ATTACHMENTS

List of Attachments to the Plan

1. List of Comprehensive One-Stop Centers and Affiliate Sites
2. Local Supportive Services Policy
3. Memorandums of Understanding
4. Cost-Sharing Agreement between the Local Workforce Development Board and DWD (printed from FRS)
5. Local Workforce Development Board Membership List
6. Local Workforce Development Board By-Laws and Attestation Form
7. Chief Elected Officials' Agreement (optional), CEO membership and By-Laws
8. Conflict of Interest Policy for Local Workforce Development Staff and Contracted Staff
9. Sub-State Monitoring Plan
10. Business Services Plan
11. MOU between the Local Workforce Development Board and the Community Colleges
12. Local Competitive Procurement Process
13. Planning Budget Summaries for Program Year 2016 and Fiscal Year 2017
14. Statement of Assurances Certification
15. Complaint and Grievance Policy
16. Incentives

APPENDIX – LABOR MARKET DATA

ATTACHMENT 1
LIST of COMPREHENSIVE ONE-STOP CENTERS and AFFILIATE SITES

ATTACHMENT 1

Missouri Job Centers
West Central Region

Clinton
Missouri Job Center
117 W Franklin St
Clinton, MO 64735
Phone: (660) 885-5541
Fax: (660) 885-8541

Nevada
Missouri Job Center
621 E Highland Ave, Suite 3
Nevada, MO 64772
Phone: (417) 448-1177
Fax: (417) 448-1139

Sedalia
Missouri Job Center
215 E 5th St
Sedalia MO 65301
Phone: (660) 530-5627
Fax: (660) 530-5633

Clinton Job Center

Missouri Job Center
117 W Franklin St
Clinton, MO 64735
Phone: (660) 885-5541
Fax: (660) 885-8541

On-Site Partners

Division of Workforce Development
Experience Works
Job Corps (bimonthly)
Preferred Family Healthcare
Vocational Rehabilitation (once a week)

Services Offered

Access to Office Equipment
Access to Telephone for Job Seeking
Assessments
Business Services
Career Exploration Tools
Classroom Skills Training
Community Resources
Disability Services & Accommodations
Entrepreneurial Info & Resources
Employment Transition Team
Federal Bonding Info
Financial Resources & Assistance
Job Search Assistance
Labor Market Information
Language Line Interpreters
METP
Missouri Reentry
National Career Ready Certificate Testing (NCRC)
Occupational Skills Training
On-Line Training
Regional Employment Data
RJS
RES/REA
Skills Enhancement Workshops
Supportive Services
Talify
Trade Act
Wagner-Peyser Services
WIOA Programs
- Adult, Dislocated Worker, Youth
- On-the-Job Training
- Work Experience

Veterans' Services

Nevada Job Center

Missouri Job Center
621 E Highland Ave, Suite 3
Nevada, MO 64772
Phone: (417) 448-1177
Fax: (417) 448-1139

On-Site Partners

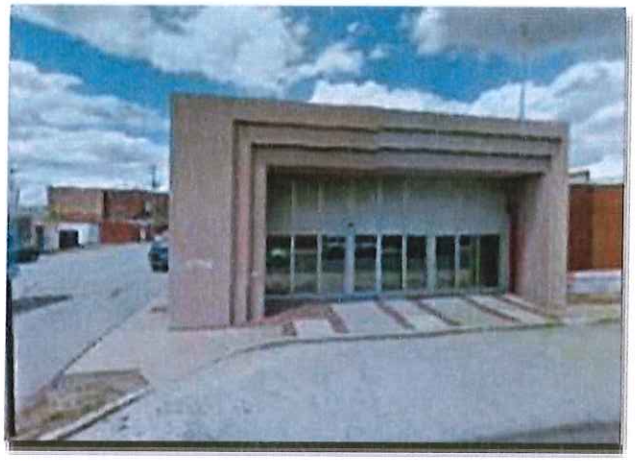
Division of Workforce Development
Experience Works (quarterly)
Job Corps (bimonthly)
Preferred Family Healthcare
Vocational Rehabilitation
Family Support Division

Services Offered

Access to Office Equipment
Access to Telephone for Job Seeking
Assessments
Business Services
Career Exploration Tools
Classroom Skills Training
Community Resources
Disability Services & Accommodations
Entrepreneurial Info & Resources
Employment Transition Team
Federal Bonding Info
Financial Resources & Assistance
Job Search Assistance
Labor Market Information
Language Line Interpreters
METP
Missouri Reentry
National Career Ready Certificate Testing (NCRC)
Occupational Skills Training
On-Line Training Regional Employment Data
RJS
RES/REA
Skills Enhancement Workshops
Supportive Services
Talify
TANF
Trade Act
Wagner-Peyser Services
WIOA Program
- Adult, Dislocated Worker, Youth
- On-The-Job-Training
- Work Experience

Veterans' Services

Sedalia Job Center



Missouri Job Center
215 E 5th St
Sedalia MO 65301
Phone: (660) 530-5627
Fax: (660) 530-5633

On-Site Partners

Division of Workforce Development
Experience Works (quarterly)
Job Corps (bimonthly)
Job Point, Inc.
Preferred Family Healthcare

Services Offered

Access to Office Equipment
Access to Telephone for Job Seeking
Assessments
Business Services
Career Exploration Tools
Classroom Skills Training
Community Resources
Disability Services & Accommodations
Entrepreneurial Info & Resources
Employment Transition Team
Federal Bonding Info
Financial Resources & Assistance
Job Search Assistance
Labor Market Information
Language Line Interpreters
METP
Missouri Reentry
National Career Ready Certificate Testing (NCRC)
Occupational Skills Training
On-Line Training
Regional Employment Data
RJS
RES/REA
Skills Enhancement Workshops
Supportive Services
Talify
Trade Act
Wagner-Peyser Services
WIOA Programs
- Adult, Dislocated Worker, Youth
- On-the-Job Training
- Work Experience

Veterans' Services

ATTACHMENT 2
LOCAL SUPPORTIVE SERVICES POLICY

ATTACHMENT 2

West Central Region
SUPPORTIVE SERVICES POLICY

Supportive Services are those services necessary to enable an individual to participate in activities authorized under WIOA, Title I

- The extent of Supportive Services provided will vary based on customer needs and availability of funds and resources.
- The Workforce Development Board (WDB) has approved a maximum cost per participant per program funding year of $1000.00.
- In such cases where the maximum amount has been exhausted and further needs arise, the participant must submit, in writing to the Workforce Development Board, justification for the need of additional supportive services.
- Supportive Services payments are requested individually for specific needs.
- Supportive Services may include transportation, child care, dependent care, housing, and needs-related payments that assist in removing or reducing barriers to participate in WIOA Title I activities. Assistive technology/equipment may be included in this definition if staff document the customer needs this technology/equipment in order to participate in the WIOA activity and are unable to obtain it from other resources.
- The justification for WIOA Supportive Service payments must be documented in Toolbox Service Notes.
- Staff must adhere to all rules and regulations set forth in DWD Issuance 12-2010, Attachment 1 and any and all amended Statewide Supportive Service Policies put into effect hereafter.
- Duplicate payments must be avoided when the customer is eligible for both WIOA and other assistance.

Supportive Services will be provided to individuals fully enrolled in a Workforce Innovation and Opportunities Act (WIOA) program. These programs may include Adult/Dislocated Worker/Youth/National Dislocated Worker Grant/Rapid Response/Additional Assistance programs/others as funded. Documents supporting the individual's need are to be based on results of the initial Assessment, Individual Service Strategy (ISS), Financial Needs Analysis in Toolbox 2.0 or other subsequent management information system (MIS) approved by the Division of Workforce Development (DWD).

NEEDS-BASED ANALYSIS

Supportive Service payments are requested individually for specific needs. Because WIOA programs are not an entitlement, Supportive Service payments are made on a case-by-case basis only when determined necessary and reasonable. Payments should not be made for non-WIOA activities or for items that are not necessary for participation in the WIOA activity. A statement that a customer "needs" a Supportive Service will not justify the payment of these expenses. (i.e. Customer states he needs brakes. The payment cannot be authorized on this statement alone; but instead, must be related to the WIOA activity; based on customer need; and other resources must be sought first). The service provider's determination of financial need must be documented at a minimum through Toolbox Service Notes.

The 'Financial Needs' tab in Toolbox is a good tool in determining customer need. This tab has a 'List of Values' for the types of "Monthly Household Resources" and "Monthly Household Expenditure". These resources and expenditures are automatically calculated and the "Net Difference" between the two displays. After completion of this information, the form can be printed and given to the customer. (Note: This tab will only help determine customer need, but all other resources must still be considered.)

Due to funding limitations, WIOA Supportive Services should be the payment of last resort. All other sources of funding must be sought first. All attempts to find other Supportive Service funding and the reasons for needing WIOA funding must be documented in Toolbox Service Notes. Each Job Center will keep an up-to-date listing of the resources available to make referrals to prior to paying Supportive Services.

Examples of possible community resources:

- Faith-based organizations;
- Non-profit organizations; community action agencies
- Women's shelters;
- Clothes closets;
- Pro bono medical, dental, and legal services (may or may not need to be accessed through an organization);
- Government assistance such as: local health departments, WIC, assistive technology reimbursement programs, MO HealthNet, Low Income Home Energy Assistance Program (LIHEAP), Housing and Urban Development (HUD), etc.;
- Local transportation programs; and
- Statewide and nationwide organizations such as: United Way, Goodwill, Salvation Army, etc.

Supportive Service Examples:

• Pam states she needs work attire to attend interviews. When reviewing her needs, the staff determined she previously worked in an office setting and has the appropriate attire without paying this through Supportive Services; therefore, it is not appropriate to pay this expense.

• Bill states he needs new tires for his truck to attend class. Staff reviewed his need and determined that Bill's budget allows for him to pay these expenses himself as he is currently employed and has discretionary income; therefore, it is not appropriate to pay this expense.

• Jill states she needs scrubs for her nursing program. Staff reviewed her need and determined there are no other community resources and her budget does not allow for the expenses; therefore, it may be appropriate to pay this expense.

• Tom states he needs mileage reimbursement to attend class. Staff reviewed his need and determined there are other community resources to pay for this expense; therefore, it is not appropriate to pay this expense.

• John states he needs childcare to attend class. Staff reviewed his need and determined a portion of childcare is not paid for through federally funded childcare; therefore, it may be appropriate to pay this expense.

• Mark states he needs mileage reimbursement to attend training. Staff reviewed his need and determined he currently rides with a family member who does not ask for reimbursement; therefore, it is not appropriate to pay this expense.

• Jane states she needs new brakes for school. Staff reviewed her need and determined she only takes online classes, so this expense is not directly related to her training; therefore, it is not appropriate to pay this expense.

• Bob states he needs steel-toed work boots to attend training. Staff reviewed his need and determined his budget does not allow for this and there are no other resources to cover the cost, therefore; it may be appropriate to pay this expense.

• Mary states she needs childcare to attend class. Staff reviewed her need and determined the childcare is completely paid for through federally funded childcare; therefore, it is not appropriate to pay this expense.

Supportive Service payments cannot be made for Non-WIOA activities or for items not necessary for participation in a WIOA activity. Supportive Services are based on individual need and ALL of the individual's resources will be taken into consideration prior to payment.

The latest version of the WDB/Supportive Service form (currently dated 3/7/16) and a West Central Region Requisition form (if applicable) must be completed by the Case Manager prior to any supportive service payment being issued. All required documentation (time sheets, receipts, mileage printout, etc.) must be attached to the forms with the required signatures, submitted for approval and placed in the participant's file.

Transportation allowance/mileage reimbursement must comply with the following:

- Transportation allowance/mileage reimbursement is only allowed for days of attended participation (timesheets/attendance records must accompany supportive service request).
- A $0.25 per mile is allowed for participants traveling to WIOA program required activities.
- Mileage will be determined using Map Quest or other standardized programs. Reimbursable mileage will begin at a distance of one (1) mile from home address to required activity location. Maximum mileage reimbursement will not exceed 200 miles per day.
- A Financial Needs Analysis in DWD MIS and Needs-Based Analysis form must be completed to determine continued need on a monthly basis.
- If it is determined that there is an immediate need and the participant must have assistance **before** they travel to work, school, or an approved workshop or activity; special consideration will be given to assist the participant. The program operator must get prior approval from the Workforce Development Board Executive Director or authorized staff before such assistance is given.

Maximum allowable child/dependent care payments:

- Child/Dependent Care is allowed for day of attended participation in WIOA program required activities only.
- The maximum allowance shall be set at $12.00/day not to exceed $60.00/week per individual.
- A maximum of three individuals is allowed; not to exceed $36.00/day or $180.00/week.
- Child/Dependent Care is intended for children under the age of 12 and adults over the age of 65 or individuals who have disabling conditions that require care.
- The customer must have applied for state-funded assistance before the request for Child/Dependent Care will be granted. A copy of the state funded program's denial or acceptance letter must accompany WDB/Supportive Service form.

Once the Case Manager has determined there are no other child/dependent care services available, WIOA may assist with the costs. This includes 100% of the cost up to the approved limits. If the participant is approved for state-funded assistance, but is responsible for co-pay, WIOA may assist with the co-pay, if necessary, up to the approved limits. All participants approved for Child/Dependent Care assistance must sign the *Childcare Release form* for any and all childcare providers. Childcare providers must complete a W-9 prior to any payments being made. All payments for Child/Dependent Care will be made directly to the provider. All charges must be submitted on the *Childcare Invoice.* WIOA will not assist with Child/Dependent Care costs if the chosen provider resides with the participant.

NEEDS-RELATED PAYMENTS

Needs-related payments may be provided to Adults, Dislocated Workers and Youth to enable them to participate in training; and may also be provided to a customer who will begin a training program within thirty (30) calendar days.

Eligibility requirements for Adults:

(a) Must be unemployed;
(b) Not qualify for, or ceased qualifying for unemployment compensation; and
(c) Be enrolled in a program of training services under WIOA.

Eligibility requirements for Dislocated Workers:

(a) Must be unemployed;
(b) Not qualify for, or ceased qualifying for UI compensation or trade readjustment allowance under Trade Adjustment Assistance (TAA); and
(c) Be enrolled in an eligible WIOA training service by:

1) The end of the thirteenth (13th) week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months; or

(2) Be unemployed and did not qualify for unemployment compensation or trade adjustment assistance under TAA and be enrolled and be enrolled in an eligible WIOA training service.

Needs-related payments cannot exceed the applicable weekly level of UI compensation. If the customer didn't qualify for UI compensation then the payment cannot exceed the poverty line which is adjusted to show changes in total family income. The total of these payments will not exceed the region's $1000.00 per individual per program funding year limit.

EMERGENCY AID

Emergency Aid is a one time or rare expense paid to allow a customer to continue participating in WIOA activities such as school, work experience, On-the-Job (OJT) training, etc. If the customer is having extreme financial difficulty, staff should be assisting him/her with needed financial information (development of a budget, credit counseling, debt management, etc.). Emergency aid payments must be well documented in Service Notes. If there is confidential information, Service Notes should refer to the confidential copy file.

Examples include:

These may include, but are not limited to:

- Vehicle repair required enabling a means of transportation for participation in training. Vehicle repairs will only be provided on vehicles owned by the participant or an immediate family member of the participant. The vehicle must be the primary vehicle used by the participant to take part in the allowable WIOA activities. The participant must provide appropriate documentation for proof of ownership and current insurance documentation. Justification must be entered into service notes in Toolbox 2.0 or subsequent DWD management information system by the Case Manager. All invoices must be approved by the Workforce Development Board's Executive Director or authorized staff. If the cost of the vehicle repair is expected to exceed $100.00, the participant must provide at least three repair estimates before the service or payment will be considered. Any and all estimate documentation must be kept in the participant's file.
- Temporary shelter, housing assistance, or emergency utility needs will be determined on an individual basis with approval from the Executive Director or authorized staff.

- Limited medical assistance and medical examinations including dental, where required
- Testing and fees for nationally-recognized certification(s).
- Special service and materials for individual with disabilities if such services are not provided by outside resources.
- Other reasonable expenses required for participation may also be considered.
- Payments will be made directly to the vendor of services.

The program operator must get prior approval from the Workforce Development Board Executive Director or authorized staff on all above items with the exception of testing and certification fees for Adult Education and Literacy and High School Equivalency services.

**A participant who has received services from another region will be considered a "new participant" in the West Central Region in terms of supportive service and treated as such.

TOOLBOX SERVICE NOTES

All Supportive Services must be documented in Toolbox and include at a minimum all of the following:

- The type of Supportive Service paid:
  - Work attire or uniforms;
  - Work-related tools;
  - Testing fees;
  - Transportation;
  - Child care and dependent care;
  - Linkages to community services;
  - Emergency housing; and
  - Referrals to medical services, eyeglasses;

- The amount of Supportive Service paid;
- The timeframe the Supportive Service was paid for;
- The justification of need for the Supportive Service; and
- Lack of other community resources.

STAFF RESPONSIBILITIES

It is the responsibility of staff to provide accurate information to the customer including:

• If supportive services are requested or determined necessary, if he/she is eligible;

• If he/she has is no longer eligible to receive the supportive service for any reason (i.e. cap met, no longer has a need, etc.); and

• The requirements (e.g., paperwork, attending classes, etc.) to receive the Supportive Services.

• Types of Supportive Services available to customers. These services can only be provided after it is proven necessary to enable him/her to participate in WIOA funded activities.

REMAINDER OF PAGE LEFT BLANK INTENTIONALLY

Missouri Job Center
Workforce Development Board of Western Missouri, Inc.
Youth/Adult/Dislocated Worker Supportive Services

Participant Name: _____ **App Id:** _____

t ☐ DW ☐ Youth _____ ıter: _____	**Initial Eligibility Determination Amounts**
BASED PAYMENT – ADULT AND DISLOCATED WORKERS AND YOUTH	_____ Date to Begin
ıt of Needs Based Payment (See criteria on reverse side.)	$ _____
RT SERVICES (TITLE I ADULTS, YOUTH, AND DISLOCATED WORKERS) **Transportation** (Only allowed for days of attended participation.) Rate of .25 per mile beginning at a distance of 1 mile and up to 100 miles one way from home address to activity location. Total mileage round trip: _____ Total Miles x $0.25=	$ _____
Child/Dependent Care (Only allowed for days of attended participation and if no other subsidized care is available.) (For children under age 12 and adults over age 65 or individuals who have disabling conditions that require care.) Rate of $12.00/day not to exceed $60.00/week per individual. *A maximum of three individuals is allowed; not to exceed $36.00/day or $180.00/week for a maximum of three individuals.	$ _____
Job/Training Related Expenses (See below) Determined on an individual basis as it relates to job/training related expenses. _____ Uniform _____ Shoes, boots _____ Temporary shelter _____ Vehicle Repair _____ Meals away from home (WDB Prior Approval Needed) _____ Other, define and be specific: _____	$ _____
Housing Must be pre-approved by authorized WDB staff. Normally will be limited to one-time payment.	$ _____

Payable to:

Name: _____

Address: _____

_____

Other Payment Information:

_____

_____

_____

_____
ɔant Signature

_____
Program Operator Signature

_____
Date

ınal Leader signature (if applicable): _____ Date: _____

WDB APPROVAL SIGNATURE IF APPLICABLE: _____

DATE: _____

For additional information about Missouri Division of Workforce Development services, contact a Missouri Job Center near you. Locations and additional information are available at jobs.mo.gov or 1-888-728-JOBS (5627). Missouri Division of Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri TTY users can call (800) 735-2966 or dial 7-1-1.

This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the contracting agency and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it. Internal use by an organization and/or personal

Workforce Development Board of Western Missouri, Inc.

3208 West 16th Street
Sedalia, MO 65301
Phone: (660) 827-3722 Fax: (660) 827-3789

Attendance Report

Customer's Name _____ Customer's APPID _____

Worksite/Educational Facility's Name _____ Worksite/Educational Facility's Telephone Number _____

Days of Attendance

Day	Date	Location	Supervisor/Advisor Signature
Saturday			
Sunday			
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			

Customer's Statement: **I verify by signature below that the above actual participation is true and correct.**

Customer's Signature _____ Date _____

OFFICE USE ONLY

Workforce Development Board Approval

Signature of Authorized Workforce Development Staff _____ Title _____ Date _____

Child Care Attendance Record – Invoice

Complete and submit one signed original form for **each child** to:
Missouri Job Center, 117 W. Franklin St. Clinton, MO 64735

Child Care Service Provider: _____ Provider Phone Number: _____

Participant: _____ Participant ID #: _____

Child's Name: _____ Child's Date of Birth: _____

Instructions: Complete the form in INK. ***DO NOT USE WHITEOUT.*** *To make changes strike through with a single line, correct, all parties must initial the change. The entire form must be completed correctly, including signatures and the original submitted before payment is issued.*

Charges for the Month of:

_____
(Month, YYYY)

Child Care Cost:

☐ Hourly $_____

☐ Daily $_____

☐ Weekly $_____

☐ Monthly $_____

Day	Date (dd/mm/yy)	Check each day child is present	Total Charge $	FSD Payment $	Tota Due $
Sunday					
Monday					
Tuesday					
Wednesday					
Thursday					
Friday					
Saturday					
Sunday					
Monday					
Tuesday					
Wednesday					
Thursday					
Friday					
Saturday					

Provider Signature: _____ Date: _____

I certify that the information recorded on this attendance record is correct to the best of my knowledge. I understand that any fals statements on my part, including the filing of erroneous claims, may result in prosecution for fraud or loss of benefits.

Participant Signature: _____ Date: _____

For Official Office Use Only

Case Manager Review: I have reviewed this document and the above participant is attending training and requires child care for the dates listed.

Total Days Attended: _____ Total Cost to be Paid: $_____

Case Manager Signature: _____ Date: _____

Child Care Attendance Record – Invoice

Complete and submit one signed original form for **each child** to:
Missouri Job Center, 621 E. Highland Ave. Suite 3 Nevada, MO 64772

Child Care Service Provider: _____ Provider Phone Number: _____

Participant: _____ Participant ID #: _____

Child's Name: _____ Child's Date of Birth: _____

Instructions: Complete the form in INK. ***DO NOT USE WHITEOUT.*** *To make changes strike through with a single line, correct, all parties must initial the change. The entire form must be completed correctly, including signatures and the original submitted before payment is issued.*

Charges for the Month of:

_____
(Month, YYYY)

Child Care Cost:

☐ Hourly $_____

☐ Daily $_____

☐ Weekly $_____

☐ Monthly $_____

Day	Date (dd/mm/yy)	Check each day child is present	Total Charge $	FSD Payment $	Tota Due $
Sunday					
Monday					
Tuesday					
Wednesday					
Thursday					
Friday					
Saturday					
Sunday					
Monday					
Tuesday					
Wednesday					
Thursday					
Friday					
Saturday					

Provider Signature: _____ Date: _____

I certify that the information recorded on this attendance record is correct to the best of my knowledge. I understand that any fals statements on my part, including the filing of erroneous claims, may result in prosecution for fraud or loss of benefits.

Participant Signature: _____ Date: _____

For Official Office Use Only

Case Manager Review: I have reviewed this document and the above participant is attending training and requires child care for the dates listed.

Total Days Attended: _____ Total Cost to be Paid: $_____

Case Manager Signature: _____ Date: _____

Child Care Attendance Record – Invoice

Complete and submit one signed original form for **each child** to:
Missouri Job Center, 215 E. 5th Street Sedalia, MO 65301

Child Care Service Provider: _____ Provider Phone Number: _____

Participant: _____ Participant ID #: _____

Child's Name: _____ Child's Date of Birth: _____

Instructions: Complete the form in INK. ***DO NOT USE WHITEOUT.*** *To make changes strike through with a single line, correct, all parties must initial the change. The entire form must be completed correctly, including signatures and the original submitted before payment is issued.*

Charges for the Month of:

_____
(Month, YYYY)

Child Care Cost:

☐ Hourly $_____

☐ Daily $_____

☐ Weekly $_____

☐ Monthly $_____

Day	Date (dd/mm/yy)	Check each day child is present	Total Charge $	FSD Payment $	Tota Due $
Sunday					
Monday					
Tuesday					
Wednesday					
Thursday					
Friday					
Saturday					
Sunday					
Monday					
Tuesday					
Wednesday					
Thursday					
Friday					
Saturday					

Provider Signature: _____ Date: _____

I certify that the information recorded on this attendance record is correct to the best of my knowledge. I understand that any fals statements on my part, including the filing of erroneous claims, may result in prosecution for fraud or loss of benefits.

Participant Signature: _____ Date: _____

For Official Office Use Only

Case Manager Review: I have reviewed this document and the above participant is attending training and requires child care for the dates listed.

Total Days Attended: _____ Total Cost to be Paid: $_____

Case Manager Signature: _____ Date: _____

Child Care Release

I, _____ do hereby acknowledge that I have applied for child care supportive service payments through the Missouri Job Center and the Workforce Development Board. Under this program, the Workforce Development Board will make payments directly to a child care provider selected by me in order that I may participate in the West Central Region's workforce training or educational opportunities.

I acknowledge that I am solely responsible for selecting a childcare provider and for determining the qualifications, competence and suitability of my childcare provider. I further acknowledge the Missouri Job Center and the Workforce Development Board has not selected, recommended, or participated in the selection of my childcare provider and that the Missouri Job Center and the Workforce Development Board are not responsible for determining or evaluating the qualifications, competence or suitability of the childcare provider.

I have chosen the following childcare provider:

Childcare provider and/or Daycare: _____

Mailing Address: _____

Contact Person and Telephone Number: _____

The children, listed below, are my children and attend the childcare provider listed above:
(List each child's full name and date of birth)

I understand the Workforce Development Board will only assist me with a specific amount of childcare cost based on the number of children requiring the service and other financial considerations. The amount the Workforce Development Board pays cannot exceed the Workforce Development Board Supportive Service Policy limit for childcare cost. Any amount remaining will be my responsibility to pay the childcare provider listed above. The Workforce Development Board will not assist with child care cost during breaks between semesters, such as summer and Christmas but will only assist with days I attend training or educational services.

I understand and agree that a copy of this form, once signed, will be given to my chosen childcare provider listed above. I also understand that the assistance I receive is not guaranteed and based on the funds available and participation in Workforce Innovation and Opportunities Act programs.

I have read this release and understand that with my signature below I intend to be bound by this release.

Participant Signature Printed Name

Date

TO BE COMPLETED BY CHILD CARE PROVIDER:

Please check only one statement.

☐I have a weekly charge of $ _____ per child.

☐I charge by the days of attendance. My daily charge is $ _____.

The above name and address are correct for payment. __Yes __No if no, complete correct name and address here:

Name: _____Address: _____

A W-9 must be submitted to the Workforce Development Board before any payment will be issued. Payment will only be made to name on W-9

Child Care Provider Signature Printed Name

Date

Program Operator's Signature **Printed Name**

Date

For additional information about Missouri Division of Workforce Development services, contact a Missouri Job Center near you. Locations and additional information are available at jobs.mo.gov or 1-888-728-JOBS (5627). Missouri Division of Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri TTYusers can call (800) 735-2966 or dial 7-1-1. This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the contracting agency and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This products copyrighted by the institution that created it. Internal use by an organization and/or personal use by an individual for non-commercial purposes is permissible. All other uses require the prior authorization of the copyright owner.

2/25/16

Missouri Job Center
West Central Region
Requisition Form

Select Location

☐	Clinton	☐	Nevada	☐	
☐	Sedalia	☐	WDB	☐	

Vendor

Item	Quantity	Estimated Cost per item	Total Cost

Requested by (CCM)	Date:	Mail, Fax or E-mail to Missy Eidson
Approved by (WDB)	Date:	3208 West 16th St Sedalia Missouri 65301
Approved by WDB Chair over $5,000	Date:	Phone: (660) 827-3722 Fax: (660) 827-3789 E-mail: wdbme@iland.net
Denied (WDB)	Date:	

Please Attach Bids

$500.00-2499.99—3 Phone Bids
2500.00-24,999.99– 3 Written Bids
25,000.00 and over—Require RFP process

Bid exclusions :
Software, subscription and publications

Office Use Only
Notes:

Reason for request :

ATTACHMENT 3
Memorandum of Understanding

MEMORANDUMS OF UNDERSTANDING		
WIOA Partner		**Status**
WIOA Title I ADULT	Name: Cosslett Moore Agency: Workforce Development Board (Chair)	**COMPLETED**
WIOA Title I DISLOCATED WORKER	Name: Cosslett Moore Agency: Workforce Development Board (Chair)	**COMPLETED**
WIOA Title I YOUTH	Name: Cosslett Moore Agency: Workforce Development Board (Chair)	**COMPLETED**
WIOA Title I Job Corps	Name: Christopher Story Agency: DESI - Job Corps	**COMPLETED**
WIOA Migrant and Seasonal Farmworker Programs	Name: Stephen Borders/Amy Sublett Agency: UMOS/DWD	**COMPLETED**
Wagner-Peyser	Name: Cheri Tune Agency: Division of Workforce Development	**COMPLETED**
WIOA Title II Adult Education and Literacy	Name: Deb Williams Agency: State Fair Community College	**COMPLETED**
WIOA Title II Adult Education and Literacy	Name: Shearl Schism Agency: Nevada R-5	**COMPLETED**
Vocational Rehabilitation	Name: Laura Wallen Agency: Voc Rehab	**COMPLETED**
Vocational Rehabilitation	Name: Raymond Drake Agency: Voc Rehab	**COMPLETED**
Senior Community Service Program	Name: Diane Chambers Agency: Experience Works	**COMPLETED**
Perkins Career and Technical Education	Name: Dr. Phillip Witt Agency: Nevada Technical Center	**COMPLETED**
Perkins Career and Technical Education	Name: Sarrah Mogan Agency: Lex La-Ray Technical	**COMPLETED**
Perkins Career and Technical Education	Name: Rusty Sprout Agency: Warrensburg Area Career Center	**COMPLETED**
Perkins Career and Technical Education	Name: Jake Fowler Agency: Clinton Technical School	**COMPLETED**
Perkins Career and Technical Education	Name: Derek Lark Agency: Saline County Career Center	**COMPLETED**
Trade Adjustment Assistance	Name: Cheri Tune Agency: Division of Workforce	**COMPLETED**

	Development MOUs continued	
WIOA Partner		**Status**
Jobs for Veterans	Name: Cheri Tune Agency: Division of Workforce Development	**COMPLETED**
Community Services Block Grant **Rehabilitation Services for the Blind**	Name: Julie Gibson Agency: Family Support Division	**COMPLETED**
U.S. Dept. of Housing and Urban Development	Name: Carol Branham Agency: Nevada Housing Authority	**COMPLETED**
State Unemployment Compensation	Name: Chris Miller/Amy Sublett Agency: DES/DWD	**COMPLETED**
Reintegration Programs for Offenders	Name: George Lombardi Agency: MO Dept. of Corrections	**COMPLETED**
TANF	Name: Julie Gibson Agency: Family Support Division	**COMPLETED**

MEMORANDUM of UNDERSTANDING

WEST CENTRAL REGION
WORKFORCE DEVELOPMENT BOARD of WESTERN MISSOURI, Inc.
MISSOURI JOB CENTERS

And

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)
ONE-STOP PARTNERS

Section 1 Introduction

This Memorandum of Understanding (MOU) is established in agreement with the region's Chief Elected Official 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 intended in WIOA between the West Central Region Workforce Development Board of Western Missouri, Inc., hereafter referred to as "the WDB" and the One-Stop Delivery System signatory partners, hereafter referred to as "the Partners".

"One-Stop" refers to the concept that employers and jobseekers should be able to access essential programs and services at one physical location in an area. The integrated system of service delivery will be provided through three (3) comprehensive sites, called Missouri Job Centers, located in Sedalia, Clinton, and Nevada. Individualized agreements with partners will address the roles played and contributions made to support the region's service delivery strategy and how they supplement and enhance customer access to services.

During regular business hours and work days, "access" may be accomplished by:

- Having staff physically present;
- Having partner program staff physically present at a Job Center appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or
- Providing direct linkage through technology to program staffers who can provide meaningful information or services. (Direct linkage means direct connection at the Job Center, within reasonable time, by phone or through real-time Web-based communication to a staff member who can provide program information or services to the customer).

It is understood that the proposed rules stipulate that simply handing out a phone number, brochure or website address is insufficient. Partners will work together to address the most effective and efficient means of providing access to customers in each Job Center.

The MOU Partners include:

1. WIOA Adult, Dislocated, and Youth Programs (Title I)
2. Job Corps (Title I)
3. WIOA Migrant and Seasonal Farmworker Programs

4. Wagner-Peyser labor exchange/employment services
5. Adult Education and Literacy (AEL)(Title II)
6. Vocational Rehabilitation (VR)
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12. U.S. Department of Housing and Urban Development employment and training activities
13. State Unemployment Compensation Law activities
14. Reintegration programs for eligible offenders
15. Temporary Assistance for Needy Families (TANF)
16. Supplemental Nutrition and Assistance Program (SNAP) employment and training programs

Section 2 Strategic Vision

The West Central Region partners are in agreement with the tenets of the Workforce Innovation and Opportunity Act:

- To expand access to employment, education, training, and support services for people with barriers to employment;
- To coordinate workforce investment, education, and economic development efforts among multiple agencies;
- To enhance the labor-market relevance of workforce investment, education, and economic development, providing workers with skills and credentials and providing employers with a skilled workforce;
- To improve the structure of, and delivery of, services through the workforce development system;
- To boost the prosperity of workers and employers, the economic growth of communities, regions, and states, and overall U.S. global competitiveness;
- To increase the employment, retention, and earnings of system participants, and to fulfill their attainment of postsecondary credentials, with the aim of improving workforce quality, reducing welfare dependency, increasing economic self-sufficiency, and meeting the skill requirements of employers.

Section 3 Services to be Provided

The partners of the West Central Region collectively provide the services listed below. The organization noted agrees to assist in delivery of those services marked with an asterisk (*).

*	Service	Revenue Source
*	Apprenticeships	
*	Pre-Apprenticeship Training	
*	Assessments/Diagnostic Testing/Evaluation	
*	Assistance in Filing for Financial Aid (Ed.& Trng.)	

*	Career Planning	
*	Classroom Occupational Skills Training	
*	Clothing	
*	Cost Information of Training Providers	
	Dental Assistance	
*	Digital Literacy	
	Disability Resources	
*	Drop-Out Prevention	
*	Eligibility Determination	
	English Language Acquisition	
*	Entrepreneurial Training	
*	Ex-Offender/Re-Entry Transition	
*	Financial Literacy	
*	Follow-Up Services (post 12 months)	
	Food/Nutrition	
	Group Counseling	
	Individual Counseling	
	Healthcare Assistance	
	Housing Assistance	
*	Individual Employment Plan	
*	Information on Filing Unemployment Claims	
*	Initial Assessment (Skills/Aptitudes/Lit./Num./English Proficiency)	
*	Instruction for High School Equivalency	
*	Job Search & Placement	
*	Leadership Development	
	Mental Health Assistance/Counseling	
*	Mentoring	
*	On-the-Job Training	
*	Orientation to Services	
	Out-of-Area Job Search Assistance	
*	Outreach	
*	Paid Internships/Work Experience	
*	Performance Info of Training Providers	
*	Referrals & Coordination	
	Relocation Assistance	
*	Short-term Pre-Vocational Services	
	Substance Abuse Remediation	
*	Supportive Services (childcare/child support/SNAP/TANF/earned income credit)	
	Temporary Housing	
*	Transportation Assistance	
*	Tutoring/Study Skills	
*	Unpaid Internships/Work Experience	
	Utility Assistance	
*	Veteran's Transition	
*	Workforce & Labor Market Information	
*	Workforce Preparation Activities	

✳	Workforce System Performance	
✳	WorkKeys/NCRC Remediation & Testing	
✳	Workshops	

Other/Notes: WIOA Title I $

Section 4 Shared Funding of Infrastructure

Per the US Department of Labor Employment and Training Administration:

> "The specific requirements for the local funding agreements, which are related to how the shared and infrastructure costs of the one-stop 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 the purposes of PY 2016. However, the local funding agreements must satisfy the requirements of section 121(h) of WIOA for the 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 within six months of the original signing date of this MOU to identify the non-personnel costs of operating each Comprehensive One-Stop Center at which the Division of Workforce Development (DWD), WIOA-funded staff and Partner Agency staff are located and/or delivering services. The finalized funding plan will require re-signing of the MOU.

Currently, Job Center costs associated with the integrated service delivery model are shared among partners located in each Job Center based on a ratio of DWD staff to WIOA staff. For other Partner staff located in a Job Center, costs are shared based on square footage designated to that agency and a portion of the common areas.

Section 5 Shared Funding of Services

All Job Center costs will be allocated to the program receiving the benefit, whenever possible. Any costs associated to the integrated service delivery model that cannot be directly charged will be allocated to WIOA Adult/WIOA Dislocated Worker funding based on the proportionate share of customers accessing services in the Job Center. This data is collected at the beginning of each calendar quarter and used to allocate costs for the remaining calendar quarter.

Section 6 Systematic Referral Process for Job Center Customers

Referrals do not imply automatic eligibility. The result of a referral is dependent on the eligibility determination by each partner based on their unique program guidelines and fund availability. The partners agree to conduct referrals 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 to the receiving organization (via fax or email). The form will also include the date of the referral and the reason for the referral.
2. The organization receiving the referral will make a good faith effort to contact the customer within 3 business days of the date on the referral form.
3. The receiving organization will schedule an appointment with the customer within 10 business days of the date on the referral form and confirm such with the referring organization.

This information will be tracked and used to measure referral activity and success rates for co-enrollment and alignment of services.

Partners commit to assist the One-Stop Operator in each Missouri Job Center in developing and maintaining a local resource guide of each partner agency's available services. The guide will be shared with each partner and staff will be trained on its use.

Section 7 Human Resources Management

As partners, respect and trust of one another as we serve mutual customers will be expected. Further, we agree that management and staff will strive for high quality standards of service on behalf of customers, employees, and partners of the system. In the event disagreements arise, the proper chain of command will be followed and the staff member's employer of record will be called upon to help resolve issues. The formal Complaint and Grievance policy will be used if resolution is not reached.

All partners will agree that exchanged information will remain private and confidential in accordance with the existing confidentiality requirements of each partner program. All Job Center staff and management will follow policy set forth by the Division of Workforce Development and the policy of the WDB, as applicable. Authorized staff will receive training and sign the confidentiality statement. Correspondence sent by email and fax will adhere to the confidentiality statement as set forth in DWD Issuance 01-2008, Change 2 or subsequent guidance. (see https://jobs.mo.gov/sites/jobs/files/workforce-development-system-confidentiality-information_dwd_issuance2008-01_c2_rev2011-09-15.pdf).

Section 8 One-Stop Delivery System Performance Criteria

As partners, we agree that the One-Stop Delivery System will strive to achieve these standards of quality service:

1. All customers will receive prompt and courteous service from the staff.
2. All customers will receive services designed to assist them in achieving their educational and/or 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 outcomes for their customers.

5. All partners will deliver high-quality services through the Missouri Job Centers.

Section 9 Governance of the One-Stop Delivery System

The ultimate accountability and responsibility for the One-Stop System organizational processes, services, and accomplishments will rest with the Workforce Development Board (WDB), the One-Stop Operator, and the Partners. The WDB is an appointed body representing business and industry along with core partners serving a 14-county region in mid-Missouri.

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

1. Develop and execute Memorandum(s) 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 a local strategic plan (made accessible to public on website: skillupmissouri.org) including policies, standards and operational priorities for the local area; update said plan as required by the Division of Workforce Development and Department of Labor.
4. Competitively procure the One-Stop Operator and lead certification process of Job Centers in the region.
5. Conduct oversight of the local One-Stop delivery system, including all Adult, Dislocated Worker and Youth activities, jointly or on behalf of the Chief Elected Officials.
6. Recommend grants or contracts for program activities, as appropriate.
7. Support coordination of workforce investment activities with economic development strategies and other employer linkages.
8. Oversee marketing efforts and public relations conducted on behalf of the One-Stop Delivery System through the Missouri Job Centers.

Responsibilities of the One-Stop Operator include, but are not limited to:

1. Promote inclusion of partners and integration of services. Consistent with the principles of universal access, customer choice, increased accountability and strong private sector involvement, the One-Stop Operator will also advance quality improvement methods, customer satisfaction measures and staff development.
2. Examine the organization's processes of developing strategic objectives, as well as creating action plans and related human resource plans to support system direction.
3. Examine how the system determines customer/market requirements; expectations and preferences.
4. Examine the performance management system and how the system analyzes performance data and trends.
5. Examine how the system engages job seekers to develop and utilize their full potential in alignment with their goals and the system's objectives.
6. Examine key aspects of process management, including customer-focused design of products and service delivery involving all partners.
7. Develop and maintain local resource directory.
8. Examine the system's performance and improvement in business service areas – customer satisfaction, financial and marketplace performance, product and service performance, human resource support, return-on-investment (ROI) for utilizing the Job Center's services and evidence of repeat business from area employers.

Responsibilities of the One-Stop Partners (to the extent allowed within their own agency policies) include, but are not limited to:

1. Provide access to programs and services through the One-Stop Delivery System.
2. Support development and implementation of one-stop policies and processes as well as an integrated, customer-centered service delivery design.
3. Share customers and infrastructure costs, as applicable.
4. Coordinate the availability of 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 coordinate range of customer services to ensure the needs of employers, jobseekers, workers, youth, and individuals with barriers to employment are met, including individuals with disabilities.
7. Assist in development of local resource directory.
8. Share performance data on mutual customers.
9. Coordinate outreach and job development activities.

Section 10 Duration and Modification

The parties agree that the terms of this Memorandum of Understanding becomes effective July 1, 2016 and will continue in effect until June 30, 2019 or such time as any party will modify, extend, or terminate this MOU. The MOU 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, CEOs, or one-stop infrastructure funding.

Requests for modifications to the MOU must be made in writing to the WDB at least 30 days prior to the effective date of the requested change.

Section 11 Termination

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

Section 12 Signatures

By signature hereto, the West Central Region Workforce Development One-Stop Partners agree to abide by the terms and conditions set forth in this Memorandum of Understanding.

Organization	Chief Elected Official, West Central Workforce Area
Name -printed	Tony McCollum
Title	Presiding Commissioner – Chariton County
Date	6-27-16
Signature	Tony McCollum

Organization	Workforce Development Board of Western Missouri, Inc.
Name -printed	Cosslett Moore – (General Manager/Flextech Industries)
Title	Chairperson
Date	6/29/2016
Signature	Cosslett W Moore

Organization	Workforce Development Board of Western Missouri, Inc.
Name -printed	Suzanne Richards
Title	Executive Director
Date	6/29/16
Signature	Suzanne Richards

Organization	Workforce Development Board (WIOA Title I – Adult/Dislocated Worker/Youth)
Name -printed	Cosslett Moore
Title	WDB Board Chairperson
Date	6/29/2016
Signature	Cosslett W Moore

Organization	
Name -printed	
Title	
Date	
Signature	

Organization	
Name -printed	
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MEMORANDUM of UNDERSTANDING

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WORKFORCE DEVELOPMENT BOARD of WESTERN MISSOURI, Inc.
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*	Service	Revenue Source
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*	Assessments/Diagnostic Testing/Evaluation	
*	Assistance in Filing for Financial Aid (Ed.& Trng.)	

*	Career Planning	
*	Classroom Occupational Skills Training	
*	Clothing (clothes closet on center, as available)	
	Cost Information of Training Providers	
*	Dental Assistance (health center on campus)	
*	Digital Literacy	
	Disability Resources	
*	Drop-Out Prevention	
*	Eligibility Determination	
*	English Language Acquisition Don Bosco Center, KC	
?	Entrepreneurial Training	
	Ex-Offender/Re-Entry Transition	
*	Financial Literacy	
*	Follow-Up Services (post 12 months)	
*	Food/Nutrition on campus	
*	Group Counseling couselor on center	
*	Individual Counseling	
	Healthcare Assistance drs / nurses on center	
*	Housing Assistance while enrolled, dorm	
*	Individual Employment Plan	
	Information on Filing Unemployment Claims	
*	Initial Assessment (Skills/Aptitudes/Lit./Num./English Proficiency)	
*	Instruction for High School Equivalency	
*	Job Search & Placement	
*	Leadership Development only at Excelcior Springs or as leads in dorms	
	Mental Health Assistance/Counseling	
*	Mentoring	
*	On-the-Job Training work-based lec	
*	Orientation to Services 2week long upon entering program	
*	Out-of-Area Job Search Assistance	
*	Outreach	
	Paid Internships/Work Experience	
*	Performance Info of Training Providers	
*	Referrals & Coordination	
	Relocation Assistance only transportation/communication (TCU) limited	
*	Short-term Pre-Vocational Services	
	Substance Abuse Remediation	
*	Supportive Services (childcare) child support/SNAP/TANF/earned income credit) While in program	
*	Temporary Housing while participating	
*	Transportation Assistance while on center (bus passes) -KC - limited to location	
*	Tutoring/Study Skills	
*	Unpaid Internships/Work Experience	
	Utility Assistance	
	Veteran's Transition	
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[3]

	Workforce System Performance	
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Other/Notes: ALL SERVICES PD FOR BY TITLE I. (WIOA)

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4. Competitively procure the One-Stop Operator and lead certification process of Job Centers in the region.
5. Conduct oversight of the local One-Stop delivery system, including all Adult, Dislocated Worker and Youth activities, jointly or on behalf of the Chief Elected Officials.
6. Recommend grants or contracts for program activities, as appropriate.
7. Support coordination of workforce investment activities with economic development strategies and other employer linkages.
8. Oversee marketing efforts and public relations conducted on behalf of the One-Stop Delivery System through the Missouri Job Centers.

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1. Promote inclusion of partners and integration of services. Consistent with the principles of universal access, customer choice, increased accountability and strong private sector involvement, the One-Stop Operator will also advance quality improvement methods, customer satisfaction measures and staff development.
2. Examine the organization's processes of developing strategic objectives, as well as creating action plans and related human resource plans to support system direction.
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7. Develop and maintain local resource directory.
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2. Support development and implementation of one-stop policies and processes as well as an integrated, customer-centered service delivery design.
3. Share customers and infrastructure costs, as applicable.
4. Coordinate the availability of 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 coordinate range of customer services to ensure the needs of employers, jobseekers, workers, youth, and individuals with barriers to employment are met, including individuals with disabilities.
7. Assist in development of local resource directory.
8. Share performance data on mutual customers.
9. Coordinate outreach and job development activities.

Section 10 Duration and Modification

The parties agree that the terms of this Memorandum of Understanding becomes effective July 1, 2016 and will continue in effect until June 30, 2019 or such time as any party will modify, extend, or terminate this MOU. The MOU 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, CEOs, or one-stop infrastructure funding.

Requests for modifications to the MOU must be made in writing to the WDB at least 30 days prior to the effective date of the requested change.

Section 11 Termination

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

Section 12 Signatures

By signature hereto, the West Central Region Workforce Development One-Stop Partners agree to abide by the terms and conditions set forth in this Memorandum of Understanding.

Organization	Chief Elected Official, West Central Workforce Area
Name -printed	Tony McCollum
Title	Presiding Commissioner – Chariton County
Date	7-27-16
Signature	Tony McCollum

Organization	Workforce Development Board of Western Missouri, Inc.
Name -printed	Cosslett Moore – (General Manager/Flextech Industries)
Title	Chairperson
Date	7-27-16
Signature	Cosslett W Moore

Organization	Workforce Development Board of Western Missouri, Inc.
Name -printed	Suzanne Richards
Title	Executive Director
Date	
Signature	Suzanne Richards

Organization	Job Corps DEST MO JOB CORPS
Name -printed	Rebecca Kiehl Christopher Story
Title	Outreach and Admissions Counselor Project Director
Date	7/26/16
Signature	

Organization	
Name -printed	
Title	
Date	
Signature	

Organization	
Name -printed	
Title	
Date	
Signature	

Organization	
Name -printed	
Title	
Date	
Signature	

Organization	
Name -printed	
Title	
Date	
Signature	

MEMORANDUM OF UNDERSTANDING
Between the Division of Workforce Development
And United Migrant Opportunity Services

This Memorandum of Understanding (MOU) is an agreement between the Division of Workforce Development (DWD), representing Missouri's fourteen (14) Workforce Development Regions and United Migrant Opportunity Services (UMOS), the National Farmworker Jobs Program (NFJP) grantee.

The purpose of this MOU is to ensure the most effective and efficient utilization of the funds provided by the US Department of Labor for administration and operation of the statewide Migrant Seasonal Farm Workers (MSFWs) outreach program, in compliance with 29 CFR 38, Implementation of the Nondiscrimination and Equal Opportunity Provisions of the Workforce Innovation and Opportunity Act (WIOA) of 2015. This also complies with 20 CFR 653.107 (c)(2)(v) as it pertains to the number of MSFWs planned to be contacted by the signatory agencies of this MOU.

DWD and UMOS will work together as partners with the shared goal to provide a full spectrum of services to Missouri's eligible MSFWs and/or a dependent of an eligible MSFW and agricultural employers.

I. SERVICES TO BE PROVIDED

UMOS as the NFJP (WIOA section 167) grantee will:

1. Provide a bilingual (Spanish and English) worker to each Job Center deemed "significant" in service to MSFWs: UMOS staff will not be collocated in career centers. Requests for UMOS bilingual staff should be by appointment when possible. UMOS staff will travel as location, logistics, time and budgets allow, assisting DWD staff in providing clients with easy access to services. UMOS staff may request phone interviews to pre-qualify Farmworkers for the NFJP program, before traveling long distances. Qualifying for the NFJP program requires several personal documents upfront; applications cannot be processed without these documents beforehand.
2. Provide outreach workers to visit MSFWs where they live and/or work, in order to inform them of all available Job Center services and community programs, from which they may benefit, including those available to the general public.
3. Refer MSFWs to opportunities for which they may qualify, Agricultural as well as Non-Agricultural employment opportunities currently available to all applicants.
4. Upon request provide a list of names and contact information of eligible MSFW. UMOS will share names of participants in a manner consistent with funding source regulations and applicable Federal and State laws.
5. Assist MSFWs in the preparation of applications for new employment.
6. Refer MSFWs to Job Center staff for training programs.
7. Provide information regarding the types of employment likely to be available when the currently-employed MSFW becomes available for new employment.
8. Receive and subsequently refer complaints, including farm labor complaints, to the State Monitor Advocate.

9. Coordinate farm labor program activities with DWD's MSFW Outreach staff and the State Monitor Advocate.
10. Provide appropriate UMOS staff to travel within the State to attend meetings, training sessions, speaking engagements and/or other activities deemed necessary by both agencies.
11. UMOS will provide DWD with a list referencing a contact person in each of its offices who are familiar with the terms of this cooperative agreement.

Meanwhile, DWD and Missouri's Job Centers will endeavor to provide all services available to MSFWs, as it does to all registered applicants, in accordance with Missouri's Law against Discrimination and, additionally, those services in compliance with the Judge Richey Court Order, namely, including:

1. Provide information to MSFWs about the Job Service Complaint System and refer complainants to the local Job Centers to document and file their complaints.
2. Upon request provide a list of names and contact information for those who indicate farm work.
3. Document and refer to the State Monitor Advocate any apparent violations of employment-related laws, including housing, field sanitation and potable water.
4. Make referrals to specific employment opportunities currently available to unemployed MSFWs, as well as to other job openings for which they may qualify.
5. Assist MSFWs in the preparation of employment applications.
6. Refer MSFWs to appropriate training programs.
7. Provide information regarding the types of employment that are likely to be available when the currently-employed MSFW becomes available for new employment.
8. Take job orders from referred employers and enter them into the appropriate database system, following prescribed procedures.
9. Provide adequate space, including access to telephone and computer, in offices designated "significant" in service to MSFWs, as needed, for a bilingual UMOS worker to attend to clients in the Job Centers.

DWD will provide to UMOS, as requested, a list of names and contact information for all registered customers who have indicated that they have done farmwork.

II. REPORTING SYSTEM

UMOS will make effective use of the desk space, computers, labor market information, employment and training opportunities, and other programs provided by DWD, to generate quarterly statistical reports and submit them to the designated entity within DWD.

Reports will include:

- Number of estimated MSFWs currently in the State
- Number of MSFW contacts made during each day, week, and month
- Number of referrals made to various services
- Number of complaints received and referred
- Number of training applications received and referred

- Placement information on any customers who are co-enrolled, with both UMOS and DWD, who have entered employment
- An outline of services provided, when necessary and requested
- Any significant events that need to be highlighted

III. AGREEMENT

UMOS and DWD will provide initial and periodic cross-training regarding program services offered by each.

Any revision to this MOU, whether by modification or supplementation, must be accomplished by a formal amendment or supplement signed and approved by the duly authorized representative of the DWD and UMOS.

This MOU may be terminated at any time during the term of the agreement, with or without cause, by either party by furnishing written notice to the other party at least thirty (30) days before the desired termination date.

The undersigned have read this "Memorandum of Understanding" between the Division of Workforce Development representing Missouri's fourteen (14) Workforce Development Regions and the United Migrant Opportunity Service to remain in effect for one year from the most recent date of signing (below), and they agree to comply with the provisions of this MOU.

Division of Workforce Development **Amy Sublett, Director**	**United Migrant Opportunity Services**
Amy Sublett **Signature**	 **Signature**
Amy Sublett **Printed Name**	Stephen D. BORDERS **Printed Name**
Director **Title**	Director **Title**
July 25, 2016 **Date**	7/17/16 **Date**

MEMORANDUM of UNDERSTANDING

WEST CENTRAL REGION
WORKFORCE DEVELOPMENT BOARD of WESTERN MISSOURI, Inc.
MISSOURI JOB CENTERS

And

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)
ONE-STOP PARTNERS

Section 1 Introduction

This Memorandum of Understanding (MOU) is established in agreement with the region's Chief Elected Official 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 intended in WIOA between the West Central Region Workforce Development Board of Western Missouri, Inc., hereafter referred to as "the WDB" and the One-Stop Delivery System signatory partners, hereafter referred to as "the Partners".

"One-Stop" refers to the concept that employers and jobseekers should be able to access essential programs and services at one physical location in an area. The integrated system of service delivery will be provided through three (3) comprehensive sites, called Missouri Job Centers, located in Sedalia, Clinton, and Nevada. Individualized agreements with partners will address the roles played and contributions made to support the region's service delivery strategy and how they supplement and enhance customer access to services.

During regular business hours and work days, "access" may be accomplished by:

- Having staff physically present;
- Having partner program staff physically present at a Job Center appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or
- Providing direct linkage through technology to program staffers who can provide meaningful information or services. (Direct linkage means direct connection at the Job Center, within reasonable time, by phone or through real-time Web-based communication to a staff member who can provide program information or services to the customer).

It is understood that the proposed rules stipulate that simply handing out a phone number, brochure or website address is insufficient. Partners will work together to address the most effective and efficient means of providing access to customers in each Job Center.

The MOU Partners include:

1. WIOA Adult, Dislocated, and Youth Programs (Title I)
2. Job Corps (Title I)
3. WIOA Migrant and Seasonal Farmworker Programs

4. Wagner-Peyser labor exchange/employment services
5. Adult Education and Literacy (AEL)(Title II)
6. Vocational Rehabilitation (VR)
7. The Senior Community Service Program
8. Perkins Career and Technical Education
9. Trade Adjustment Assistance
10. Veterans Programs
11. Community Services Block Grant Activities
12. U.S. Department of Housing and Urban Development employment and training activities
13. State Unemployment Compensation Law activities
14. Reintegration programs for eligible offenders
15. Temporary Assistance for Needy Families (TANF)
16. Supplemental Nutrition and Assistance Program (SNAP) employment and training programs

Section 2 Strategic Vision

The West Central Region partners are in agreement with the tenets of the Workforce Innovation and Opportunity Act:

- To expand access to employment, education, training, and support services for people with barriers to employment;
- To coordinate workforce investment, education, and economic development efforts among multiple agencies;
- To enhance the labor-market relevance of workforce investment, education, and economic development, providing workers with skills and credentials and providing employers with a skilled workforce;
- To improve the structure of, and delivery of, services through the workforce development system;
- To boost the prosperity of workers and employers, the economic growth of communities, regions, and states, and overall U.S. global competitiveness;
- To increase the employment, retention, and earnings of system participants, and to fulfill their attainment of postsecondary credentials, with the aim of improving workforce quality, reducing welfare dependency, increasing economic self-sufficiency, and meeting the skill requirements of employers.

Section 3 Services to be Provided

The partners of the West Central Region collectively provide the services listed below. The organization noted agrees to assist in delivery of those services marked with an asterisk (*).

*	Service	Revenue Source
*	Apprenticeships	TAA
*	Pre-Apprenticeship Training	TAA
*	Assessments/Diagnostic Testing/Evaluation	WP, TAA, Vet
*	Assistance in Filing for Financial Aid (Ed.& Trng.)	TAA

*	Career Planning	TAA, WP, Vet
*	Classroom Occupational Skills Training	TAA
	Clothing	
*	Cost Information of Training Providers	TAA, WP, Vet
	Dental Assistance	
	Digital Literacy	
	Disability Resources	
	Drop-Out Prevention	
*	Eligibility Determination	TAA, Vet
	English Language Acquisition	
	Entrepreneurial Training	
	Ex-Offender/Re-Entry Transition	
	Financial Literacy	
*	Follow-Up Services (post 12 months)	Vet
	Food/Nutrition	
	Group Counseling	
	Individual Counseling	
	Healthcare Assistance	
	Housing Assistance	
*	Individual Employment Plan	TAA, Vet
	Information on Filing Unemployment Claims	
*	Initial Assessment (Skills/Aptitudes/Lit./Num./English Proficiency)	TAA, Vet, WP
	Instruction for High School Equivalency	
*	Job Search & Placement	TAA, Vet, WP
	Leadership Development	
	Mental Health Assistance/Counseling	
*	Mentoring	Vet
*	On-the-Job Training	TAA, Vet
*	Orientation to Services	TAA, Vet, WP
*	Out-of-Area Job Search Assistance	TAA
*	Outreach	TAA, Vet, WP
	Paid Internships/Work Experience	
*	Performance Info of Training Providers	TAA
*	Referrals & Coordination	TAA, WP, Vet
*	Relocation Assistance	TAA
	Short-term Pre-Vocational Services	
	Substance Abuse Remediation	
*	Supportive Services (childcare/child support/SNAP/TANF/earned income credit)	TAA
	Temporary Housing	
*	Transportation Assistance	TAA
	Tutoring/Study Skills	
	Unpaid Internships/Work Experience	
	Utility Assistance	
*	Veteran's Transition	Vet
*	Workforce & Labor Market Information	TAA, Vet, WP
*	Workforce Preparation Activities	TAA, Vet, WP

*	Workforce System Performance	Vet, TAA
*	WorkKeys/NCRC Remediation & Testing	TAA, Vet, WP
*	Workshops	Vet

Other/Notes:

Section 4 Shared Funding of Infrastructure

Per the US Department of Labor Employment and Training Administration:

> "The specific requirements for the local funding agreements, which are related to how the shared and infrastructure costs of the one-stop 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 the purposes of PY 2016. However, the local funding agreements must satisfy the requirements of section 121(h) of WIOA for the 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 within six months of the original signing date of this MOU to identify the non-personnel costs of operating each Comprehensive One-Stop Center at which the Division of Workforce Development (DWD), WIOA-funded staff and Partner Agency staff are located and/or delivering services. The finalized funding plan will require re-signing of the MOU.

Currently, Job Center costs associated with the integrated service delivery model are shared among partners located in each Job Center based on a ratio of DWD staff to WIOA staff. For other Partner staff located in a Job Center, costs are shared based on square footage designated to that agency and a portion of the common areas.

Section 5 Shared Funding of Services

All Job Center costs will be allocated to the program receiving the benefit, whenever possible. Any costs associated to the integrated service delivery model that cannot be directly charged will be allocated to WIOA Adult/WIOA Dislocated Worker funding based on the proportionate share of customers accessing services in the Job Center. This data is collected at the beginning of each calendar quarter and used to allocate costs for the remaining calendar quarter.

Section 6 Systematic Referral Process for Job Center Customers

Referrals do not imply automatic eligibility. The result of a referral is dependent on the eligibility determination by each partner based on their unique program guidelines and fund availability. The partners agree to conduct referrals 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 to the receiving organization (via fax or email). The form will also include the date of the referral and the reason for the referral.
2. The organization receiving the referral will make a good faith effort to contact the customer within 3 business days of the date on the referral form.
3. The receiving organization will schedule an appointment with the customer within 10 business days of the date on the referral form and confirm such with the referring organization.

This information will be tracked and used to measure referral activity and success rates for co-enrollment and alignment of services.

Partners commit to assist the One-Stop Operator in each Missouri Job Center in developing and maintaining a local resource guide of each partner agency's available services. The guide will be shared with each partner and staff will be trained on its use.

Section 7 Human Resources Management

As partners, respect and trust of one another as we serve mutual customers will be expected. Further, we agree that management and staff will strive for high quality standards of service on behalf of customers, employees, and partners of the system. In the event disagreements arise, the proper chain of command will be followed and the staff member's employer of record will be called upon to help resolve issues. The formal Complaint and Grievance policy will be used if resolution is not reached.

All partners will agree that exchanged information will remain private and confidential in accordance with the existing confidentiality requirements of each partner program. All Job Center staff and management will follow policy set forth by the Division of Workforce Development and the policy of the WDB, as applicable. Authorized staff will receive training and sign the confidentiality statement. Correspondence sent by email and fax will adhere to the confidentiality statement as set forth in DWD Issuance 01-2008, Change 2 or subsequent guidance. (see https://jobs.mo.gov/sites/jobs/files/workforce-development-system-confidentiality-information_dwd_issuance2008-01_c2_rev2011-09-15.pdf).

Section 8 One-Stop Delivery System Performance Criteria

As partners, we agree that the One-Stop Delivery System will strive to achieve these standards of quality service:

1. All customers will receive prompt and courteous service from the staff.
2. All customers will receive services designed to assist them in achieving their educational and/or 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 outcomes for their customers.

5. All partners will deliver high-quality services through the Missouri Job Centers.

Section 9 Governance of the One-Stop Delivery System

The ultimate accountability and responsibility for the One-Stop System organizational processes, services, and accomplishments will rest with the Workforce Development Board (WDB), the One-Stop Operator, and the Partners. The WDB is an appointed body representing business and industry along with core partners serving a 14-county region in mid-Missouri.

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

1. Develop and execute Memorandum(s) 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 a local strategic plan (made accessible to public on website: skillupmissouri.org) including policies, standards and operational priorities for the local area; update said plan as required by the Division of Workforce Development and Department of Labor.
4. Competitively procure the One-Stop Operator and lead certification process of Job Centers in the region.
5. Conduct oversight of the local One-Stop delivery system, including all Adult, Dislocated Worker and Youth activities, jointly or on behalf of the Chief Elected Officials.
6. Recommend grants or contracts for program activities, as appropriate.
7. Support coordination of workforce investment activities with economic development strategies and other employer linkages.
8. Oversee marketing efforts and public relations conducted on behalf of the One-Stop Delivery System through the Missouri Job Centers.

Responsibilities of the One-Stop Operator include, but are not limited to:

1. Promote inclusion of partners and integration of services. Consistent with the principles of universal access, customer choice, increased accountability and strong private sector involvement, the One-Stop Operator will also advance quality improvement methods, customer satisfaction measures and staff development.
2. Examine the organization's processes of developing strategic objectives, as well as creating action plans and related human resource plans to support system direction.
3. Examine how the system determines customer/market requirements; expectations and preferences.
4. Examine the performance management system and how the system analyzes performance data and trends.
5. Examine how the system engages job seekers to develop and utilize their full potential in alignment with their goals and the system's objectives.
6. Examine key aspects of process management, including customer-focused design of products and service delivery involving all partners.
7. Develop and maintain local resource directory.
8. Examine the system's performance and improvement in business service areas – customer satisfaction, financial and marketplace performance, product and service performance, human resource support, return-on-investment (ROI) for utilizing the Job Center's services and evidence of repeat business from area employers.

Responsibilities of the One-Stop Partners (to the extent allowed within their own agency policies) include, but are not limited to:

1. Provide access to programs and services through the One-Stop Delivery System.
2. Support development and implementation of one-stop policies and processes as well as an integrated, customer-centered service delivery design.
3. Share customers and infrastructure costs, as applicable.
4. Coordinate the availability of 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 coordinate range of customer services to ensure the needs of employers, jobseekers, workers, youth, and individuals with barriers to employment are met, including individuals with disabilities.
7. Assist in development of local resource directory.
8. Share performance data on mutual customers.
9. Coordinate outreach and job development activities.

Section 10 Duration and Modification

The parties agree that the terms of this Memorandum of Understanding becomes effective July 1, 2016 and will continue in effect until June 30, 2019 or such time as any party will modify, extend, or terminate this MOU. The MOU 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, CEOs, or one-stop infrastructure funding.

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Signature	Tony McCollum

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Title	Chairperson
Date	6/29/16
Signature	Cosslett W Moore

Organization	Workforce Development Board of Western Missouri, Inc.
Name -printed	Suzanne Richards
Title	Executive Director
Date	6/29/16
Signature	Suzanne Richards

Organization	Division of Workforce Development (Wagner-Peyser, TAA, Jobs for Veterans)
Name -printed	Cheri Tune
Title	DWD WDB Board Representative
Date	6/27/16
Signature	Cheri Tune

Organization	
Name -printed	
Title	
Date	
Signature	

Organization	
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Organization	
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MEMORANDUM of UNDERSTANDING

WEST CENTRAL REGION
WORKFORCE DEVELOPMENT BOARD of WESTERN MISSOURI, Inc.
MISSOURI JOB CENTERS

And

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9. Trade Adjustment Assistance
10. Veterans Programs
11. Community Services Block Grant Activities
12. U.S. Department of Housing and Urban Development employment and training activities
13. State Unemployment Compensation Law activities
14. Reintegration programs for eligible offenders
15. Temporary Assistance for Needy Families (TANF)
16. Supplemental Nutrition and Assistance Program (SNAP) employment and training programs

Section 2 Strategic Vision

The West Central Region partners are in agreement with the tenets of the Workforce Innovation and Opportunity Act:

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	Pre-Apprenticeship Training	
*	Assessments/Diagnostic Testing/Evaluation	SFCC
	Assistance in Filing for Financial Aid (Ed.& Trng.)	

*	Career Planning	SFCC / Nev. R-5
	Classroom Occupational Skills Training	
	Clothing	
*	Cost Information of Training Providers	Nev R-5
	Dental Assistance	
*	Digital Literacy	SFCC / Nev. R-5
	Disability Resources	
*	Drop-Out Prevention	SFCC
*	Eligibility Determination	Nev R-5
*	English Language Acquisition	EL Civics Grant SFCC/Nev. R-5
	Entrepreneurial Training	
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	Group Counseling	
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	Utility Assistance	
	Veteran's Transition	
*	Workforce & Labor Market Information	SFCC / Nev R-5
*	Workforce Preparation Activities	SFCC / Nev R-5

	Workforce System Performance	
*	WorkKeys/NCRC Remediation & Testing	SFCC / Nev. RS
	Workshops	

Other/Notes:
SFCC – All services other than ELL is from NDESE AEL Grant
Nevada R-S – TBD - To Be Determined

Section 4 Shared Funding of Infrastructure

Per the US Department of Labor Employment and Training Administration:

> "The specific requirements for the local funding agreements, which are related to how the shared and infrastructure costs of the one-stop 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 the purposes of PY 2016. However, the local funding agreements must satisfy the requirements of section 121(h) of WIOA for the purposes of funding the one-stop system in PY 2017." Source: (https://www.doleta.gov/WIOA/FAQs.cfm).

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Partners commit to assist the One-Stop Operator in each Missouri Job Center in developing and maintaining a local resource guide of each partner agency's available services. The guide will be shared with each partner and staff will be trained on its use.

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All partners will agree that exchanged information will remain private and confidential in accordance with the existing confidentiality requirements of each partner program. All Job Center staff and management will follow policy set forth by the Division of Workforce Development and the policy of the WDB, as applicable. Authorized staff will receive training and sign the confidentiality statement. Correspondence sent by email and fax will adhere to the confidentiality statement as set forth in DWD Issuance 01-2008, Change 2 or subsequent guidance. (see https://jobs.mo.gov/sites/jobs/files/workforce-development-system-confidentiality-information_dwd_issuance2008-01_c2_rev2011-09-15.pdf).

Section 8 One-Stop Delivery System Performance Criteria

As partners, we agree that the One-Stop Delivery System will strive to achieve these standards of quality service:

1. All customers will receive prompt and courteous service from the staff.
2. All customers will receive services designed to assist them in achieving their educational and/or 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 outcomes for their customers.

5. All partners will deliver high-quality services through the Missouri Job Centers.

Section 9 Governance of the One-Stop Delivery System

The ultimate accountability and responsibility for the One-Stop System organizational processes, services, and accomplishments will rest with the Workforce Development Board (WDB), the One-Stop Operator, and the Partners. The WDB is an appointed body representing business and industry along with core partners serving a 14-county region in mid-Missouri.

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

1. Develop and execute Memorandum(s) 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 a local strategic plan (made accessible to public on website: skillupmissouri.org) including policies, standards and operational priorities for the local area; update said plan as required by the Division of Workforce Development and Department of Labor.
4. Competitively procure the One-Stop Operator and lead certification process of Job Centers in the region.
5. Conduct oversight of the local One-Stop delivery system, including all Adult, Dislocated Worker and Youth activities, jointly or on behalf of the Chief Elected Officials.
6. Recommend grants or contracts for program activities, as appropriate.
7. Support coordination of workforce investment activities with economic development strategies and other employer linkages.
8. Oversee marketing efforts and public relations conducted on behalf of the One-Stop Delivery System through the Missouri Job Centers.

Responsibilities of the One-Stop Operator include, but are not limited to:

1. Promote inclusion of partners and integration of services. Consistent with the principles of universal access, customer choice, increased accountability and strong private sector involvement, the One-Stop Operator will also advance quality improvement methods, customer satisfaction measures and staff development.
2. Examine the organization's processes of developing strategic objectives, as well as creating action plans and related human resource plans to support system direction.
3. Examine how the system determines customer/market requirements; expectations and preferences.
4. Examine the performance management system and how the system analyzes performance data and trends.
5. Examine how the system engages job seekers to develop and utilize their full potential in alignment with their goals and the system's objectives.
6. Examine key aspects of process management, including customer-focused design of products and service delivery involving all partners.
7. Develop and maintain local resource directory.
8. Examine the system's performance and improvement in business service areas – customer satisfaction, financial and marketplace performance, product and service performance, human resource support, return-on-investment (ROI) for utilizing the Job Center's services and evidence of repeat business from area employers.

Responsibilities of the One-Stop Partners (to the extent allowed within their own agency policies) include, but are not limited to:

1. Provide access to programs and services through the One-Stop Delivery System.
2. Support development and implementation of one-stop policies and processes as well as an integrated, customer-centered service delivery design.
3. Share customers and infrastructure costs, as applicable.
4. Coordinate the availability of 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 coordinate range of customer services to ensure the needs of employers, jobseekers, workers, youth, and individuals with barriers to employment are met, including individuals with disabilities.
7. Assist in development of local resource directory.
8. Share performance data on mutual customers.
9. Coordinate outreach and job development activities.

Section 10 Duration and Modification

The parties agree that the terms of this Memorandum of Understanding becomes effective July 1, 2016 and will continue in effect until June 30, 2019 or such time as any party will modify, extend, or terminate this MOU. The MOU 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, CEOs, or one-stop infrastructure funding.

Requests for modifications to the MOU must be made in writing to the WDB at least 30 days prior to the effective date of the requested change.

Section 11 Termination

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

Section 12 Signatures

By signature hereto, the West Central Region Workforce Development One-Stop Partners agree to abide by the terms and conditions set forth in this Memorandum of Understanding.

Organization	Chief Elected Official, West Central Workforce Area
Name -printed	Tony McCollum
Title	Presiding Commissioner – Chariton County
Date	2-22-16
Signature	Tony McCollum

Organization	Workforce Development Board of Western Missouri, Inc.
Name -printed	Cosslett Moore – (General Manager/Flextech Industries)
Title	Chairperson
Date	June 22, 2016
Signature	Cosslett W Moore

Organization	Workforce Development Board of Western Missouri, Inc.
Name -printed	Suzanne Richards
Title	Executive Director
Date	6/29/2016
Signature	Suzanne Richards

Organization	SFCC Adult Education & Literacy
Name -printed	Deb Williams
Title	Director
Date	6-2-16
Signature	D Williams

Organization	~~Nevada Technical Center Adult Education and Literacy~~ AEL (Nevada R-5)
Name -printed	Shearl Scism
Title	AEL ~~Coordinator~~ DIRECTOR 45
Date	6-3-16
Signature	Shearl Scism

Organization	
Name -printed	
Title	
Date	
Signature	

Organization	
Name -printed	
Title	
Date	
Signature	

Organization	
Name -printed	
Title	
Date	
Signature	

MEMORANDUM of UNDERSTANDING

WEST CENTRAL REGION
WORKFORCE DEVELOPMENT BOARD of WESTERN MISSOURI, Inc.
MISSOURI JOB CENTERS

And

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)
ONE-STOP PARTNERS

Section 1 Introduction

This Memorandum of Understanding (MOU) is established in agreement with the region's Chief Elected Official 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 intended in WIOA between the West Central Region Workforce Development Board of Western Missouri, Inc., hereafter referred to as "the WDB" and the One-Stop Delivery System signatory partners, hereafter referred to as "the Partners".

"One-Stop" refers to the concept that employers and jobseekers should be able to access essential programs and services at one physical location in an area. The integrated system of service delivery will be provided through three (3) comprehensive sites, called Missouri Job Centers, located in Sedalia, Clinton, and Nevada. Individualized agreements with partners will address the roles played and contributions made to support the region's service delivery strategy and how they supplement and enhance customer access to services.

During regular business hours and work days, "access" may be accomplished by:

- Having staff physically present;
- Having partner program staff physically present at a Job Center appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or
- Providing direct linkage through technology to program staffers who can provide meaningful information or services. (Direct linkage means direct connection at the Job Center, within reasonable time, by phone or through real-time Web-based communication to a staff member who can provide program information or services to the customer).

It is understood that the proposed rules stipulate that simply handing out a phone number, brochure or website address is insufficient. Partners will work together to address the most effective and efficient means of providing access to customers in each Job Center.

The MOU Partners include:

1. WIOA Adult, Dislocated, and Youth Programs (Title I)
2. Job Corps (Title I)
3. WIOA Migrant and Seasonal Farmworker Programs

4. Wagner-Peyser labor exchange/employment services
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13. State Unemployment Compensation Law activities
14. Reintegration programs for eligible offenders
15. Temporary Assistance for Needy Families (TANF)
16. Supplemental Nutrition and Assistance Program (SNAP) employment and training programs

Section 2 Strategic Vision

The West Central Region partners are in agreement with the tenets of the Workforce Innovation and Opportunity Act:

- To expand access to employment, education, training, and support services for people with barriers to employment;
- To coordinate workforce investment, education, and economic development efforts among multiple agencies;
- To enhance the labor-market relevance of workforce investment, education, and economic development, providing workers with skills and credentials and providing employers with a skilled workforce;
- To improve the structure of, and delivery of, services through the workforce development system;
- To boost the prosperity of workers and employers, the economic growth of communities, regions, and states, and overall U.S. global competitiveness;
- To increase the employment, retention, and earnings of system participants, and to fulfill their attainment of postsecondary credentials, with the aim of improving workforce quality, reducing welfare dependency, increasing economic self-sufficiency, and meeting the skill requirements of employers.

Section 3 Services to be Provided

The partners of the West Central Region collectively provide the services listed below. The organization noted agrees to assist in delivery of those services marked with an asterisk (*).

*	Service	Revenue Source
	Apprenticeships	
	Pre-Apprenticeship Training	
*	Assessments/Diagnostic Testing/Evaluation	VR
*	Assistance in Filing for Financial Aid (Ed.& Trng.)	VR

*	Career Planning	VR
*	Classroom Occupational Skills Training	VR
*	Clothing	VR
*	Cost Information of Training Providers	VR
*	Dental Assistance	VR
	Digital Literacy	
*	Disability Resources	VR
	Drop-Out Prevention	
*	Eligibility Determination	VR
	English Language Acquisition	
*	Entrepreneurial Training	VR
*	Ex-Offender/Re-Entry Transition	VR
	Financial Literacy	
*	Follow-Up Services (post 12 months)	VR
	Food/Nutrition	
	Group Counseling	
*	Individual Counseling	VR
*	Healthcare Assistance	VR
*	Housing Assistance	VR
*	Individual Employment Plan	VR
	Information on Filing Unemployment Claims	
*	Initial Assessment (Skills/Aptitudes/Lit./Num./English Proficiency)	VR
	Instruction for High School Equivalency	
*	Job Search & Placement	VR
	Leadership Development	
*	Mental Health Assistance/Counseling	VR
	Mentoring	
*	On-the-Job Training	VR
	Orientation to Services	
*	Out-of-Area Job Search Assistance	VR
*	Outreach	VR
	Paid Internships/Work Experience	
	Performance Info of Training Providers	
*	Referrals & Coordination	VR
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	Substance Abuse Remediation	
*	Supportive Services (childcare/child support/SNAP/TANF/earned income credit)	VR
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Other/Notes:
utility assistance as a support service
transportation as a support service

Section 4 Shared Funding of Infrastructure

Per the US Department of Labor Employment and Training Administration:

> "The specific requirements for the local funding agreements, which are related to how the shared and infrastructure costs of the one-stop 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 the purposes of PY 2016. However, the local funding agreements must satisfy the requirements of section 121(h) of WIOA for the 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 within six months of the original signing date of this MOU to identify the non-personnel costs of operating each Comprehensive One-Stop Center at which the Division of Workforce Development (DWD), WIOA-funded staff and Partner Agency staff are located and/or delivering services. The finalized funding plan will require re-signing of the MOU.

Currently, Job Center costs associated with the integrated service delivery model are shared among partners located in each Job Center based on a ratio of DWD staff to WIOA staff. For other Partner staff located in a Job Center, costs are shared based on square footage designated to that agency and a portion of the common areas.

Section 5 Shared Funding of Services

All Job Center costs will be allocated to the program receiving the benefit, whenever possible. Any costs associated to the integrated service delivery model that cannot be directly charged will be allocated to WIOA Adult/WIOA Dislocated Worker funding based on the proportionate share of customers accessing services in the Job Center. This data is collected at the beginning of each calendar quarter and used to allocate costs for the remaining calendar quarter.

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Name -printed	Suzanne Richards
Title	Executive Director
Date	June 1, 2016
Signature	Suzanne Richards

Organization	Missouri Division of Vocational Rehabilitation
Name -printed	Laura Wallen
Title	District Supervisor
Date	6/1/2016
Signature	LWallen

Organization	Missouri Division of Vocational Rehabilitation
Name -printed	Raymond E. Drake
Title	District Supervisor
Date	6-3-16
Signature	Raymond E Drake

Organization	
Name -printed	
Title	
Date	
Signature	

Organization	
Name -printed	
Title	
Date	
Signature	

Organization	
Name -printed	
Title	
Date	
Signature	

MEMORANDUM of UNDERSTANDING

WEST CENTRAL REGION
WORKFORCE DEVELOPMENT BOARD of WESTERN MISSOURI, Inc.
MISSOURI JOB CENTERS

And

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)
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Section 2 Strategic Vision

The West Central Region partners are in agreement with the tenets of the Workforce Innovation and Opportunity Act:

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✳	Job Search & Placement	
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	Transportation Assistance	
	Tutoring/Study Skills	
	Unpaid Internships/Work Experience	
	Utility Assistance	
	Veteran's Transition	
	Workforce & Labor Market Information	
✳	Workforce Preparation Activities	

	Workforce System Performance	
	WorkKeys/NCRC Remediation & Testing	
	Workshops	

Other/Notes: ALL SERVICES PD FOR BY TITLE V OAA

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Per the US Department of Labor Employment and Training Administration:

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Partners commit to assist the One-Stop Operator in each Missouri Job Center in developing and maintaining a local resource guide of each partner agency's available services. The guide will be shared with each partner and staff will be trained on its use.

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As partners, respect and trust of one another as we serve mutual customers will be expected. Further, we agree that management and staff will strive for high quality standards of service on behalf of customers, employees, and partners of the system. In the event disagreements arise, the proper chain of command will be followed and the staff member's employer of record will be called upon to help resolve issues. The formal Complaint and Grievance policy will be used if resolution is not reached.

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Section 8 One-Stop Delivery System Performance Criteria

As partners, we agree that the One-Stop Delivery System will strive to achieve these standards of quality service:

1. All customers will receive prompt and courteous service from the staff.
2. All customers will receive services designed to assist them in achieving their educational and/or 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 outcomes for their customers.

5. All partners will deliver high-quality services through the Missouri Job Centers.

Section 9 Governance of the One-Stop Delivery System

The ultimate accountability and responsibility for the One-Stop System organizational processes, services, and accomplishments will rest with the Workforce Development Board (WDB), the One-Stop Operator, and the Partners. The WDB is an appointed body representing business and industry along with core partners serving a 14-county region in mid-Missouri.

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

1. Develop and execute Memorandum(s) 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 a local strategic plan (made accessible to public on website: skillupmissouri.org) including policies, standards and operational priorities for the local area; update said plan as required by the Division of Workforce Development and Department of Labor.
4. Competitively procure the One-Stop Operator and lead certification process of Job Centers in the region.
5. Conduct oversight of the local One-Stop delivery system, including all Adult, Dislocated Worker and Youth activities, jointly or on behalf of the Chief Elected Officials.
6. Recommend grants or contracts for program activities, as appropriate.
7. Support coordination of workforce investment activities with economic development strategies and other employer linkages.
8. Oversee marketing efforts and public relations conducted on behalf of the One-Stop Delivery System through the Missouri Job Centers.

Responsibilities of the One-Stop Operator include, but are not limited to:

1. Promote inclusion of partners and integration of services. Consistent with the principles of universal access, customer choice, increased accountability and strong private sector involvement, the One-Stop Operator will also advance quality improvement methods, customer satisfaction measures and staff development.
2. Examine the organization's processes of developing strategic objectives, as well as creating action plans and related human resource plans to support system direction.
3. Examine how the system determines customer/market requirements; expectations and preferences.
4. Examine the performance management system and how the system analyzes performance data and trends.
5. Examine how the system engages job seekers to develop and utilize their full potential in alignment with their goals and the system's objectives.
6. Examine key aspects of process management, including customer-focused design of products and service delivery involving all partners.
7. Develop and maintain local resource directory.
8. Examine the system's performance and improvement in business service areas – customer satisfaction, financial and marketplace performance, product and service performance, human resource support, return-on-investment (ROI) for utilizing the Job Center's services and evidence of repeat business from area employers.

Responsibilities of the One-Stop Partners (to the extent allowed within their own agency policies) include, but are not limited to:

1. Provide access to programs and services through the One-Stop Delivery System.
2. Support development and implementation of one-stop policies and processes as well as an integrated, customer-centered service delivery design.
3. Share customers and infrastructure costs, as applicable.
4. Coordinate the availability of 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 coordinate range of customer services to ensure the needs of employers, jobseekers, workers, youth, and individuals with barriers to employment are met, including individuals with disabilities.
7. Assist in development of local resource directory.
8. Share performance data on mutual customers.
9. Coordinate outreach and job development activities.

Section 10 Duration and Modification

The parties agree that the terms of this Memorandum of Understanding becomes effective July 1, 2016 and will continue in effect until June 30, 2019 or such time as any party will modify, extend, or terminate this MOU. The MOU 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, CEOs, or one-stop infrastructure funding.

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Section 12 Signatures

By signature hereto, the West Central Region Workforce Development One-Stop Partners agree to abide by the terms and conditions set forth in this Memorandum of Understanding.

Organization	Chief Elected Official, West Central Workforce Area
Name -printed	Tony McCollum
Title	Presiding Commissioner – Chariton County
Date	6-27-2016
Signature	Tony McCollum

Organization	Workforce Development Board of Western Missouri, Inc.
Name -printed	Cosslett Moore – (General Manager/Flextech Industries)
Title	Chairperson
Date	June 22, 2016
Signature	Cosslett Moore

Organization	Workforce Development Board of Western Missouri, Inc.
Name -printed	Suzanne Richards
Title	Executive Director
Date	6/29/2016
Signature	Suzanne Richards

Organization	Experience Works, Inc. (Senior Community Service Program)
Name -printed	Diane Chambers
Title	State Director
Date	6-3-16
Signature	Diane Chambers

Organization	
Name -printed	
Title	
Date	
Signature	

Organization	
Name -printed	
Title	
Date	
Signature	

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MEMORANDUM of UNDERSTANDING

WEST CENTRAL REGION
WORKFORCE DEVELOPMENT BOARD of WESTERN MISSOURI, Inc.
MISSOURI JOB CENTERS

And

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)
ONE-STOP PARTNERS

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This MOU is entered into in the spirit of cooperation and collaboration intended in WIOA between the West Central Region Workforce Development Board of Western Missouri, Inc., hereafter referred to as "the WDB" and the One-Stop Delivery System signatory partners, hereafter referred to as "the Partners".

"One-Stop" refers to the concept that employers and jobseekers should be able to access essential programs and services at one physical location in an area. The integrated system of service delivery will be provided through three (3) comprehensive sites, called Missouri Job Centers, located in Sedalia, Clinton, and Nevada. Individualized agreements with partners will address the roles played and contributions made to support the region's service delivery strategy and how they supplement and enhance customer access to services.

During regular business hours and work days, "access" may be accomplished by:

- Having staff physically present;
- Having partner program staff physically present at a Job Center appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or
- Providing direct linkage through technology to program staffers who can provide meaningful information or services. (Direct linkage means direct connection at the Job Center, within reasonable time, by phone or through real-time Web-based communication to a staff member who can provide program information or services to the customer).

It is understood that the proposed rules stipulate that simply handing out a phone number, brochure or website address is insufficient. Partners will work together to address the most effective and efficient means of providing access to customers in each Job Center.

The MOU Partners include:

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*	Career Planning	
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WORKFORCE DEVELOPMENT BOARD of WESTERN MISSOURI, Inc.
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4. Wagner-Peyser labor exchange/employment services
5. Adult Education and Literacy (AEL)(Title II)
6. Vocational Rehabilitation (VR)
7. The Senior Community Service Program
8. Perkins Career and Technical Education
9. Trade Adjustment Assistance
10. Veterans Programs
11. Community Services Block Grant Activities
12. U.S. Department of Housing and Urban Development employment and training activities
13. State Unemployment Compensation Law activities
14. Reintegration programs for eligible offenders
15. Temporary Assistance for Needy Families (TANF)
16. Supplemental Nutrition and Assistance Program (SNAP) employment and training programs

Section 2 Strategic Vision

The West Central Region partners are in agreement with the tenets of the Workforce Innovation and Opportunity Act:

- To expand access to employment, education, training, and support services for people with barriers to employment;
- To coordinate workforce investment, education, and economic development efforts among multiple agencies;
- To enhance the labor-market relevance of workforce investment, education, and economic development, providing workers with skills and credentials and providing employers with a skilled workforce;
- To improve the structure of, and delivery of, services through the workforce development system;
- To boost the prosperity of workers and employers, the economic growth of communities, regions, and states, and overall U.S. global competitiveness;
- To increase the employment, retention, and earnings of system participants, and to fulfill their attainment of postsecondary credentials, with the aim of improving workforce quality, reducing welfare dependency, increasing economic self-sufficiency, and meeting the skill requirements of employers.

Section 3 Services to be Provided

The partners of the West Central Region collectively provide the services listed below. The organization noted agrees to assist in delivery of those services marked with an asterisk (*).

*	Service	Revenue Source
	Apprenticeships	
	Pre-Apprenticeship Training	
*	Assessments/Diagnostic Testing/Evaluation	NCRC, Industry Recognized
*	Assistance in Filing for Financial Aid (Ed.& Trng.)	

*	Career Planning	
*	Classroom Occupational Skills Training	
	Clothing	
*	Cost Information of Training Providers	
	Dental Assistance	
	Digital Literacy	
*	Disability Resources (VRE)	
	Drop-Out Prevention	
	Eligibility Determination	
	English Language Acquisition	
*	Entrepreneurial Training (Business Class)	
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	Workforce System Performance	
*	WorkKeys/NCRC Remediation & Testing	
	Workshops	

Other/Notes:
Funding all comes from local dollars

Section 4 Shared Funding of Infrastructure

Per the US Department of Labor Employment and Training Administration:

> "The specific requirements for the local funding agreements, which are related to how the shared and infrastructure costs of the one-stop 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 the purposes of PY 2016. However, the local funding agreements must satisfy the requirements of section 121(h) of WIOA for the 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 within six months of the original signing date of this MOU to identify the non-personnel costs of operating each Comprehensive One-Stop Center at which the Division of Workforce Development (DWD), WIOA-funded staff and Partner Agency staff are located and/or delivering services. The finalized funding plan will require re-signing of the MOU.

Currently, Job Center costs associated with the integrated service delivery model are shared among partners located in each Job Center based on a ratio of DWD staff to WIOA staff. For other Partner staff located in a Job Center, costs are shared based on square footage designated to that agency and a portion of the common areas.

Section 5 Shared Funding of Services

All Job Center costs will be allocated to the program receiving the benefit, whenever possible. Any costs associated to the integrated service delivery model that cannot be directly charged will be allocated to WIOA Adult/WIOA Dislocated Worker funding based on the proportionate share of customers accessing services in the Job Center. This data is collected at the beginning of each calendar quarter and used to allocate costs for the remaining calendar quarter.

Section 6 Systematic Referral Process for Job Center Customers

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

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Title	Executive Director
Date	6/29/16
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Organization	Nevada Technical Center (Perkins Career and Technical Education)
Name -printed	Dr. Phillip Witt
Title	Director
Date	6/13/2016
Signature	Phillip Witt

Organization	
Name -printed	
Title	
Date	
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9. Trade Adjustment Assistance
10. Veterans Programs
11. Community Services Block Grant Activities
12. U.S. Department of Housing and Urban Development employment and training activities
13. State Unemployment Compensation Law activities
14. Reintegration programs for eligible offenders
15. Temporary Assistance for Needy Families (TANF)
16. Supplemental Nutrition and Assistance Program (SNAP) employment and training programs

Section 2 Strategic Vision

The West Central Region partners are in agreement with the tenets of the Workforce Innovation and Opportunity Act:

- To expand access to employment, education, training, and support services for people with barriers to employment;
- To coordinate workforce investment, education, and economic development efforts among multiple agencies;
- To enhance the labor-market relevance of workforce investment, education, and economic development, providing workers with skills and credentials and providing employers with a skilled workforce;
- To improve the structure of, and delivery of, services through the workforce development system;
- To boost the prosperity of workers and employers, the economic growth of communities, regions, and states, and overall U.S. global competitiveness;
- To increase the employment, retention, and earnings of system participants, and to fulfill their attainment of postsecondary credentials, with the aim of improving workforce quality, reducing welfare dependency, increasing economic self-sufficiency, and meeting the skill requirements of employers.

Section 3 Services to be Provided

The partners of the West Central Region collectively provide the services listed below. The organization noted agrees to assist in delivery of those services marked with an asterisk (*).

*	Service	Revenue Source
	Apprenticeships	
	Pre-Apprenticeship Training	
*	Assessments/Diagnostic Testing/Evaluation	Student pay
*	Assistance in Filing for Financial Aid (Ed.& Trng.)	

*	Career Planning	
*	Classroom Occupational Skills Training	
	Clothing	
*	Cost Information of Training Providers	
	Dental Assistance	
	Digital Literacy	
*	Disability Resources	
*	Drop-Out Prevention	
*	Eligibility Determination	
	English Language Acquisition	
	Entrepreneurial Training	
	Ex-Offender/Re-Entry Transition	
	Financial Literacy	
*	Follow-Up Services (~~post 12 months~~) 180 days	
	Food/Nutrition	
	Group Counseling	
	Individual Counseling	
	Healthcare Assistance	
	Housing Assistance	
	Individual Employment Plan	
	Information on Filing Unemployment Claims	
*	Initial Assessment (Skills/Aptitudes/Lit./Num./English Proficiency)	student pay
	Instruction for High School Equivalency	
	Job Search & Placement	
*	Leadership Development	
	Mental Health Assistance/Counseling	
	Mentoring	
	On-the-Job Training	
*	Orientation to Services	
	Out-of-Area Job Search Assistance	
*	Outreach	
*	Paid Internships/Work Experience	paid by employer
*	Performance Info of Training Providers	
*	Referrals & Coordination	
	Relocation Assistance	
*	Short-term Pre-Vocational Services	TEAS Review
	Substance Abuse Remediation	
	Supportive Services (childcare/child support/SNAP/TANF/earned income credit)	
	Temporary Housing	
	Transportation Assistance	
*	Tutoring/Study Skills	
*	Unpaid Internships/Work Experience	
	Utility Assistance	
	Veteran's Transition	
*	Workforce & Labor Market Information	
*	Workforce Preparation Activities	

	Workforce System Performance	
	WorkKeys/NCRC Remediation & Testing	
*	Workshops	Student PD

Other/Notes: Perkins, Local / Tuition

Section 4 Shared Funding of Infrastructure

Per the US Department of Labor Employment and Training Administration:

> "The specific requirements for the local funding agreements, which are related to how the shared and infrastructure costs of the one-stop 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 the purposes of PY 2016. However, the local funding agreements must satisfy the requirements of section 121(h) of WIOA for the 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 within six months of the original signing date of this MOU to identify the non-personnel costs of operating each Comprehensive One-Stop Center at which the Division of Workforce Development (DWD), WIOA-funded staff and Partner Agency staff are located and/or delivering services. The finalized funding plan will require re-signing of the MOU.

Currently, Job Center costs associated with the integrated service delivery model are shared among partners located in each Job Center based on a ratio of DWD staff to WIOA staff. For other Partner staff located in a Job Center, costs are shared based on square footage designated to that agency and a portion of the common areas.

Section 5 Shared Funding of Services

All Job Center costs will be allocated to the program receiving the benefit, whenever possible. Any costs associated to the integrated service delivery model that cannot be directly charged will be allocated to WIOA Adult/WIOA Dislocated Worker funding based on the proportionate share of customers accessing services in the Job Center. This data is collected at the beginning of each calendar quarter and used to allocate costs for the remaining calendar quarter.

Section 6 Systematic Referral Process for Job Center Customers

Referrals do not imply automatic eligibility. The result of a referral is dependent on the eligibility determination by each partner based on their unique program guidelines and fund availability. The partners agree to conduct referrals 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 to the receiving organization (via fax or email). The form will also include the date of the referral and the reason for the referral.
2. The organization receiving the referral will make a good faith effort to contact the customer within 3 business days of the date on the referral form.
3. The receiving organization will schedule an appointment with the customer within 10 business days of the date on the referral form and confirm such with the referring organization.

This information will be tracked and used to measure referral activity and success rates for co-enrollment and alignment of services.

Partners commit to assist the One-Stop Operator in each Missouri Job Center in developing and maintaining a local resource guide of each partner agency's available services. The guide will be shared with each partner and staff will be trained on its use.

Section 7 Human Resources Management

As partners, respect and trust of one another as we serve mutual customers will be expected. Further, we agree that management and staff will strive for high quality standards of service on behalf of customers, employees, and partners of the system. In the event disagreements arise, the proper chain of command will be followed and the staff member's employer of record will be called upon to help resolve issues. The formal Complaint and Grievance policy will be used if resolution is not reached.

All partners will agree that exchanged information will remain private and confidential in accordance with the existing confidentiality requirements of each partner program. All Job Center staff and management will follow policy set forth by the Division of Workforce Development and the policy of the WDB, as applicable. Authorized staff will receive training and sign the confidentiality statement. Correspondence sent by email and fax will adhere to the confidentiality statement as set forth in DWD Issuance 01-2008, Change 2 or subsequent guidance. (see https://jobs.mo.gov/sites/jobs/files/workforce-development-system-confidentiality-information_dwd_issuance2008-01_c2_rev2011-09-15.pdf).

Section 8 One-Stop Delivery System Performance Criteria

As partners, we agree that the One-Stop Delivery System will strive to achieve these standards of quality service:

1. All customers will receive prompt and courteous service from the staff.
2. All customers will receive services designed to assist them in achieving their educational and/or 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 outcomes for their customers.

5. All partners will deliver high-quality services through the Missouri Job Centers.

Section 9 Governance of the One-Stop Delivery System

The ultimate accountability and responsibility for the One-Stop System organizational processes, services, and accomplishments will rest with the Workforce Development Board (WDB), the One-Stop Operator, and the Partners. The WDB is an appointed body representing business and industry along with core partners serving a 14-county region in mid-Missouri.

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

1. Develop and execute Memorandum(s) 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 a local strategic plan (made accessible to public on website: skillupmissouri.org) including policies, standards and operational priorities for the local area; update said plan as required by the Division of Workforce Development and Department of Labor.
4. Competitively procure the One-Stop Operator and lead certification process of Job Centers in the region.
5. Conduct oversight of the local One-Stop delivery system, including all Adult, Dislocated Worker and Youth activities, jointly or on behalf of the Chief Elected Officials.
6. Recommend grants or contracts for program activities, as appropriate.
7. Support coordination of workforce investment activities with economic development strategies and other employer linkages.
8. Oversee marketing efforts and public relations conducted on behalf of the One-Stop Delivery System through the Missouri Job Centers.

Responsibilities of the One-Stop Operator include, but are not limited to:

1. Promote inclusion of partners and integration of services. Consistent with the principles of universal access, customer choice, increased accountability and strong private sector involvement, the One-Stop Operator will also advance quality improvement methods, customer satisfaction measures and staff development.
2. Examine the organization's processes of developing strategic objectives, as well as creating action plans and related human resource plans to support system direction.
3. Examine how the system determines customer/market requirements; expectations and preferences.
4. Examine the performance management system and how the system analyzes performance data and trends.
5. Examine how the system engages job seekers to develop and utilize their full potential in alignment with their goals and the system's objectives.
6. Examine key aspects of process management, including customer-focused design of products and service delivery involving all partners.
7. Develop and maintain local resource directory.
8. Examine the system's performance and improvement in business service areas – customer satisfaction, financial and marketplace performance, product and service performance, human resource support, return-on-investment (ROI) for utilizing the Job Center's services and evidence of repeat business from area employers.

Responsibilities of the One-Stop Partners (to the extent allowed within their own agency policies) include, but are not limited to:

1. Provide access to programs and services through the One-Stop Delivery System.
2. Support development and implementation of one-stop policies and processes as well as an integrated, customer-centered service delivery design.
3. Share customers and infrastructure costs, as applicable.
4. Coordinate the availability of 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 coordinate range of customer services to ensure the needs of employers, jobseekers, workers, youth, and individuals with barriers to employment are met, including individuals with disabilities.
7. Assist in development of local resource directory.
8. Share performance data on mutual customers.
9. Coordinate outreach and job development activities.

Section 10 Duration and Modification

The parties agree that the terms of this Memorandum of Understanding becomes effective July 1, 2016 and will continue in effect until June 30, 2019 or such time as any party will modify, extend, or terminate this MOU. The MOU 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, CEOs, or one-stop infrastructure funding.

Requests for modifications to the MOU must be made in writing to the WDB at least 30 days prior to the effective date of the requested change.

Section 11 Termination

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

Section 12 Signatures

By signature hereto, the West Central Region Workforce Development One-Stop Partners agree to abide by the terms and conditions set forth in this Memorandum of Understanding.

Organization	Chief Elected Official, West Central Workforce Area
Name -printed	Tony McCollum
Title	Presiding Commissioner – Chariton County
Date	2-27-16
Signature	Tony McCollum

Organization	Workforce Development Board of Western Missouri, Inc.
Name -printed	Cosslett Moore – (General Manager/Flextech Industries)
Title	Chairperson
Date	June 22, 2016
Signature	Cosslett Moore

Organization	Workforce Development Board of Western Missouri, Inc.
Name -printed	Suzanne Richards
Title	Executive Director
Date	6/29/2016
Signature	Suzanne Richards

Organization	Lex La Ray Technical Center (Perkins Career and Technical Education)
Name -printed	Sarrah Morgan
Title	Director
Date	6/2/16
Signature	Sarrah Morgan

Organization	
Name -printed	
Title	
Date	
Signature	

Organization	
Name -printed	
Title	
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