

ATTACHMENT 30.

MOU (Cooperative Agreement) between the Community College & LWDB

Local Workforce Development Board Memorandum of Understanding

KANSAS CITY AND VICINITY
ONE-STOP DELIVERY SYSTEM FOR CASS, CLAY, PLATTE AND RAY COUNTIES AND THE CITY
OF KANSAS CITY, MISSOURI

**Workforce Innovation and Opportunity Act (WIOA)
Perkins Career and Technical Education
Metropolitan Community College
Agreement to Coordinate with One-Stop Delivery System Partners**

I. Introduction

This Memorandum of Understanding (MOU) establishes the spirit of cooperation and collaboration by the Kansas City and Vicinity Workforce Development Board ("Local WDB"), and the One-Stop Delivery System signatory partner ("the Partners") hereafter referred to as **Perkins Career and Technical Education Metropolitan Community College**. This MOU describes funding stream and strategy **Metropolitan Community College, Perkins Career and Technical Education** agency will use to the mutual customers of job seekers and employers, through an integrated system of service delivery operated at two comprehensive sites, called Missouri Job Centers, two affiliated sites and two branch sites.

The two comprehensive sites are located at the following locations for Kansas City and Vicinity

Central Region – 1740 Paseo Boulevard, Kansas City, MO 64108

Northern Region – 3100 NE 83rd Street, Kansas City, MO 64119

The two affiliated sites are located at the following locations

Southern Region – 6025 Prospect Avenue Kansas City, MO 64130

Ray County –103 E. North Main Street, Richmond, MO 64085

The two branch sites are located at the following locations

Platte County Resource Center –11724 NW Plaza Circle, Kansas City, MO 64153

Cass County West Central Missouri Community Action Agency – 208 W. Walnut, Raymore MO 64083

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

- (1) Provide job seekers up to date labor market information about where the jobs, careers, and the sectors they comprise are available in the Kansas City and Vicinity area;
- (2) Be aware of the training programs that prepare job seekers for these careers and refer job seeking customers to those training courses that have positive results in course completion, certification attainment , and job placement into the appropriate career sector;
- (3) Career center staff will provide appropriate career counseling and customer follow-up to facilitate course completion, certification where appropriate, and job retention;

- (4) Facilitate classroom training for in-demand occupations leading to career path ways in the Greater Kansas City region;
- (5) Maintain an up to date support service network to insure that job seeking clientele have appropriate information and or support in areas which include but are not limited transportation, childcare, emergency assistance, etc.
- (6) Facilitate On-the-Job Training, where employers train persons on the job to aid career pathways through work-base learning;
- (7) Promote apprenticeship models to individuals that combine work-base learning and classroom training, resulting in careers with credentials/classifications.

For employers we will provide services:

- (1) Focus upon the single point of contact to the maximum extent possible to increase customer service and enhance program offerings;
- (2) Refer clients that meet the minimum job requirements of the positions provided the public workforce system;
- (3) Utilize training that uses Work based learning and or classroom instruction as appropriate;
- (4) Incorporate into training curricula and program offerings increased emphasis on the socio-emotional, communication, and team-based work competencies critical to competitive work places in a global economy;
- (5) Interact with business associations, chambers of commerce, and economic development organizations to acquire real time workforce intelligence regarding entry-level, intermediate and advance skill requirements for regional workforce needs.

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

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

1. WIOA Adult Program (Title I)
2. WIOA Dislocated Worker Program (Title I)
3. WIOA Youth Program (Title I)
4. Job Corps (WIOA Title I)
5. YouthBuild (WIOA Title I)
6. WIOA Indian and Native American (INA)programs
7. WIOA Migrant and Seasonal Farmworker Programs - Migrant Farm Worker employment and training activities
8. Wagner-Peyser labor-exchange/employment programs services
9. Adult Education and Literacy (AEL) (Title II) activities
10. Vocational Rehabilitation (VR)
11. The Senior Community Service Program and employment activities
12. Perkins Career and Technical Education and Post-secondary Vocational Education activities
13. Trade Adjustment Assistance

14. Jobs for Veterans State Grants and Veterans employment and training activities
15. Community Services Block Grant employment and training Activities
16. U.S. Dept. of Housing and Urban Development employment and training activities.
17. Missouri Division of Employment Security programs, authorized under State Unemployment Compensation Law activities
18. Reintegration programs for eligible offenders, Second Chance offender workforce-reentry programs
19. Temporary Assistance for Needy Families (TANF) and Division of Social Services Programs

II. Strategic Vision

The purpose of the Missouri Job Centers is to advance the economic well-being of the local workforce development area by developing and maintaining a quality workforce. The centers shall serve as focal points for local and regional workforce-innovation initiatives. Achieving this will require delivering high-quality and integrated workforce innovation, education, and economic-development services for jobseekers, incumbent workers, and employers summarized as follows:

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

III. Services to be Provided

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

Kansas City and Vicinity One-Stop System

1. Service Delivery Customer Flow for Adult and Dislocated Workers.

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

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

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

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

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

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

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

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

Targeted Occupations:

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

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

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

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

2. Youth Program Services

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

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

14 Required Program Elements

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

1. Tutoring, study skills training, and evidence based dropout prevention strategies that lead to completion of a secondary school diploma or its recognized equivalent or for a recognized post-secondary credential. Tutoring is provided through group and individual instruction based on youth participant needs at every Youth at Work location.
2. Alternative secondary school offerings. All Youth at Work program sites have alternative secondary school offerings with a focus on credit retrieval, college credit, and GED preparation and completion.
3. Paid and unpaid work experiences, that have academic and occupational education as a component of the work experience, which may include:
 - a. summer employment opportunities and other employment opportunities throughout the school year;
 - b. pre-apprenticeship programs;
 - c. internships and job shadowing; and
 - d. on the job training opportunities;
4. Occupational skill training, which includes priority consideration for training programs that lead to recognized post-secondary credentials that are aligned with in demand industry sectors or occupations;
5. Education offered concurrently with and in the same context as workforce preparation activities and training for specific occupation or occupational cluster; WIOA youth programs offer many opportunities for youth to enroll in occupational skills training while receiving hands-on experience through partnerships with community and technical colleges.
6. Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors; These are offered at all WIOA Youth Career Center Sites, through a variety of approaches including workshops, teambuilding activities, service learning projects, and youth involvement in program planning.

7. Support services are provided at all program sites. Case managers assist youth with access to non-WIOA funded support services such as federal financial aid for tuition and linkages to community organizations. WIOA supportive services are used when other resources are not available for help with emergency costs such as food, transportation, and housing.
8. Adult mentoring for duration of at least twelve (12) months that may occur both during and after program participation.
9. Follow-up services for a minimum 12-month period after the completion of the program; Follow-up services are provided for at least one year after exit. Case managers maintain regular contact and assist youth with educational plans, job search needs and other issues. Supportive services are available to youth during this time.
10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as appropriate to the needs of the individual youth;
11. Financial literacy education; WIOA youth participants receive financial literacy education through One- Stop Center and partnerships with local banking institutions.
12. Entrepreneurial skills training - youth receive entrepreneurial skills through partnerships
13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and
14. Activities that help youth prepare for and transition to post-secondary education and training.

3. WIOA Employer Services

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

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

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

Services to hiring employers, to include:

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

4. Performance Management/ Data Collection

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

5. Continuous Improvement/ Staff Training and Development

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

6. Quality Assurance

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

IV. Systematic Referral Process for Job Center Customers

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

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

V. Human Resources Management

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

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

VI. One-Stop Delivery System Performance Criteria

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

1. All customers will receive prompt and courteous service from the staff.
2. All customers will receive the services designed to assist customers in achieving their educational and/or job placement goals.
3. All employees can expect to work in a safe and professional environment.
4. All employees can expect to receive the best tools to achieve the desired outcome for their customers.
5. All Partners will deliver high-quality services through the Missouri Job Centers.

VII. Governance of the One-Stop Delivery System

The ultimate accountability and responsibility for the One-Stop System organizational processes, services, and accomplishments will rest with the Local WDB, the One-Stop operator, and the Partners.

The Local WDB's responsibilities will be:

1. Approve and execute a Memorandum of Understanding (MOU) between the One-Stop Partners that is mutually agreeable to all parties per statutory requirements.
2. Guide and Direct the disbursement of funds for workforce development activities pursuant to the requirements of the WIOA.
3. Facilitate the local plan including policies, standards and operational priorities for the local area; update the plan as required by Division of Workforce Development and Department of Labor.
4. Procure and/or certify the One-Stop Operator(s) and/or terminate a One-Stop Operator for cause, with the agreement of the CLEOs.
5. Conduct oversight of the local One-Stop workforce system, including funding specified in the WIOA, for all Adult, Dislocated Worker and Youth activities
6. Approve grants or contracts for program activities as appropriate
7. Coordinate workforce development activities with economic development strategies and other employer linkages.
8. Facilitate the coordination of workforce activities.
9. Facilitate the engagement of employers and provide integrated business services.
10. Promote the Workforce system to businesses, community and stakeholders.
11. Facilitate inclusion of partners and integration of services. Consistent with the principles of universal access, customer choice, increased accountability and strong private sector involvement, the One-Stop Operator Consortium will also advance quality improvement methods, customer satisfaction measures and staff development.
12. Direct and coordinate the organizations' processes of developing strategic objectives, as well as creating action plans and related human resource plans to support system direction.

13. Organize and coordinate how the system determines customer/market requirements; expectations and preferences.
14. Develop and coordinate the performance management system and how the system analyzes performance data information.
15. Coordinate how the system enables job seekers to develop and utilize their full potential in alignment with the system's objectives.
16. Lead key aspects of process management, including customer-focused design of products and service delivery, as well as support, supplier and partnering processes involving all partners.
17. Lead, facilitate and coordinate the system's performance and improvement in business service areas – customer satisfaction, financial and marketplace performance, product and service performance, human resources results, supplier and partner results and operational performance.
18. Lead, facilitate and coordinate all employer engagement efforts that reinforce a single point-center approach to meet, to gather workforce intelligence and employer workforce needs.
19. Publish results of training programs and systems.
20. Compose and distribute external communications achievements systems enhance to community stakeholders and the public at large.

The One-Stop operator's responsibilities will be:

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

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

The One-Stop Partners' responsibilities will be:

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

VIII. Shared Funding of Infrastructure

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

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

Rent/Leasing of Facilities	Utilities	Maintenance	Equipment	Specialized Technologies

IX. Shared Funding of Services

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

*See attached financial budgets/terms.

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

X. Duration and Modification

The parties agree that the terms of this MOU as a whole will take effect as of 07-01-2020 and will continue in effect until 06-30-2023 or such time as any party will modify, extend, or terminate this MOU. Amendments to the MOU may be made upon consensus of all parties at least 30 days prior to the effective date of the change.

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

XI. Termination

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

XII. SIGNATURES

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

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


Signature/ Title


Date

**Dr. Kimberly Beatty, Chancellor
Metropolitan Community College,
Perkins Career and Technical Education
One-Stop Partner**

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

Ellen Fairchild
Signature/ Title

2-21-2020
Date

**Ellen Fairchild, Chairperson of the
Kansas City and Vicinity Workforce Development Board**