

Attachment 3



www.job4you.org

760 S. Kingshighway, Suite C
Cape Girardeau, MO 63703

Phone: 573.334.0990, Relay 711
Fax: 573.334.0335

**Memorandum of Understanding
Workforce Development Board of Southeast Missouri
And
Next Generation Job Center Partners**

This Memorandum of Understanding (MOU) is entered into as of ~~July 1, 2016~~, **July 1, 2017** in the spirit of cooperation and collaboration by the Workforce Development Board of Southeast Missouri (WDB) and the following WIOA Partners:

Family Support Division (FSD) (TANF)

East Missouri Action Agency (Housing)

Division of Workforce Development (Wagner-Peyser/Trade/Veteran's)

Mingo Job Corps (Title 1)

Adult Education & Literacy (AEL)

WIOA Adult/Dislocated/Youth Programs (Title 1)

Vocational Rehabilitation (VR)

Senior Community Service Employment Program (SCSEP) ~~Experience Works (Sr. Service)~~

Cape Career & Technology Center (Perkins Career & Tech)

Probation & Parole (Reintegration)

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INTRODUCTION:

This Memorandum of Understanding (MOU) establishes the spirit of cooperation and collaboration by the Workforce Development Board (WDB) as overseer of the Missouri Job Centers (“MJC”) and the One-Stop Delivery System signatory partners (the “Partners”) hereafter named. The content of the MOU describes how they will use their various resources to serve affiliate sites. We recognize that the development and implementation of these sites will require mutual trust and teamwork between the partners.

VISION:

Each organization will serve as an outreach site for one another and will provide written and verbal information and referral materials regarding programs offered through the MJC and each partner. These partnering efforts are all to achieve a high-quality and integrated workforce innovation, education and economic-development services for jobseekers, incumbent workers, and employers.

SERVICES TO BE PROVIDED (OVERVIEW):

MJCs staff will provide core services through the Welcome Team process (see attached Southeast Next Generation Career Center Procedure Manual for details). Training and employment services, as appropriate, will be offered through the Skills Team (see attached Southeast Next Generation Career Center Procedure Manual for details) and the Employment Team will assist with employment related needs (see attached Southeast Next Generation Career Center Procedure Manual for details),

MJCs staff will provide information regarding job openings available through our Job Centers,

MJCs staff will coordinate efforts with Partners to refer clients to partners for opportunities they may qualify for, including training openings that could be used as On-the-Job training sites,

MJCs staff will abide by and respect the policies and procedures designed to safeguard and protect the confidentiality of all personal information, including photographs and lists of names,

MJCs staff will not discriminate on the basis of race, sex, color, religion, national origin, age, disability or veteran status,

MJCs staff will provide Universal Access/Accessibility to individuals with disabilities. Program accessibility, nondiscriminatory policies and procedures, reasonable accommodations, auxiliary aids and services, and rehabilitation technology will be available,

MJCs staff will use a systematic approach, mutually agreed upon, for referrals to address the individual needs of all customers. Where co-location is not available, referrals will be made to alternative sites to ensure the customer is provided appropriate service,

Partners will as agreed upon and necessary, use the data system Toolbox 2.0 to monitor/track customers, enter service notes on customers and view open job orders,

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Partners will refer applicants to MJC's for the Welcome Team process and any other core services provided for their population,

Partners will refer employers to MJC's for services including posting of job orders, On-the-Job Training opportunities and other business services available,

Partners will provide accessibility, nondiscriminatory policies and procedures, and reasonable accommodations, auxiliary aids and services as appropriate and needed, and not discriminate on the basis of race, sex, color, religion, national origin, age, disability or veteran status,

Partners will refer customers to the WDB who need to file a related complaint in accordance with the assurance per WIOA Act 29 CFR Part 37; Subpart B, 37.20(a)(2). Complaint procedures for participants receiving services from MJC's are generally defined at 20 CFR 667.600 and will be specifically defined by the WDB. Complaint procedures for participants served by Partners are available under the law specifically authorizing that program and can be provided from Partners.

SERVICES TO BE PROVIDED (DETAILED):

The following table 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.

Service	Agencies	Revenue Sources

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.

Rent/Leasing of Facilities	Utilities	Maintenance	Equipment	Specialized Technologies

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.

Service	Service Description	Revenue Sources	Shared Costs (in-kind, cash, total)	Agencies Sharing Costs

SYSTEMIC REFERRAL PROCESS FOR JOB CENTER CUSTOMERS:

We agree that the Partners will develop commonly accepted systemic practices for referral and follow-up, and ensure that adherence to this policy is identified and expected of employees.

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 Partners will deliver high-quality services through the Missouri Job Centers.

HUMAN RESOURCES MANAGEMENT:

We agree that the Partners will ensure the commonly accepted expectations for customer service, referral/follow-up and engagement. Each Partner will incorporate those expectations through periodic performance reviews in accordance with the requirements of their organization.

DURATION / MODIFICATION / TERMINATION:

The parties agree that the terms of this MOU as a whole will take effect as of July 1, 2016, 2017 and will continue in effect until June 30, 2017 2019, 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. 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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