provide access to their programs and services through the One-Stop system (i.e., the local Job Center) either through in person sessions or via electronic/technical means at the Job Center or through the referral system delineated above.
2. Support the development and implementation of One-Stop policies and processes and integrated customer-centered service delivery design

3. Will provide their fair share of infrastructure costs as required by WIOA
4. Coordinate the delivery of services to individual job seekers with other system partners to reduce duplication of service while insure a complete range of service toward a successful career path and self-sufficiency
5. Coordinate employer contact and services to avoid duplicative employer contacts.
6. Share performance data regarding shared customers.
7. The partners shall meet to evaluate One-Stop integration and plan accordingly, on an as-needed basis.

VIII. Shared Funding of Infrastructure

The following table details the non-personnel costs associated with running the Comprehensive One-Stops named, and the allocation of those costs to the various One-Stop Partners

*See the attached Cost Sharing Financial budgets/terms Addendum.

Rent/Leasing of Facilities	Utilities	Maintenance	Equipment	Specialized Technologies

IX. Shared Funding of Services

The following table details program services and activities that will be mutually funded by the Partners and the revenue sources the Partners will use to fund those services and activities. Include Functional Leader costs.

*See attached financial budgets/terms.

Service	Service Description	Revenue Sources	Shared Costs (In-Kind, Cash, Total)	Agencies Sharing Costs

X. Duration and Modification

The parties agree that the terms of this MOU as a whole will take effect as of 07-01-2020 and will continue in effect until 06-30-2023 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 **shared funding of infrastructure costs** agreed to in section VIII will take effect as of 07-01-2020 and will continue in effect until 06-30-2023, or such time as any party will modify, extend, or terminate that subpart of this agreement.

XI. 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.

XII. SIGNATURES

The Partners identified below have the authority to commit the Partner Agency they represent to the terms of this Memorandum of Understanding. The Partners agree to participate in Eastern Jackson County One-Stop Center System and to comply with the terms of this Memorandum of Understanding. The level of participation to which the Partners are committed is contingent on continued availability of resources. The benefits Partners expect to receive from this participation are equitable when compared with their contributions.

THE PARTNERS TO THIS AGREEMENT EVIDENCE THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURES BELOW.

Signature/ Title

2/11/2020
Date

Dr. Kimberly Beatty, Chancellor
Metropolitan Community College o/b/o its Blue River Campus,
Perkins Career and Technical Education
One-Stop Partner

XIII. SIGNATURES

I. SIGNATURES

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THE PARTNERS TO THIS AGREEMENT EVIDENCE THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURES BELOW.

Doug Goodwin Board Chair 2/20/20

Signature/ Title Date

Doug Goodwin, Chairperson of the
Eastern Jackson County Workforce Development Board

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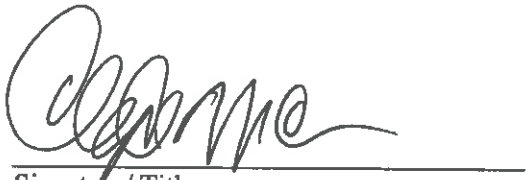

Signature/ Title

3-10-2020

Date

Clyde McQueen, Chief Executive Officer
The Full Employment Council, Inc
President/CEO
Managing Entity and Fiscal Agent
Eastern Jackson County Workforce Development Board

EASTERN JACKSON COUNTY WORKFORCE DEVELOPMENT BOARD

Program Year (PY) 2020 – 2023 Infrastructure Funding Agreement (IFA) Cost Methodology

Option I – Partners who are co-located in a Missouri Job Center – The cost allocation will be based on physical presence of FTE head count and/or physical presence of technology.

Option II – Partners who are not co-located in a Missouri Job Center – The cost allocation will be based on a conversion of the number of participants served to a full-time equivalent using the methodology described below. All Partners will be required to report to the Eastern Jackson County Workforce Development Board the number of participants they referred to the Eastern Jackson County Workforce Development Board to receive services. The reports are due monthly by the 10th of each month and must be emailed to resports@feckc.org. The host Job Center will provide the number of participants served based on its internal tracking system. A reconciliation will be completed monthly comparing the numbers reported by the non co-located partner and the host Job Center to allocate the cost.

The agreed IFA contribution calculations for PY 2020 – 2023 will be based on a Full-Time Equivalent (FTE) methodology. This methodology will use the process described below to determine relative benefit for required partners who are not present in the One-Stop via technology or physical presence. The scale utilizes active participants served during the previous month.

Clients Served Scale: Number of active participants served (funded with WIOA identified required program funds) by required partner in zip codes assigned to the EJC region. Active participants served during the previous budget year of the IFA (July 1 – June 30)	
#Served	***FTE***
0-25	.0
26-75	.05
76-125	.10
126-175	.20
176-225	.30
226-275	.40
276+	.50

Reminder: Cost allocations are first determined for a required partner who has a physical presence at the local One-Stop. If there is no physical presence, then the above Clients Served Scale is utilized to determine the relative benefit cost share. A partner should not be charged for both an FTE and the relative benefit participant count. An infrastructure cost allocation is based on one or the other, not both.

East Region- Missouri Career Center Complex

	One-Stop Partners	Infrastructure	Operating	Lease Holder	FTE - Staff	Comments
	Full Employment Council Inc				10	
1	WIOA Adult Program (Title I)					
2	WIOA Dislocated Worker Program					
3	WIOA Youth Program					
	Dept. of Higher Ed and Workforce Development				9	
4	Wagner-Peyser labor-exchange/employment services					
5	Trade Adjustment Assistance (TAA)					
6	Jobs for Veterans State Grants					
7	DOLIR State Unemployment Compensation Law activities				2	Two phones
10	Vocational Rehabilitation (VR)				0.15	2 Counselors, each 3 hours for 1 day/week= 6 total hours.
8	FSD-Temporary Assistance for Needy Families				4	FEC MWA -Subcontract
11	Adult Education and Literacy (AEL) (Title II)				1	
9	FSD-Community Services Block Grant				0.5	
12	WIOA Migrant and Seasonal Farmworker Programs				0.5	
13	Job Corps				0.5	
14	The Senior Community Service Program				0.5	
15	Perkins Career and Technical Education				0.5	
16	U.S. Dept. of Housing and Urban Development employment and training activities				0.5	
17	Reintegration programs for eligible offenders				0.5	
18	Rehabilitation Services for the Blind				0.5	
					30.15	

Budget	Total Allocation Basis														
	Full Employment Council Inc	Dept. of Higher Ed and Workforce Development	DOLIR	Vocational Rehabilitation (VR)	FSD-Temporary Assistance for Needy Families	Adult Education and Literacy (AEL) (Title II)	FSD-Community Services Block Grant	WIOA Migrant and Seasonal Farmworker Programs	Job Corps	The Senior Community Service Program	Perkins Career and Technical Education	Housing and Urban Development employment and training activities	Reintegration programs for eligible offenders	Rehabilitation Services for the Blind	Total
FTE -Equivalent	10	9	2	0.15	4	1	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	30.15
%	33.2%	29.9%	6.6%	0.5%	13.3%	3.3%	1.7%	1.7%	1.7%	1.7%	1.7%	1.7%	1.7%	1.7%	100%
															-
															-
															-
															-

East Region- Missouri Career Center Complex

Line Item Cost	One-Stop Budget (Costs paid up front by Partner)															
	Total Budget	Full Employment Council Inc	Dept. of Higher Ed and Workforce Development	DOLIR	Vocational Rehabilitation (VR)	FSD- Temporary Assistance for Needy Families	Adult Education and Literacy (AEL) (Title II)	FSD- Community Services Block Grant	WIOA Migrant and Seasonal Farmworker Programs	Job Corps	The Senior Community Service Program	Perkins Career and Technical Education	U.S. Dept. of Housing and Urban Development employment and training activities	Reintegration programs for eligible offenders	Rehabilitation Services for the Blind
		10	9	2	0.15	4	1	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
		33.2%	**29.9%**	**6.6%**	**0.5%**	**13.3%**	**3.3%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**
Lease/Rent	$ 112,700.00														
Electric	$ 25,000.00														
Gas	$ 20,000.00														
Water	$ 17,500.00														
Trash Services & Pest Control	$ 2,500.00														
Landscaping/Ground Keeping	$ 15,000.00	$ 192,700	$ 205,300												
High-Speed Internet	$ 18,500.00														
Facility Maintenance Contract	$ 12,600.00														
Telephones (Landlines)	$ 4,500.00														
Alarm Services	$ 620.00														
Building Insurance	$ 4,000.00														
Copier- Rental	$ 5,780.00														
Copier usage and Maintenance	$ 4,800.00														
Fax Machines															
TOTAL Paid	**$ 243,500.00**	**$ 80,763**	**$ 72,687**	**$ 16,153**	**$ 1,211**	**$ 32,305**	**$ 8,076**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**

Temporary Assistance for Needy Families (TANF)/Community Services Block Grant/SNAP Employment and Training/Rehabilitation Services for the Blind

Memorandum of Understanding (MOU)
Disclosure Statement
Missouri Department of Social Services

MOU Title:	**One-Stop Delivery System**

1. Department of Social Services (DSS) is signing the Workforce Innovation and Opportunity Act (WIOA) Memorandum of Understanding (MOU) with the following stipulations:
   a. All fourteen (14) Workforce Development Boards MOUs must fully comply with the WIOA regulations.
   b. Local cost sharing negotiations must allow for DSS, including DSS contractors, to provide "in kind" services in lieu of cash payments as applicable.
   c. WIOA requires one-stop partners to contribute funding to establish and maintain the one-stop delivery system based on each partner's proportionate use of the system and the relative benefits received (WIOA sec. 121(h)(1)(B)(i) and 121(h)(2)(C); 20 CFR 678.420(b), 34 CFR 361.420(b), and 34 CFR 463.420(b)). One-stop partners must use a reasonable cost allocation methodology in determining appropriate partner contributions based on proportionate use and relative benefits received (20 CFR 678.420(b)(2)(i), 34 CFR 361.420(b)(2)(i), and 34 CFR 463.420(b)(2)(i)).
   d. DSS, its affiliates, successors, assignees, and contractors will continue to adhere to their confidentiality and security policies.
   e. Termination of the MOUs: Any Partner to these MOUs may withdraw, giving written notice of its intent to withdraw as a Partner. All pertinent terms of the MOUs will continue in effect for the remaining Partners. Any party may cancel the MOU at any time for cause or without cause on a 30-day written notice.
   f. In the event, there is a conflict of language between the MOU and this Disclosure Statement, the language in this Disclosure Statement shall prevail.
   g. In the event there is a conflict between law, regulations, and policy governing DSS and the WIOA MOU, then the law, regulations, and policies governing DSS shall prevail.

Patrick Luebbering, Director
Division of Finance and Administrative Services

Temporary Assistance for Needy Families
Community Services Block Grant
SNAP Employment and Training
Rehabilitation Services for the Blind

XIII. SIGNATURES

I. SIGNATURES

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THE PARTNERS TO THIS AGREEMENT EVIDENCE THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURES BELOW.

Doug Goodwin BOARD CHAIR 2/20/20

Signature/ Title Date

Doug Goodwin, Chairperson of the
Eastern Jackson County Workforce Development Board

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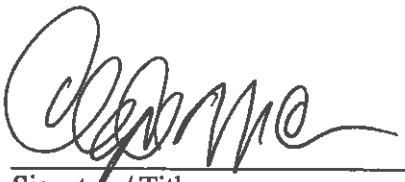

Signature/ Title

3-10-2020

Date

Clyde McQueen, Chief Executive Officer
The Full Employment Council, Inc
President/CEO
Managing Entity and Fiscal Agent
Eastern Jackson County Workforce Development Board

US Depart of Housing and Urban Development Employment and Training Activities

Local Workforce Development Board
Memorandum of Understanding

EASTERN JACKSON COUNTY
ONE-STOP DELIVERY SYSTEM FOR JACKSON COUNTY EXCLUSIVE OF THE CITY OF KANSAS CITY, MISSOURI

Workforce Innovation and Opportunity Act (WIOA)
Housing Authority of the City of Independence Employment and Training Activities
Agreement to Coordinate with One-Stop Delivery System Partners

I. Introduction

This Memorandum of Understanding (MOU) establishes the spirit of cooperation and collaboration by the Eastern Jackson County Workforce Development Board ("Local WDB"), and the One-Stop Delivery System signatory partner ("the Partners") hereafter referred to as **Housing Authority of the City of Independence Employment and Training Activities.** This MOU describes funding stream and strategy the **Housing Authority of the City of Independence Employment and Training Activities** agency will use to the mutual customers of job seekers and employers, through an integrated system of service delivery operated at one comprehensive site, called Missouri Job Center, and one affiliated site.

The comprehensive site is located at the following for Eastern Jackson County
Eastern County Jackson Region -15301 East 23rd Street, Independence, Missouri 64055

The affiliated sites are located at the following for Eastern Jackson County
Independence Annex/Young Adult - Career Connections Center, 1524 E. 23rd Street, Suite C, Independence, MO 64055

Independence Housing Authority – Jobs Plus Office at Hocker Heights, 330 N. Hocker Dr., Independence, MO 64050

We understand that the development and implementation of these sites will require mutual trust and teamwork between the partnering agencies. We further understand that our joint team objective for the region is to:

(1) Provide job seekers up to date labor market information about where the jobs, careers, and the sectors they comprise are available in the Eastern Jackson County area;

(2) Be aware of the training programs that prepare job seekers for these careers and refer job seeking customers to those training courses that have positive results in course completion, certification attainment , and job placement into the appropriate career sector;

(3) Career center staff will provide appropriate career counseling and customer follow-up to facilitate course completion, certification where appropriate, and job retention;

(4) Facilitate classroom training for in-demand occupations leading to career path ways in the Greater Kansas City region;

(5) Maintain an up to date support service network to insure that job seeking clientele have appropriate information and or support in areas which include but are not limited transportation, childcare, emergency assistance, etc.

(6) Facilitate On-the-Job Training, where employers train persons on the job to aid career pathways through work-base learning;

(7) Promote apprenticeship models to individuals that combine work-base learning and classroom training, resulting in careers with credentials/classifications.

For employers we will provide services:

(1) Focus upon the single point of contact to the maximum extent possible to increase customer service and enhance program offerings;

(2) Refer clients that meet the minimum job requirements of the positions provided the public workforce system;

(3) Utilize training that uses Work based learning and or classroom instruction as appropriate;

(4) Incorporate into training curricula and program offerings increased emphasis on the socio-emotional, communication, and team-based work competencies critical to competitive work places in a global economy;

(5) Interact with business associations, chambers of commerce, and economic development organizations to acquire real time workforce intelligence regarding entry-level, intermediate and advance skill requirements for regional workforce needs.

The **Housing Authority of the City of Independence** agency and other core partners recognize the consistency of team effort that will be required to meet these dual customer objectives:

WIOA-required One-Stop Partners, as indicated below:

1. WIOA Adult Program (Title I)
2. WIOA Dislocated Worker Program (Title I)
3. WIOA Youth Program (Title I)
4. Job Corps (WIOA Title I)
5. YouthBuild (WIOA Title I)
6. WIOA Indian and Native American (INA)programs
7. WIOA Migrant and Seasonal Farmworker Programs - Migrant Farm Worker employment and training activities
8. Wagner-Peyser labor-exchange/employment programs services
9. Adult Education and Literacy (AEL) (Title II) activities
10. Vocational Rehabilitation (VR)
11. The Senior Community Service Program and employment activities
12. Perkins Career and Technical Education and Post-secondary Vocational Education activities
13. Trade Adjustment Assistance
14. Jobs for Veterans State Grants and Veterans employment and training activities
15. Community Services Block Grant employment and training Activities
16. U.S. Dept. of Housing and Urban Development employment and training activities.

17. Missouri Division of Employment Security programs, authorized under State Unemployment Compensation Law activities
18. Reintegration programs for eligible offenders, Second Chance offender workforce-reentry programs
19. Temporary Assistance for Needy Families (TANF) and Division of Social Services Programs

II. Strategic Vision

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 summarized as follows:

- Partnerships and Program Alignment – One-Stop System and Centers; Services and Customers
- System, Program and Services Access
- Skills and Credentials and Employment
- Career Pathways to Pump Talent Pipelines
- Employer Engagement and Business Services

III. Services to be Provided

The following section details the services that the partners will deliver through the One-Stop System, the agencies responsible for delivering those services, and the revenue sources those agencies will use to fund the services.

Eastern Jackson County One-Stop System

1. **Service Delivery Customer Flow for Adult and Dislocated Workers.**
Local program integration of Adult Career Services of the Next Generation Missouri Career Centers integrated service delivery, integrated customer flow will include three major functions: **(a) Welcome and Assessment, (b) Skill Development,** and **(c) Employment.** These functions will provide career services (basic and individualized), workforce and labor market information, and access to training services. Each function will be led by the following teams:

   a) **Welcome and Assessment** function is led by the *Welcome Team* executing the following services:
      - Greet and direct customers
      - Provide the initial service triage
      - Provide the initial skills assessment
      - Recommend a service pathway
      - Collect initial registration data
      - Connect customers with the Skills Development Team, Jobs Team, and initial service delivery ..Does this require membership?

b) **Skill Development** function is led by the *Skills Development Team* executing the following services:

- Provide additional assessment of customer needs and support requirements
- Facilitate career and job-search planning
- Deliver and/or connect customers to skill building services covering work readiness skills, basic skills, computer literacy skills, occupational skills and job search skills
- Oversee and facilitate self-service delivery
- Assist customers in development of job-search skills and tools

c) **Employment** function is led by the *Jobs Team* executing the following services:

- Provide services to job-ready participants
- Job search information, plans, support and advice
- Job matching
- Assessment of job search activities
- Labor market information
- Referrals and hiring process support

(i) **Local program integration includes, but not limited to the provisions of the following career services:**

- Eligibility determination for Subtitle B of Title I of the WIOA;
- Outreach, intake (which may include worker profiling) and orientation to the information and other services available through the One-Stop Delivery System;
- Initial assessment of skill levels, aptitudes, abilities and supportive service needs;
- Job search and placement assistance and, where appropriate, career counseling;
- Provision of employment statistics information, including information relating to local, regional and national labor market areas including job vacancy listings in such labor market areas; information on job skills necessary to obtain the listed jobs; and information relating to local occupations in demand and the earnings and skill requirements for such occupations;
- Provision of program performance, information and program cost information on eligible providers of training services, eligible providers of youth activities, providers of adult education, providers of post-secondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Act and providers of vocational rehabilitation program activities;
- Provision of information on how the local area is performing on local performance measures and any additional performance information with respect to the One-Stop Delivery System in the local area;
- Provision of information relating to the availability of supportive services, including, at a minimum, child care, transportation available in local areas and referral to such services as appropriate;
- Provision of information regarding filing claims for unemployment compensation;
- Assistance in establishing eligibility for welfare to work activities and programs of financial aid assistance for training and education;
- Follow-up services, including counseling regarding the workplace for participants in workforce development activities, authorized by WIOA, who are placed in unsubsidized employment for not less than 12 months after the first day of employment, as appropriate.
- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, including diagnostic testing and the use of other assessment tools and in-depth interviewing and evaluation to identify employment barriers and appropriate goals;

- Development of an Individual Employment Plan (IEP) to identify employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve those employment goals;
- Group counseling;
- Individual counseling and career planning;
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills and professional conduct to prepare individuals to unsubsidized employment or training;
- Out-of-area job search expenses;
- Relocation expenses;
- Internships (Paid for by FEC);
- Work experience

(ii) **Training Services.** Next Generation Missouri Career Centers integrated service delivery Training Services in jobs in targeted industries, based on informed decisions using Labor Market Information and other workforce intelligence, that are high-skilled, high wage jobs focus on specific occupations, industries, and types of training, include:

- Apprenticeship training models that integrate classwork training with work-base learning resulting in a credential, and/or work-specific certification/classification;
- Occupational skills training, including training for non-traditional employment;
- On-the-Job Training;
- Programs that combine workplace training with related instruction which may include cooperative education programs;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Job readiness training;
- Digital literacy to job seekers is increasingly a prerequisite for career advancement and training programs
- Adult education and literacy activities provided in combination with any of the examples cited above;
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of training;
- Maintain performance data on graduation and/or credentialing rates, and/or job placement of specific core courses of curriculum offerings.

Targeted Occupations:

- Healthcare Technology
- Warehouse Logistics
- Transportation
- Business Services
- Construction
- Information Technology
- Advanced Manufacturing

This system will be utilized at the comprehensive sites such as the Independence Annex / Young Adult – Career Connections Center along with the Independence Housing Authority – Jobs Plus Office at Hocker Heights and in some cases as negotiated with partner agencies, some affiliates sites will include but not limited to the following:

1. Program staff will be physically present at the Center.
2. Cross-train partner program staff at the One-Stop Center will appropriately be trained to provide information to customers about the programs, services, and activities available through partner programs.
3. Provide direct linkage through technology to program staff that can provide meaningful information on services.

2. Youth Program Services

Workforce Innovation Opportunity Act (WIOA) funded programs for Out-of-School Youth (OSY) and In-School Youth (ISY); targeting young people that face at least one barrier to employment. Because many of the young people served face an identified barrier, such as homelessness or young adult- parenting thus allows 75% of all youth programming to be expended on youth between 16 -24 years of age targeting drop-outs, homeless and young parenting.

Youth program services will be procured and will be presented through the in-take eligibility, and career service provided by the Workforce Development Board and service provider with training, mentoring, and other youth activities provided through core service providers and/or core partners.

IHA Youth Programs include ages 14-24.

14 Required Program Elements

The youth program system will address all 14 of the Required Elements based upon skills, assessments, and needs of each youth enrolled.

1. Tutoring, study skills training, and evidence based dropout prevention strategies that lead to completion of a secondary school diploma or its recognized equivalent or for a recognized post-secondary credential. Tutoring is provided through group and individual instruction based on youth participant needs at every Youth at Work location.

2. Alternative secondary school offerings. All Youth at Work program sites have alternative secondary school offerings with a focus on credit retrieval, college credit, and GED preparation and completion.

3. Paid and unpaid work experiences, that have academic and occupational education as a component of the work experience, which may include:
   a. summer employment opportunities and other employment opportunities throughout the school year;
   b. pre-apprenticeship programs;
   c. internships and job shadowing; and
   d. on the job training opportunities;

4. Occupational skill training, which includes priority consideration for training programs that lead to recognized post-secondary credentials that are aligned with in demand industry sectors or occupations;

5. Education offered concurrently with and in the same context as workforce preparation activities and training for specific occupation or occupational cluster; WIOA youth programs offer many opportunities for youth to enroll in occupational skills training while receiving hands-on experience through partnerships with community and technical colleges.

6. Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors; These are offered at all WIOA Youth Career Center Sites, through a variety of approaches including workshops, teambuilding activities, service learning projects, and youth involvement in program planning.

7. Support services are provided at all program sites. Case managers assist youth with access to non-WIOA funded support services such as federal financial aid for tuition and linkages to community organizations. WIOA supportive services are used when other resources are not available for help with emergency costs such as food, transportation, and housing.

8. Adult mentoring for duration of at least 30 / 90 / 180 days that may occur both during and after program participation.

9. Follow-up services for a minimum 12-month period after the completion of the program; Follow-up services are provided for at least one year after exit. Case managers maintain regular contact and assist youth with educational plans, job search needs and other issues. Supportive services are available to youth during this time.

10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as appropriate to the needs of the individual youth; mental health services; domestic violence; child support services; felons re-entry into workforce;

11. Financial literacy education; WIOA youth participants receive financial literacy education through One- Stop Center and partnerships with local banking institutions.

12. Entrepreneurial skills training - youth receive entrepreneurial skills through partnerships

13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and

14. Activities that help youth prepare for and transition to post-secondary education and training.

3. WIOA Employer Services

Business services offer the following to all businesses seeking help with hiring and meeting other workforce needs. Leading, organizing, and coordinating the following:

- Provide Job-driven needs and real-time business intelligence
- Assessing businesses needs
- Posting and distributing employer job listings
- Sourcing and screening candidates

- Industry-focused and personalized employer engagement events including job fairs, employer panels, recruiting events, and mock-interview sessions
- Development of internships, mentorships, and on-the-job training
- Rapid response assistance for business closures and layoffs
- Other services requested by business customers e.g. wage industry/economic trends,
- provide ongoing support and connection to resources for new-hire training, incumbent worker training,
- Provide labor market information so that businesses keep job postings
- Manage job orders by working with an employer throughout the entire hiring process to assist with competitive description development, sourcing, screening, and connecting employers to the talent pool
- Organize hiring events, provide tailored business services, coordinate rapid response activities, and match employers to qualified workers.
- Manage the business services teams
- Organize and coordinate the delivery of services

Services to hiring employers, to include:

- Job orders and consultation, being responsive to new hiring practices,
- Implementing pre-referral standards (skills, screening),
- Customized recruitment services
- Input job orders in jobs.mo.gov system
- Verifications of employment utilizing The Work Number services

4. Performance Management/ Data Collection

The workforce system shall publish results of training programs, job placement and job retention statistics, certifications and credentialing of job seekers, and placement of persons in targeted sector occupations.

5. Continuous Improvement/ Staff Training and Development

The system shall engage core partners and programmatic staff in cross-training, best-practice distribution, job shadowing, and customer feedback system from employer and job seeker to ensure a customer-friendly, results-oriented workforce system.

6. Quality Assurance

Utilizing a third party independent monitoring and evaluations system to ensure the development and execution of on-going quality assurance and verification program to verify performance, policy execution and superior workforce programs.

IV. Systematic Referral Process for Job Center Customers

We agree that the Partners will conduct referral for services in the following manner:

1. All customers referred for services will receive a written or electronic referral form with the date, time, and place of the appointment.
2. All referrals will be scheduled within five working days.
3. The individual making the referral will follow up within two working days of the scheduled referral date with the partner agency.

V. Human Resources Management

We agree that the Partners will develop commonly accepted expectations for customer service and engagement that are compliant with each individual entity's employee policies. Each Partner will incorporate those expectations into their own employee-performance system and agree to conduct periodic performance reviews in accordance with the requirements of their organization.

VI. One-Stop Delivery System Performance Criteria

We agree that the One-Stop Delivery System will strive to achieve these standards of quality service for its customers, employees, and Partners:

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 through the Missouri Job Centers.

VII. 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 Local WDB, the One-Stop operator, and the Partners.

The Local WDB's responsibilities will be:

1. Approve and execute a Memorandum of Understanding (MOU) between the One-Stop Partners that is mutually agreeable to all parties per statutory requirements.

2. Guide and Direct the disbursement of funds for workforce development activities pursuant to the requirements of the WIOA.
3. Facilitate 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. Procure and/or certify the One-Stop Operator(s) and/or terminate a One-Stop Operator for cause, with the agreement of the CLEOs.
5. Conduct oversight of the local One-Stop workforce system, including funding specified in the WIOA, for all Adult, Dislocated Worker and Youth activities

6. Approve grants or contracts for program activities as appropriate
7. Coordinate workforce development activities with economic development strategies and other employer linkages.
8. Facilitate the coordination of workforce activities.
9. Facilitate the engagement of employers and provide integrated business services.
10. Promote the Workforce system to businesses, community and stakeholders.
11. Facilitate 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.

12. Direct and coordinate the organizations' processes of developing strategic objectives, as well as creating action plans and related human resource plans to support system direction.
13. Organize and coordinate how the system determines customer/market requirements; expectations and preferences.
14. Develop and coordinate the performance management system and how the system analyzes performance data information.
15. Coordinate how the system enables job seekers to develop and utilize their full potential in alignment with the system's objectives.
16. Lead 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.
17. Lead, facilitate and coordinate 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.
18. Lead, facilitate and coordinate all employer engagement efforts that reinforce a single point-center approach to meet, to gather workforce intelligence and employer workforce needs.
19. Publish results of training programs and systems.
20. Compose and distribute external communications achievements systems enhance to community stakeholders and the public at large.

The One-Stop operator's responsibilities will be:

The One- Stop Operator responsibilities are carried out in consolidation and collaboration with the consortium of service providers and partners. The One-Stop Operator Consortium coordinates services within the Job Centers and across the One-Stop System, being the primary provider of services within the Job Center and coordinating service delivery in a multi-center area.

1. Conduct orientation of career center system.
2. Manage referral process to review in the Center.
3. Conduct follow up on case by case basis as referred.
4. Conduct outreach and recruitment activities and referral of clients as approved.

The One-Stop Partners' responsibilities will be:

1. Provide access to their programs and services through the One-Stop system (i.e., the local Job Center) either through in person sessions or via electronic/technical means at the Job Center or through the referral system delineated above.
2. Support the development and implementation of One-Stop policies and processes and integrated customer-centered service delivery design
3. Will provide their fair share of infrastructure costs as required by WIOA
4. Coordinate the delivery of services to individual job seekers with other system partners to reduce duplication of service while insure a complete range of service toward a successful career path and self-sufficiency
5. Coordinate employer contact and services to avoid duplicative employer contacts.
6. Share performance data regarding shared customers.
7. The partners shall meet to evaluate One-Stop integration and plan accordingly, on an as-needed basis.

VIII. Shared Funding of Infrastructure

The following table details the non-personnel costs associated with running the Comprehensive One-Stops named, and the allocation of those costs to the various One-Stop Partners

*See the attached Cost Sharing Financial budgets/terms Addendum.

Rent/Leasing of Facilities	Utilities	Maintenance	Equipment	Specialized Technologies

IX. Shared Funding of Services

The following table details program services and activities that will be mutually funded by the Partners and the revenue sources the Partners will use to fund those services and activities. Include Functional Leader costs.

*See attached financial budgets/terms.

Service	Service Description	Revenue Sources	Shared Costs (In-Kind, Cash, Total)	Agencies Sharing Costs

X. Duration and Modification

The parties agree that the terms of this MOU as a whole will take effect as of 07-01-2020 and will continue in effect until 06-30-2023 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 **shared funding of infrastructure costs** agreed to in section VIII will take effect as of 07-01-2020 and will continue in effect until 06-30-2023, or such time as any party will modify, extend, or terminate that subpart of this agreement.

XI. 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.

XII. SIGNATURES

The Partners identified below have the authority to commit the Partner Agency they represent to the terms of this Memorandum of Understanding. The Partners agree to participate in Eastern Jackson County One-Stop Center System and to comply with the terms of this Memorandum of Understanding. The level of participation to which the Partners are committed is contingent on continued availability of resources. The benefits Partners expect to receive from this participation are equitable when compared with their contributions.

THE PARTNERS TO THIS AGREEMENT EVIDENCE THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURES BELOW.

Executive Director — 1/27/20

Signature/Title — Date

Michael S. Bishop, Executive Director
Housing Authority of the City of Independence
Employment and Training Activities
One-Stop Partner

XIII. SIGNATURES

I. SIGNATURES

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THE PARTNERS TO THIS AGREEMENT EVIDENCE THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURES BELOW.

Doug Goodwin BOARD CHAIR 2/20/20

Signature/ Title Date

Doug Goodwin, Chairperson of the
Eastern Jackson County Workforce Development Board

I. SIGNATURES

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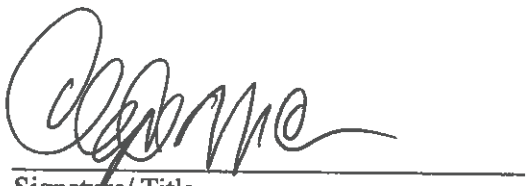
THE PARTNERS TO THIS AGREEMENT EVIDENCE THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURES BELOW.



Signature/ Title

3-10-2020

Date

Clyde McQueen, Chief Executive Officer
The Full Employment Council, Inc
President/CEO
Managing Entity and Fiscal Agent
Eastern Jackson County Workforce Development Board

EASTERN JACKSON COUNTY WORKFORCE DEVELOPMENT BOARD

Program Year (PY) 2020 – 2023 Infrastructure Funding Agreement (IFA) Cost Methodology

Option I – Partners who are co-located in a Missouri Job Center – The cost allocation will be based on physical presence of FTE head count and/or physical presence of technology.

Option II – Partners who are not co-located in a Missouri Job Center – The cost allocation will be based on a conversion of the number of participants served to a full-time equivalent using the methodology described below. All Partners will be required to report to the Eastern Jackson County Workforce Development Board the number of participants they referred to the Eastern Jackson County Workforce Development Board to receive services. The reports are due monthly by the 10th of each month and must be emailed to resports@feckc.org. The host Job Center will provide the number of participants served based on its internal tracking system. A reconciliation will be completed monthly comparing the numbers reported by the non co-located partner and the host Job Center to allocate the cost.

The agreed IFA contribution calculations for PY 2020 – 2023 will be based on a Full-Time Equivalent (FTE) methodology. This methodology will use the process described below to determine relative benefit for required partners who are not present in the One-Stop via technology or physical presence. The scale utilizes active participants served during the previous month.

Clients Served Scale: Number of active participants served (funded with WIOA identified required program funds) by required partner in zip codes assigned to the EJC region. Active participants served during the previous budget year of the IFA (July 1 – June 30)	
#Served	***FTE***
0-25	.0
26-75	.05
76-125	.10
126-175	.20
176-225	.30
226-275	.40
276+	.50

Reminder: Cost allocations are first determined for a required partner who has a physical presence at the local One-Stop. If there is no physical presence, then the above Clients Served Scale is utilized to determine the relative benefit cost share. A partner should not be charged for both an FTE and the relative benefit participant count. An infrastructure cost allocation is based on one or the other, not both.

East Region- Missouri Career Center Complex

	One-Stop Partners	Infrastructure	Operating	Lease Holder	FTE - Staff	Comments
	Full Employment Council Inc				10	
1	WIOA Adult Program (Title I)					
2	WIOA Dislocated Worker Program					
3	WIOA Youth Program					
	Dept. of Higher Ed and Workforce Development				9	
4	Wagner-Peyser labor-exchange/employment services					
5	Trade Adjustment Assistance (TAA)					
6	Jobs for Veterans State Grants					
7	DOLIR State Unemployment Compensation Law activities				2	Two phones
10	Vocational Rehabilitation (VR)				0.15	2 Counselors, each 3 hours for 1 day/week= 6 total hours.
8	FSD-Temporary Assistance for Needy Families				4	FEC MWA -Subcontract
11	Adult Education and Literacy (AEL) (Title II)				1	
9	FSD-Community Services Block Grant				0.5	
12	WIOA Migrant and Seasonal Farmworker Programs				0.5	
13	Job Corps				0.5	
14	The Senior Community Service Program				0.5	
15	Perkins Career and Technical Education				0.5	
16	U.S. Dept. of Housing and Urban Development employment and training activities				0.5	
17	Reintegration programs for eligible offenders				0.5	
18	Rehabilitation Services for the Blind				0.5	
					30.15	

Budget	Total Allocation Basis														
	Full Employment Council Inc	Dept. of Higher Ed and Workforce Development	DOLIR	Vocational Rehabilitation (VR)	FSD-Temporary Assistance for Needy Families	Adult Education and Literacy (AEL) (Title II)	FSD-Community Services Block Grant	WIOA Migrant and Seasonal Farmworker Programs	Job Corps	The Senior Community Service Program	Perkins Career and Technical Education	Housing and Urban Development employment and training activities	Reintegration programs for eligible offenders	Rehabilitation Services for the Blind	Total
FTE -Equivalent	10	9	2	0.15	4	1	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	30.15
%	33.2%	29.9%	6.6%	0.5%	13.3%	3.3%	1.7%	1.7%	1.7%	1.7%	1.7%	1.7%	1.7%	1.7%	100%
															-
															-
															-
															-

East Region- Missouri Career Center Complex

Line Item Cost	One-Stop Budget (Costs paid up front by Partner)															
	Total Budget	Full Employment Council Inc	Dept. of Higher Ed and Workforce Development	DOLIR	Vocational Rehabilitation (VR)	FSD- Temporary Assistance for Needy Families	Adult Education and Literacy (AEL) (Title II)	FSD- Community Services Block Grant	WIOA Migrant and Seasonal Farmworker Programs	Job Corps	The Senior Community Service Program	Perkins Career and Technical Education	U.S. Dept. of Housing and Urban Development employment and training activities	Reintegration programs for eligible offenders	Rehabilitation Services for the Blind
		10	9	2	0.15	4	1	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
		33.2%	**29.9%**	**6.6%**	**0.5%**	**13.3%**	**3.3%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**	**1.7%**
Lease/Rent	$ 112,700.00														
Electric	$ 25,000.00														
Gas	$ 20,000.00														
Water	$ 17,500.00														
Trash Services & Pest Control	$ 2,500.00														
Landscaping/Ground Keeping	$ 15,000.00	$ 192,700	$ 205,300												
High-Speed Internet	$ 18,500.00														
Facility Maintenance Contract	$ 12,600.00														
Telephones (Landlines)	$ 4,500.00														
Alarm Services	$ 620.00														
Building Insurance	$ 4,000.00														
Copier- Rental	$ 5,780.00														
Copier usage and Maintenance	$ 4,800.00														
Fax Machines															
TOTAL Paid	**$ 243,500.00**	**$ 80,763**	**$ 72,687**	**$ 16,153**	**$ 1,211**	**$ 32,305**	**$ 8,076**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**	**$ 4,038**

Reintegration Programs for Eligible Offenders **(see email attached)**

Collins, Latrina

From: Collins, Latrina
Sent: Tuesday, February 4, 2020 10:27 AM
To: ken.chapman@doc.mo.gov
Cc: officers; King, Franciena; Kelly, Keith
Subject: Department of Corrections MOU, Kansas City and Vicinity and Eastern Jackson County

Good morning Ken. Thank you for the email. I did confirm with Yvonne Wright (Senior Manager, Policy and Partnerships - Office of Workforce Development) that DOC is not considered a core/required partner as there are no Second Chance Act Activities in this area. Please disregard both the Eastern Jackson County and the Kansas City and Vicinity MOU and other documents I sent to you on January 21st.

Latrina Collins
Director of Planning, Program Development & Evaluation
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From: Chapman, Ken E [mailto:Ken.Chapman@doc.mo.gov]
Sent: Friday, January 31, 2020 4:27 PM
To: Grace Charlton
Subject: FW: 2 follow-ups from the January TEAM/OWD/Partner meeting 1) DOC and 2) statewide subcommittees

Ken Chapman, Women's/Offender Reentry Program Manager
Missouri Department of Corrections
Office of the Director
2729 Plaza Drive
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(W) 573 522-1206
(F) 573 522-2494

"Improving lives for safer communities"

From: Chapman, Ken E
Sent: Friday, January 31, 2020 4:24 PM
To: Hostetler, Lisa <hostetler@mail.ncmissouri.edu>; Lee, Bob <blee@stlouisco.com>; Chrissy Broughton

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Cc: Perkins, Elizabeth <Elizabeth.Perkins@vr.dese.mo.gov>
Subject: RE: 2 follow-ups from the January TEAM/OWD/Partner meeting 1) DOC and 2) statewide subcommittees

Good Afternoon Everyone!

According to the DHEWD, the Department of Corrections is NOT considered a core/required WIOA partner. Therefore, we do not need to negotiate infrastructure costs of any kind. With that information, I want to express my appreciation for your willingness to work with us and through this process. We look forward to future work!

Thank You,

Ken

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"Improving lives for safer communities"

EASTERN JACKSON COUNTY
WORKFORCE DEVELOPMENT BOARD
FULL EMPLOYMENT COUNCIL, INC.

Strategic Workforce Organization/Fiscal Agent

Eastern Jackson County

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)

4-YEAR PLAN

JULY 1, 2020 TO JUNE 30, 2024

ATTACHMENTS PART 2 OF 3

FULL EMPLOYMENT COUNCIL

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