

Memorandum of Understanding for the One-Stop Delivery System

South Central Workforce Investment Board (Local Area)

Introduction

This Memorandum of Understanding (MOU) establishes the approach of cooperation and collaboration through the South Central Workforce Investment Board (SCWIB) and the One-Stop Delivery System partners hereafter named. The partners will use their various funding streams and resources to serve our mutual customers, both job seekers and employers, through an integrated system of service delivery operated at the West Plains comprehensive site and Poplar Bluff affiliate site. The Chair of the CLEOs for our region is the Honorable Ralph Riggs, Howell County Presiding Commissioner. The South Central Workforce Investment Board serves as the fiscal agent, One Stop Operator and service provider for the WIOA Adult, Dislocated Worker and Youth Programs.

The purpose of the Missouri Job Center is to advance the economic well-being of the local workforce development area (SCWIB) by developing and maintaining a quality workforce. The centers serve as focal points for local and regional workforce-innovation initiatives. Achieving this has required the continued delivery of high-quality and integrated workforce innovation, education, and economic development services for job seekers, incumbent workers, and employers.

This MOU supports the vision and commitment of the SCWIB and required partners to establish and maintain high-quality workforce development systems and centers that will provide programs participants the ability to move along their chosen career pathway, leading to high paying jobs in growing sectors of the economy that offer long-term opportunities for stable employment and ultimately assist businesses in Missouri to be competitive in a global economy.

The Partners have adopted the vision of the SCWIB: “To improve the quality of life throughout our communities by providing job seekers with marketable skills to enter the workforce and to help businesses find workers with the skills they need to be successful”. The South Central Region has customized the State Workforce Board’s vision so that our region aligns with the Governor’s vision for the current state plan. Our vision statement mirrors the state board’s vision statement as well as Governor Parsons’s vision: “Missouri’s WIOA partners will build an integrated demand driven workforce system that leads to self-sufficiency”. These visions complement one another, in that they both support partnerships and maintain a growing economy. We must continue a course forward; skilling-up the pipeline of the future workforce. The SCWIB will work toward achieving our vision using these principles as guideposts for policy development and program service delivery. Each partner will use its resources to support the following principles.

- Business Demand Driven Orientation through a sector strategy framework
- Strong Partnerships with Business at All Levels
- Career Pathways to Jobs of Today and Tomorrow
- Integrated Service Delivery
- Access and Opportunity for all Populations
- Cross-agency Collaboration and Alignment for developing or promoting career pathways and industry recognized stackable credentials
- Clear Metrics for Progress and Success and Focus on Continuous Improvement and Innovation

The South Central Workforce Investment Board (SCWIB) and partners will build a system that will:

- Facilitate engagement of employers in workforce development programs, including small employers and employers in in-demand industry sectors and occupations;

- Support a local workforce development system that meets the needs of businesses in the local area;
- Better coordinate workforce development programs and economic development;
- Strengthen linkages between the one-stop delivery system and unemployment insurance programs;
- Promote entrepreneurial skills training and microenterprise services; and
- Implement initiatives such as incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies designed to meet the needs of regional employers.

GOALS:

The goals for engaging employers and preparing an educated skilled workforce in the South Central Region are to:

- Implement a market driven approach;
- Provide a strong linkage to economic development projects
- Strengthen and build upon our community partnerships;
- Improve outreach and community awareness, to meet the needs of both employers and job seekers; and
- Engage more employers in OJT and Apprenticeship programs in the South Central Region.

Missouri Job Center – West Plains
 309 Washington Ave., Suite 100
 West Plains, MO 65775
 Phone: 417-256-3158

Affiliate Missouri Job Center – Poplar Bluff
 2080 Three Rivers Blvd
 Poplar Bluff, MO 63901
 Phone: 573-840-9595

MOU – Required Parts:

1. Description of services to be provided through the one-stop delivery system, including the manner in which the services will be coordinated and delivered through the system. (20 CFR 678.500(b)(1))
 - a. Include referral method (20 CFR 678.500(b)(3)). Referral must be provided by direct linkage.

Direct Linkage means: providing direct connection for the service within a reasonable tie period or through real-time phone or Web-based communication to staff who can provide program information or services to the customer. A direct linkage does not include providing a phone number or computer Website that can be used at an individual’s home; providing information, pamphlets or materials; or making arrangements for the customer to receive services at a later time or on a different date.

See attached Spreadsheet, Tab 1

2. Funding agreement (20 CFR 678.500(b)(2))
 - a. Infrastructure costs (20 CFR 678.500(b)(2)(i))
 - b. Shared services (20 CFR 678.500(b)(2)(ii))

The SCWIB works closely with agencies and other community entities to meet employer and job seeker needs. The SCWIB and partner agencies were engaged in active MOU discussions via in-person meetings and electronically to negotiate

the MOU. All partners participated in the development of the MOU and an agreement was reached by all partners.

See attached spreadsheet, Tab 2

3. Description of how the one-stop delivery system will meet the needs of those with barriers to employment and/or disabilities (20 CFR 678.500(b)(4))

The West Plains One-Stop Center and the Poplar Bluff Affiliate Job Center provides physical and programmatic accessibility to ensure that individuals with disabilities and limited English proficiency customers have the same access to one-stop programs, services and benefits that are provided to all job center customers.

Notices and communications in alternate languages and format, interpreter services, assistive technology equipment, and other reasonable accommodations may be requested by anyone utilizing the Job Centers. The Job Centers are certified to be physically accessible every three years by an independent accessibility audit organization. Communication mechanisms within the job centers ensure that individuals with disabilities are receiving the same information as effectively as any other customer. The availability of auxiliary aids and services allow customers with visual, hearing, physical, and cognitive disabilities the communication access to products and services.

Assistive Technology equipment in each job center includes Microsoft software accessibility tools, amplifier for telephone, Relay 711 service, hands-free speaker phone, 19"-21" large monitor, screen reader software (Window Eyes), screen magnification software (Zoom Text), Trackball, alternative keyboard, height adjustable table, tape recorder, electronic CCTV magnifier, and Portable Assistive Listening Device (FM System). Sign language interpreter services may be provided to individuals upon request to enhance communication with hearing impaired individuals.

4. Duration of MOU and Amendment Procedures (20 CFR 678.500(b)(5))

Duration

The parties agree that the terms of this MOU, as a whole, will take effect as of July 1, 2024, and will continue in effect until June 30, 2026, or such time as any party will modify, extend, or terminate this MOU in writing. This document will be renewed no less than every two (2) years.

The terms of the shared funding of infrastructure costs agreed to in Section IV. will take effect as of July 1, 2024, and will continue in effect until June 30, 2026, or such time as any party will modify, extend, or terminate that subpart of this agreement. This MOU is subject to periodic review, and if substantive changes occur, all parties will be notified. .

Amendment Process

Amendments to the MOU may be made upon consensus of all parties at least 30 days prior to the effective date of the change. All partners will be notified electronically of any pending amendments. The MOU shall be amended when the partners agree to the amendment. Amendments must be signed by the appropriate partners and attached to the original agreement.

Any party to this agreement may cease participation in the agreement. Any party that intends to cease participation must notify the other parties to the agreement at least 30 days prior to the effective withdraw date. Disputes will be addressed by referencing the WIOA law and

regulations. The MOU will reflect the most recent date as amendments are approved, if applicable.

5. Assurances (20 CFR 678.500(b)(6))

The SCWIB assures that this MOU will be reviewed, and if substantial changes have occurred, renewed, not less than once every two-years to ensure appropriate funding and delivery of services.

6. Appeal Process (20 CFR 678.750)

If OWD must impose a State infrastructure cost-allocation mechanism, and upon receipt of the specific terms in it, any Local WDB or One-Stop required Partner may appeal, individually and for cause, the specific allocation imposed upon it within 21 calendar days. The appeal must be in writing (electronic or hardcopy) and make specific reference to that portion of cash, non-cash, or third-party in-kind contributions which the mechanism requires that Local WDB or Partner provide.

To be officially received, an appeal must fully contain and evidence the following:

- Addressed to the attention of the Director of the Office of Workforce Development.
- An introduction identifying the appellant (identify the name of the LWDA and the name of the Local WDB, and the name of the appellant if it is a required Partner). The letter must clearly declare that it is a formal appeal.
- Full citations from WIOA or the WIOA Final Rules in Title 29 (or Title 34) of the Code of Federal Regulations that support the appeal.
- Identify the basis for the appeal. WIOA stipulates that a determination to apply a State funding mechanism may be appealed only if the determination is inconsistent with the requirements of WIOA sec. 121(h)(2)(E). The Final Rule at 20 CFR 678.750 further limits grounds for an appeal to three possibilities. The petitioner must make a case that the State's determination was not consistent with:
 - the proportionate-share requirements in 20 CFR 678.737, or
 - the cost-contribution limitations in 20 CFR 678.730(c),1 or
 - the cost-contribution caps in 20 CFR 678.738.
- The letter must be signed (electronic signature is acceptable) and dated.

The State will acknowledge the appeal and return a determination from OWD under the designated authority of the Governor as quickly as feasible. Until the appeals process is completed, the appellant will remain liable for its contribution as originally determined in the State funding mechanism. If the appeal to the State using the process described in 20 CFR 678.750 is successful, it will result in a change to the appellant's infrastructure-cost contributions. Consequently, the Local WDB must update the MOU, annotate it accordingly to reflect the final version of One-Stop Partner infrastructure-cost contributions and distribute the updated version to all signatories.

PARTIES TO THE MOU:

South Central Workforce Investment Board CLEO, The Honorable Ralph Riggs
South Central Workforce Investment Board Former CLEO, The Honorable Jesse Roy
South Central Workforce Investment Board Chair, Becky Brooks
South Central Workforce Investment Board Executive Director, Jody James

REQUIRED PARTNERS AS PARTIES TO THE MOU:

JOB CENTER PARTNERS PHYSICALLY LOCATED AT THE ONE-STOP JOB CENTER UNLESS INDICATED BY ***			
PROGRAM	JOB CENTER SERVICES	POPLAR BLUFF JOB CENTER PARTNER	WEST PLAINS JOB CENTER PARTNER
WIOA Title I Adult, Dislocated Worker, Youth	WIOA provides programs and activities that support job training and related services to unemployed and underemployed individuals. WIOA's programs provide job search, education, and training activities for individuals seeking to gain or improve their employment prospects through a One-Stop delivery system.	Amber Herren 2080 Three Rivers Blvd. Crisp Technology Center Poplar Bluff, MO 63901 Phone: 573-840-9595	Amber Herren 309 Washington Ave., Suite 100 West Plains, MO 65775 Phone: 417-256-3158
WIOA Title II Adult Education and Literacy (AEL)	AEL program provides assistance that helps adults and youth get the basic skills they need to be productive workers. AEL provides remediation/preparation for the HiSet testing and provides training for English as a Second Language (ESL).	Joan Wright*** Melton Hall, Room 103 167 Garfield Avenue West Plains, MO 65775 Phone: 417-255-7744 joanwright@missouristate.edu	Joan Wright*** Melton Hall, Room 103 167 Garfield Avenue West Plains, MO 65775 Phone: 417-255-7744 joanwright@missouristate.edu
WIOA Title III Wagner-Peyser; Trade Adjustment Assistance Program (TAA); Veteran Services/Migrant Seasonal Farm Workers – Office of Workforce Development (OWD)	Wagner-Peyser is also known as Employment Services (ES) focuses on providing a variety of services including job search assistance, job referrals, and placement assistance for job seekers. Additionally, re-employment services are available for unemployment insurance claimants, as well as recruitment services to employers with job openings. Services are delivered in one of the three modes including self-service, facilitated self-help services and staff assisted service delivery approaches. TAA is a federal program that provides aid to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased imports.	Jennifer Taylor 2080 Three Rivers Blvd. Crisp Technology Center Poplar Bluff, MO 63901 Phone: 573-840-9595 Jennifer.Taylor@dhewd.mo.gov	Heather Wolfe Washington Ave., Suite 100 West Plains, MO 65775 Phone: 417-256-3158 Heather.Wolfe@dhewd.mo.gov

	Veteran Services include Priority of Service, Missouri Heroes Connect, Employer Support of the Guard and Reserve, and GI Jobs.		
WIOA Title IV Vocational Rehabilitation (VR)	VR provides workforce development activities to assist youth and adults with disabilities to prepare for, enter into, engage in, advance in, or retain competitive integrated employment. VR works closely with the Job Center staff to provide and braid services to eligible individuals with disabilities.	Robin Thomas*** 3417 Division Dr, Suite 2 West Plains, MO 65775 Phone: 417-256-8294 Robin.Thomas@vr.dese.mo.gov	Jennifer Holzbauer*** 3102 Blattner Dr., Suite 103 Cape Girardeau, MO 63701 Phone: 573-840-9550 Jennifer.Holzbauer@vr.dese.mo.gov
Rehabilitation Services for the Blind (RSB)	RSB helps eligible blind and visually impaired persons achieve personal and employment success. Services are provided with the belief that with the right training and resources each blind or visually impaired person will be able to achieve this goal.	Keith Roderick*** Broadway State Office Building 615 Howerton Court Jefferson City, MO 65102 Phone: 573-751-4815 Keith.A.Roderick@dss.mo.gov	Keith Roderick*** Broadway State Office Building 615 Howerton Court Jefferson City, MO 65102 Phone: 573-751-4815 Keith.A.Roderick@dss.mo.gov
Division of Labor Industrial Relations (DOLIR) / Division of Employment Security (DES)	The Division of Employment Security (DES) administers Missouri's Unemployment Insurance (UI) program. UI programs provide partial protection for workers against loss of wages during periods of involuntary unemployment. The benefits paid to insured workers bolster the economy of the state during periods of economic downturns by helping maintain a degree of consumer purchasing power.	Allen Andrews *** Division of Employment Security 421 E Dunklin Street Jefferson City MO 65104 573-751-3215 Allen.Andrews@labor.mo.gov UI programs and activities that fall under the operation of DES include the regular UI program, unemployment compensation for ex-service members, unemployment compensation for federal employees, the Shared Work program, the Reemployment Services Eligibility Assessment program, Disaster Unemployment Assistance and Trade Readjustment Allowances, including Reemployment Trade Adjustment Assistance.	Allen Andrews *** Division of Employment Security 421 E Dunklin Street Jefferson City MO 65104 573-751-3215 Allen.Andrews@labor.mo.gov

	<p>WIOA requires that claimants receive meaningful assistance with filing a claim for unemployment insurance. Meaningful assistance means:</p> <p>To meet the requirement to provide meaningful assistance to UI claimants in need of help filing a UI claim, MJC staff must be familiar with the DES online claims filing system and the rights and responsibilities of UI claimants to the point of being able to help them understand DES publications and correspondence.</p>	<p>Providing assistance on-site using staff persons who are well trained in unemployment insurance claims filings and the rights and responsibilities of UI claimants; or</p> <p>Providing assistance by phone or other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.</p> <p>Additionally, a priority phone line is maintained in each MJC for claimants to speak directly with DES staff with little to no wait.</p>	
<p>Title V Older Americans Act Senior Community Service Employment Program (SCSEP)</p>	<p>SCSEP is a program to help low-income, unemployed individuals age 55+ find work. SCSEP matches eligible older adult with part-time training assignments for non-profit organizations. Participants build skills and self-confidence, while earning a modest income.</p>	<p>Diane Allen*** 1556 Imperial Center West Plains, MO 65775 Phone: 417-255-1580 dallen@mersgoodwill.org</p>	<p>Diane Allen*** 1556 Imperial Center West Plains, MO 65775 Phone: 417-255-1580 dallen@mersgoodwill.org</p>
<p>Carl Perkins Technical Education</p>	<p>Career and technical schools provide both secondary and primary adult services. The career education programs are offered with the purpose of providing youth and adults with programs of high quality, which are realistic in the light of actual or anticipated opportunities for gainful employment.</p>	<p>Dr. Leigh Ann Cornman*** Technical Career Center 3203 Oak Grove Rd. Poplar Bluff, MO 63901 Phone: 573-785-2248 leighanncornman@pb.k12.mo.us</p>	<p>Dr. Josh Cotter*** Southern Missouri Technical Institute 409 West Thornburgh West Plains, MO 65775 Phone: 417-256-6152 Josh.Cotter@sccwcp.org</p>
<p>Job Corps</p>	<p>Job Corps is a no-cost education and career technical training program to help young people ages 16-24 improve the quality of their lives through career technical and academic training. Job Corps teaches eligible young people the skills</p>	<p>Myesha Prater Job Corps 2080 Three Rivers Blvd. Crisp Technology Center Poplar Bluff, MO 63901 Phone: 573-840-9595</p>	

	they need to become employable and independent and place them in meaningful jobs or further education.		
Native American Programs	N/A	N/A	N/A
NFJP/ United Migrant Opportunity Services (UMOS)	UMOS provides information on adult and youth programs, housing assistance, and farm workers' forums. The term "migrant farmworker" includes people working temporarily or seasonally in farm fields, orchards, canneries, plant nurseries, fish/seafood packing plants, and more. Guest workers who temporarily live in the US through the federal H2A program to work on farms are also migrant farmworkers.	Jeri Cochran*** United Migrant Opportunity Serv. 812 A Lester Street Kennett, MO 63857 Phone: 417-313-8052 Jeri.cochran@umos.org	Jeri Cochran*** United Migrant Opportunity Serv. 812 A Lester Street Kennett, MO 63857 Phone: 417-313-8052 Jeri.cochran@umos.org
Youth Build	N/A	N/A	N/A
Community Services Block Grant	CSBG programs are administered through our two community action agencies. The programs are designed to combat poverty and provide economic opportunities. The agencies provide assistance to economically disadvantaged individuals and families to reach their highest possible level of success. They offer family intake, assessment and referral, community outreach, emergency assistance, family support and self-help programs.	Ann Smith*** South Central Missouri Community Action Agency PO Box 6 Winona, MO 65588 Phone: 573-325-4255 atsmith@scmcaa.org	Terry Sanders*** Ozark Action Inc. 710 West Main Street West Plains, MO 65775 Phone: 417-256-6147 tsanders@oaiwp.org
US Department of Housing and Urban Development Employment and Training Activities	N/A	N/A	N/A
Second Chance	N/A	N/A	N/A
Temporary Assistance for Needy Families/JOBS (TANF)	TANF programs provide benefits to families in need with both financial assistance and work opportunities, assisting the family to become self-sufficient. It provides	Deanne Stubblefield*** MERS/Goodwill Missouri Work Assistance Program 2233 N Westwood Blvd. Poplar Bluff, MO 63901 Phone: 573-840-9595	Deann Stubblefield*** MERS/Goodwill Missouri Work Assistance Program 1556 Imperial Center West Plains, MO 65775 Phone: 417-256-6158

	temporary cash benefits and supportive services to the neediest of children and their families in Missouri.		
Supplemental Nutrition Assistance Program (SNAP) Employment and Training Services	SNAP food stamp program is an important federal initiative that provides support to eligible families throughout the nation. By supplying claimants with funds to buy groceries, this initiative aims to help end hunger across the United States.	Patrick Luebbering Missouri Department of Social Services Phone: 1-800-392-1261 Mydss.mo.gov	Patrick Luebbering Missouri Department of Social Services Phone: 1-800-392-1261 Mydss.mo.gov

Signatures

This MOU may be executed by the Parties hereto on any number of separate counterparts, each of which shall be deemed an original, but all of which counterparts taken together shall constitute one and the same instrument. This MOU, or a signature page thereto intended to be attached to a copy of this MOU, signed and transmitted by electronic mail, facsimile machine or telecopier shall be deemed and treated as an original document.