

***NORTHEAST REGION WORKFORCE DEVELOPMENT AREA***  
***NORTHEAST MISSOURI WORKFORCE DEVELOPMENT BOARD***

***MISSOURI JOB CENTER***

***One-Stop Partner***

***Memorandum of Understanding***  
***2016-2019***

**I. Introduction**

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**This agreement is entered into on June 30, 2016 and becomes effective July 1, 2016. This agreement shall terminate on June 30, 2019.**

This MOU is entered into in the spirit of cooperation and collaboration by the Northeast Region Workforce Development Board, hereafter referred to as “the WDB” and the One-Stop Delivery System Signatory Partners, hereafter referred to as “the One-Stop Partners”. It describes how various funding streams and resources will be utilized to better serve mutual customers, both job seekers and businesses, through an integrated system of service delivery operated at three (3) comprehensive sites (Hannibal, Kirksville and Warrenton) and two (2) affiliate sites (Macon and LaBelle). It is understood that the development and implementation of this MOU will require mutual trust and teamwork among the One-Stop Partnering agencies, all working together to accomplish the shared goals.

The contributing partners include: Veterans programs; Job Corps; Division of Vocational Rehabilitation; Adult Education and Literacy; Trade Act; Wagner-Peyser (WP); Unemployment Compensation; Experience Works; Migrant and Seasonal Farm Workers (Missouri Agriculture Employment Services) Program; Workforce Innovation and Opportunity Act (WIOA) Title I (Adult, Dislocated Worker and Youth) Programs; Perkins Career and Technical Education; Community Services Block Grant Programs; and the Missouri Work Assistance (MWA) Program.

The comprehensive and affiliate Missouri Job Centers have been established to meet the need for high quality services to Missouri’s job seekers and businesses. The Next Generation Career Center (NGCC) model in Northeast Missouri uses an integrated service delivery which consists of partner teams and referral processes devoted to meet business and job-seeker customers’ needs.

A customer-centered design is the underlying premise that results in the customer being the focus (rather than the Partners and organizations represented at the Centers). The Centers serve as a conduit between businesses and job seekers; through a variety of avenues, customer needs are assessed and addressed.

## **II. Strategic Vision**

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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 Job Centers shall serve as the focal point for all local and regional workforce development initiatives. This will be achieved through delivering high-quality and integrated workforce innovation, education, and economic-development services for jobseekers, incumbent workers, and employers.

## **III. Services Provided through One-Stop Job Center System**

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The primary objective of the Northeast One-Stop System is to supply businesses with skilled, qualified employees to increase their success in today's economy. We do this by working with businesses to identify resources to meet their needs. Although many services appear to primarily benefit the job seeker, by giving the seeker the opportunity to enhance their skills through training, the Centers are providing businesses a stronger and better-prepared workforce.

Our vision for the system is that our Centers are known as comprehensive employment sites, providing job seekers and businesses with access to the best employment opportunities and employees. Services include not only access to technology, but skill development to maximize the use of technology. These services may be provided on site, but will also be accessible anywhere the business or job seeker is located.

Comprehensive services are offered to job seekers at the Job Centers or by referral to partners. As part of our customer flow, staff meets individually with each customer to assess their needs and they are directed to products and services to help them meet their individual employment and skill development goals. Staff receives cross training on programs offered through the centers and throughout the community so they can make appropriate and meaningful referrals.

**Services provided to job seekers** (at the One-Stop Job Center and/or via referral to a partner organization) include but are not limited to: career assistance; childcare assistance; clothing assistance; disability resources; education services/assistance; employment assistance; English language learner services; ex-offender services; financial information; food assistance; housing assistance; labor market information; educational remediation; senior services programs; training

support; transition case management; transportation assistance; reading assistance; unemployment work testing; utility assistance; and veterans assistance/support.

These services are funded by various entities, including: Department of Labor (Rapid Response and National Emergency Grants); Department of Labor WIOA Adult, Dislocated Workers, and Youth; Department of Social Services Family Support Division (METP and MWA); Department of Labor (Job Corps); Department of Elementary and Secondary Education (Vocational Rehabilitation and AEL); Federal and State Department of Education funds; CSBG (Community Action Agencies) and Title V of the Older Americans Act.

**Services provided to businesses** (at the One-Stop Job Center and/or via referral to a partner organization) include but are not limited to: assistive technology; business development; disability services; economic and business stabilization services; Federal and State labor law information; Federal bonding; grant assistance; guidance counseling; interview space; job coaching; employer hiring events; applicant assessment screenings/testing; job fairs; job postings; job readiness classes; job shadowing; labor force demographics; labor market information; low-income seniors services; objective assessments; on-the-job training; recruitment support; retention support; shared work program; Show-Me Heroes program; skills development; interpretive services; supported employment; Trade Act services; Work Opportunity Tax Credit program; Work Ready Missouri program; WorkKeys® testing/National Career Readiness Certificates ; and worker readiness development. We use the state’s management information system for tracking any interaction with or services provided to businesses. This system is a good tool to ensure our efforts are not duplicative, at least for partners using the state’s management information system.

## **IV. Shared Funding of Infrastructure**

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Per the US Department of Labor Employment and Training Administration:

“The specific requirements for the local funding agreements, which are related to how the shared and infrastructure costs of the one-stop service delivery system will be paid by the one-stop partners, need not be satisfied in the funding agreements for PY 2016. States and local areas may continue to negotiate local funding agreements as they have been doing under WIA for purposes of PY 2016. However, the local funding agreements must satisfy the requirements of section 121(h) of WIOA for purposes of funding the one-stop system in PY 2017.” Source:

(<https://www.doleta.gov/WIOA/FAQs.cfm>)

Formal cost sharing agreements will be in place on or before June 30, 2017 to identify the costs for each of the Job Centers in which DWD, WIOA and partner staff is located. Currently, Job Center costs associated with the integrated service delivery model are shared among the partners based

on a ratio of DWD staff to WIOA staff. In addition, Job Center costs for other partners, whose office location is in the Job Center, are shared based on costs per square footage used.

## **V. Shared Funding of Services**

All Job Center costs will be allocated to the program directly utilized whenever possible. Any costs associated to the integrated service delivery model that cannot be directly charged will be allocated to the WIOA Adult/WIOA Dislocated Worker/Wagner-Peyser funding based on the proportionate share of customers accessing services in the Job Center. This data will be collected at the end of each calendar quarter and used to allocate costs for the remaining calendar quarter. Funding sources will be leveraged when possible and co-enrollment will be utilized when appropriate.

## **VI. 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 (via the One-Stop Partners) will receive a written referral form with the name, address, and phone number of the Partner organization receiving the customer referral. A copy of the referral form will be given to the customer and sent to the Partner organization (via email or fax) to provide notification of the referral.
2. The organization receiving the referral will make a good faith effort to contact the customer in a timely manner if the customer does not contact the organization first (within three business days).
3. The receiving organization will conduct eligibility determination and coordinate services if eligible and as appropriate with the customer; and follow-up with the referring organization to inform the status and outcome of the customer referral. Coordination of services and information sharing will be identified, as appropriate between partner agencies.

***Referrals do not imply automatic eligibility; the result of the referral is dependent on eligibility determination by each partner based on their unique program guidelines and funding availability.***

## **VII. Human Resources Management**

Respect and trust of each other as we serve mutual customers is expected. Further, we agree that management and staff engagement with customers will meet a high, mutually agreeable

performance standard. In the event disagreements or performance standard issues arise, the proper chain of command will be followed and staff member's employer of record will be called upon to help resolve issues. All partners will agree to the confidentiality policy set forth by the Division of Workforce Development and the Northeast Workforce Development Board. Authorized staff will receive training and sign the confidentiality statement. All correspondence sent by email and fax will adhere to the confidentiality statement as set forth in the DWD Issuance 01-2008, Change 2 (see [https://jobs.mo.gov/sites/jobs/files/workforce-development-system-confidentiality-information\\_dwd\\_issuance2008-01\\_c2\\_rev2011-09-15.pdf](https://jobs.mo.gov/sites/jobs/files/workforce-development-system-confidentiality-information_dwd_issuance2008-01_c2_rev2011-09-15.pdf))

## **VIII. One-Stop Delivery System Quality Standards**

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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 employment 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.

## **IX. Governance of the One-Stop Delivery System**

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The ultimate accountability and responsibility for the One-Stop System organizational processes, services, and accomplishments will rest with the Board, the One-Stop operator, and the Partners. The Northeast Workforce Development Board serves 16 counties in Northeast Missouri.

### The Board's responsibilities:

1. Develop and execute Memorandum of Understanding (MOU) with One-Stop Partners.
2. Direct the disbursement of funds for workforce development activities pursuant to the requirements of WIOA.

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

The One-Stop Operator has been designated by the consortium of required One-Stop Partners to be the Functional Leaders of each Missouri Job Center and their employer of record for the Hannibal, Kirksville and Warrenton Missouri Job Centers. The One-Stop Operator coordinates and provides services within the Job Centers and across the one-stop system.

The One-Stop Operators' responsibilities:

1. Responsible for overseeing the coordination of services internally and by linkage at each site.
2. Ensuring that customers are being well served and receive something of value at the initial and subsequent visits.
3. Continuous improvement of the coordination and delivery of services including electronic and/or improved technology.
4. Provide emphasis for and the review of the local site's effort in putting customer service first.
5. Ensure that current and adequate Labor Market Information (LMI) is available to support the needs of all One-Stop Center and/or satellite site customers.
6. Where and when possible, include the effective use of electronic technology in the resource area and/or other locations as necessary.
7. Review the status of available resources to support strategic plans and performance outcomes determined by the NEMO Workforce Development Board and the Chief Local Elected Officials on a continuing basis.
8. The One-Stop Operator will be responsible for the maintenance of records and files relating to customer service and attainment of performance outcomes.

9. In addition, the One-Stop Operator agrees that all required core services will be available in the One-Stop Job Center by the One-Stop Operator and/or One-Stop Partners located with the center.

The Workforce Innovation and Opportunity Act (WIOA) establishes core (mandatory) partners in each workforce development region. Those core partners are joined by representatives of other service organizations in Northeast Missouri to provide the most comprehensive and integrated service possible.

#### The One-Stop Partners' responsibilities

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

## **X. Duration and Modification**

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**This agreement is entered into on June 30, 2016 and becomes effective July 1, 2016. This agreement shall terminate on June 30, 2019.**

This Memorandum of Understanding will be reviewed annually and must be updated not less than every three years to reflect any changes in signatory official of the Board, One-Stop Partners, CLEOs, or one-stop infrastructure funding. All Partners retain the right to request a modification to this Memorandum or its related agreements. Requests for modification must be made in writing to the WDB. Partners may terminate their agreement to abide by all terms and conditions with 60 days written notice to other parties in the agreement. The agreement will take effect July 1, 2016 and remain in effect until June 30, 2019 or such time as any party will modify, extend, or terminate this MOU.

**By signature hereto**, the Northeast Region Workforce Development One-Stop Partners attest to participation in development of the plan and agree to abide by all terms and conditions of the Missouri Job Center One-Stop Partner Memorandum of Understanding.

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**Organization/Agency**

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**Name**

**Title**

**Date**