

ATTACHMENT 30

**Memorandum of Understanding (MOU)
for the Saint Louis County
Workforce Innovation and Opportunity Act (WIOA) One-Stop Delivery System**

I. Introduction

This Memorandum of Understanding (MOU) establishes the spirit of cooperation and collaboration by the St. Louis County Local Workforce Development Board (“LWDB”) and the One-Stop Delivery System signatory partners (“the Partners”) hereafter name. It describes how they will use their various funding streams and resources to serve their mutual customers, both job seekers and employers, through an integrated system of service delivery operated at 2 comprehensive sites, called Missouri Job Centers, and 2 affiliated sites. We understand that the development and implementation of these sites will require mutual trust and teamwork between the partnering agencies.

II. Strategic Vision

The purpose of the Missouri Job Centers is to advance the economic well-being of the local workforce development area (LWDA) 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 job seekers, incumbent workers, and employers.

III. Services

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

SERVICE	PARTNER AGENCIES	REVENUE SOURCES
Enrollment	Family and Workforce Center of America (FWCA) International Institute MO Department of Higher Education and Workforce Development (MO-DHEWD) MO Office of Workforce Development (MO-OWD) Veterans Services Urban League (In-school Youth)	Wagner-Peyser WIOA Title I TA WIOA NEG SNAP
Assessment	FWCA International Institute MO-DHEWD MO-OWD Veterans Services	Wagner-Peyser WIOA Title I TA WIOA NEG

SERVICE	PARTNER AGENCIES	REVENUE SOURCES
	Urban League (In-school Youth)	SNAP
Training – referrals to MERIC approved schools	FWCA International Institute MO-DHEWD	Wagner-Peyser WIOA Title I TA WIOA NEG MO-Wins Grants
Employment Counseling	FWCA International Institute MO-DHEWD FWCA (Older Youth) Urban League (In-school Youth)	Wagner-Peyser WIOA Title I TA WIOA NEG
On-the-Job Training	FWCA MO-DHEWD	Wagner-Peyser WIOA Title I TA WIOA NEG
Job Search Workshops Networking Employment Referrals and Placement Job Fairs/Recruitment Events	FWCA International Institute MO-DHEWD FWCA (Older Youth) Urban League (In-school Youth)	Wagner-Peyser WIOA Title I TA WIOA NEG SNAP
Work Based Learning	St. Louis Job Corps	USDOL
Support Services	FWCA International Institute MO-DHEWD Urban League (In-school Youth)	WIOA Title I SNAP
Adult Education & Literacy (AEL)	St. Louis Public Schools Parkway School District	MO Dept. of Elementary and Secondary Education (DESE)
Business Services	St. Louis Community College	WIOA Title I
Supplemental Nutrition Assistance Program (SNAP)	MO-DHEWD FWCA FWCA (Out-of-School Youth)	MO Department of Social Services (DSS)
Re-Employment Services Eligibility Assessment (RESEA)	MO-DHEWD FWCA	MO-DHEWD
Wagner-Peyser Labor Exchange/Employment Services	MO-DHEWD FWCA FWCA (OSY) Urban League (ISY) International Institute	Wagner-Peyser
Vocational Rehabilitation (VR)	MO State Division of Vocational Rehabilitation	MO Dept. of Elementary and Secondary Education (DESE)

SERVICE	PARTNER AGENCIES	REVENUE SOURCES
The Senior Community Service Program	Mers-Goodwill	USDOL and AARP Foundation
Perkins Career and Technical Education	St. Louis Special School District	MO Dept. of Elementary and Secondary Education (DESE)
Trade Adjustment Assistance	MO-DHEWD	TA
Jobs for Veterans State Grant	MO-DHEWD Veterans Services MO-DHEWD	Wagner-Peyser WIOA Title I
Community Services Block Grant Activities	MO-DHEWD	TBD
US Dept. of Housing and Urban Development (employment and training)	TBD	TBD
State Unemployment Compensation Law activities	MO Division of Employment Securities	DOL
Reintegration programs for eligible offenders	FWCA	WIOA Title I
Temporary Assistance for Needy Families (TANF)	Better Family Life MWA Program	Department of Social Services (DSS)
Energy Assistance (on itinerant basis) to alleviate immediate threat of utility disconnection or to have it restored for individuals that are income eligible	Community Action Agency of St. Louis County	MO Dept. Of Social Services, FSD-Low Income Home Energy Assistance Program (LIHEAP)

IV. Shared Funding of Infrastructure

The following table details the non-personnel costs associated with operating the Comprehensive One-Stop and the allocation of those costs to the various One-Stop Partners. Partner designated usage: (example) 1 staff member * 4 hours/day * 4 days/week = 16 hours/week

Line Item Budget	One-Stop Center Budget by Partner									0	0	Total Costs
	St. Louis County	FWCA	Urban League	OWD	BFL (MWA)	AEL	Youth Build	Job Corp				
Lease/Rent	\$ 87,604.56	\$167,908.75	\$ 29,201.52	\$ 43,802.28	\$ 94,904.94	\$ 2,737.64	\$ 2,920.15	\$ 2,920.15	\$ -	\$ -	\$ 432,000.00	
Electric	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Gas	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Water	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Sewer Connections	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
High-Speed Internet	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Telephones (Landlines)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Facility Maintenance Contract	\$ 5,069.71	\$ 9,716.94	\$ 1,689.90	\$ 2,534.85	\$ 5,492.18	\$ 158.43	\$ 168.99	\$ 168.99	\$ -	\$ -	\$ 25,000.00	
Alarm Services	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Building Insurance	\$ 4,055.77	\$ 7,773.55	\$ 1,351.92	\$ 2,027.88	\$ 4,393.75	\$ 126.74	\$ 135.19	\$ 135.19	\$ -	\$ -	\$ 20,000.00	
Copiers	\$ 608.37	\$ 1,166.03	\$ 202.79	\$ 304.18	\$ 659.06	\$ 19.01	\$ 20.28	\$ 20.28	\$ -	\$ -	\$ 3,000.00	
Fax Machines	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
	\$ 35,547.98	\$ 68,133.64	\$ 11,849.33	\$ 17,773.99	\$ 38,510.32	\$ 1,110.87	\$ 1,184.93	\$ 1,184.93	\$ -	\$ -	\$ 175,296.00	
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Total Costs	\$ 32,886.39	\$254,698.91	\$ 44,295.46	\$ 66,443.19	\$143,960.25	\$ 4,152.70	\$ 4,429.55	\$ 4,429.55	\$ -	\$ -	\$ 655,296.00	
Monthly	\$ 11,073.87	\$ 21,224.91	\$ 3,691.29	\$ 5,536.93	\$ 11,996.69	\$ 346.06	\$ 369.13	\$ 369.13				
Rent and insurance costs increase by 3.95% every year.												

Figures are based on the designated percentage of FTE usage at the One-Stop Job Center

V. Shared Funding of Services

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

Service	Service Description	Revenue Sources	Shared Costs (In-Kind, Cash, Total)	Agencies Sharing Costs
Enrollment	<p>Participants register in the career center or on the jobs.mo.gov website to create an account for the purpose of receiving services.</p> <p>The process for collecting information to support a determination of eligibility.</p>	<p>Wagner-Peyser WIOA Title I TA WIOA NEG</p>	n/a	<p>FWCA International Institute MO-DHEWD MO-DHEWD Veterans Services FWCA (Older Youth) Urban League (In-school Youth)</p>
Assessment	<p>A tool to measure an individual's prior knowledge, skills, competencies, and experiences, and that evaluate such skills, and competencies for adaptability, to support efficient placement into employment or career pathways</p>	<p>Wagner-Peyser WIOA Title I TA WIOA NEG</p>	n/a	<p>FWCA International Institute MO-DHEWD MO-DHEWD Veterans Services FWCA (Older Youth) Urban League (In-school Youth)</p>
Training – referrals to ETPS approved schools	<p>One or more courses, classes, or structured regimen, that provides the services and leads to: (a) An industry-recognized certificate or certification, a certificate of completion of a registered apprenticeship, a license recognized by the State or Federal government, an associate or baccalaureate degree; (b) Employment; or (d) measurable skill gains toward a credential</p>	<p>Wagner-Peyser WIOA Title I TA WIOA NEG MOWins Grants</p>	n/a	<p>FWCA International Institute MO-DHEWD MO-DHEWD Veterans Services FWCA (Older Youth)</p>

Service	Service Description	Revenue Sources	Shared Costs (In-Kind, Cash, Total)	Agencies Sharing Costs
Employment Counseling	Counseling that provides 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.	Wagner-Peyser WIOA Title I TA WIOA NEG	n/a	FWCA International Institute MO-DHEWD MO-DHEWD Veterans Services FWCA (Older Youth) Urban League (In-school Youth)
On-the-Job Training	OJT is provided under contract with an employer or registered apprenticeship program to offer participants occupational training and supervision in exchange for reimbursement of up to 50 percent of the wage rate.	Wagner-Peyser WIOA Title I TA WIOA NEG	n/a	FWCA MO-DHEWD
Job Search Workshops Networking Employment Referrals and Placement	This component strives to enhance the job readiness of participants by providing instruction in job seeking techniques and increasing motivation and self-confidence. This may consist of job skills assessments, job finding clubs, job placement services, or other direct training or support activities. The job search training component may combine job search activities with other training and support activities.	Wagner-Peyser WIOA Title I TA WIOA NEG	n/a	FWCA International Institute MO-DHEWD MO-DHEWD Veterans Services FWCA (Older Youth) Urban League (In-school Youth)
Job Fairs/Recruitment Events				

Service	Service Description	Revenue Sources	Shared Costs (In-Kind, Cash, Total)	Agencies Sharing Costs
Work Based Learning	Work-based learning is a work experience component designed to improve the employability of participants through actual work and supervised experience and/or training and to equip them to move into regular employment	USDOL	n/a	St. Louis Job Corps
Support Services	Services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under WIOA.	WIOA Title I	n/a	FWCA International Institute MO-DHEWD MO-DHEWD Veterans Services FWCA (Older Youth) Urban League (In-school Youth)
Adult Education & Literacy (AEL)	Integrated education and training that 1) provides adult education and literacy activities, concurrently and contextually with both workforce training for a specific occupation or occupational cluster and 2) is for the purpose of educational and career advancement.	MO Dept. of Elementary and Secondary Education (DESE)	n/a	Parkway School District

Service	Service Description	Revenue Sources	Shared Costs (In-Kind, Cash, Total)	Agencies Sharing Costs
Business Services	Business Services uses an integrated approach to service delivery for business customers that guides outreach and services to businesses. Business Services Teams are made up of staff whose mission is to connect employers to a skilled workforce.	WIOA Title I	n/a	FWCA St. Louis County
Missouri Employment Training Program (METP)	Missouri Employment and Training Program (METP), offers a variety of components: Staff assisted job search, Non-staff assisted job search, Job search training, Work-Based Learning, Vocational training, Education, Entrepreneurial Training, and Unsubsidized Employment.		n/a	MO-DHEWD
Wagner-Peyser Labor Exchange/Employment Services	MO residents approved for Unemployment Insurance through Wagner-Peyser, can access and use all Career Center services.	Wagner-Peyser		MO-DHEWD
Vocational Rehabilitation (VR)	VR's workforce development activities are designed to assist individuals with disabilities in obtaining, maintaining, or advancing in competitive integrated employment.	MO Dept. of Elementary and Secondary Education (DESE)	n/a	MO State Division of Vocational Rehabilitation

Service	Service Description	Revenue Sources	Shared Costs (In-Kind, Cash, Total)	Agencies Sharing Costs
The Senior Community Service Program	Offered as part of the integrated one-stop service model, the Senior Community Service Program, offers MO seniors access to the services of the Career Center.	USDOL and SCSEP	n/a	MERS-Goodwill
Perkins Career and Technical Education	In an integrated, collaborative partnership with other state agencies, this program offers career technical training and Adult Education and Literacy programs	MO Dept. of Elementary and Secondary Education (DESE)	n/a	St. Louis Special School District
Trade Adjustment Assistance	Prepares workers from declining or eliminated industry sectors to work in other industry sectors by offering assessment, training, and credentials; connecting ready-to-work employees to ready-to-be-filled jobs.	TA	n/a	MO-DHEWD
Jobs for Veterans State Grant	Veterans are given Priority Service and may also be granted specialized services.	Wagner-Peyser WIOA Title I	n/a	MO-DHEWD Veterans Services MO-DHEWD
Community Services Block Grant Activities	Community Action Agencies utilize extended case management and provide continued support for individuals that become employed, increasing the probability of employment retention and advancement and reducing the chance of TANF re-entry.	TBD	n/a	MO-DHEWD

Service	Service Description	Revenue Sources	Shared Costs (In-Kind, Cash, Total)	Agencies Sharing Costs
US Dept. of Housing and Urban Development (employment and training)	A part of the one-stop partnership.	TBD	n/a	TBD
State Unemployment Compensation Law activities	A part of the one-stop partnership.	DOL	n/a	MO Division of Employment Securities
Reintegration programs for eligible offenders	Offered as part of the MJS integrated services, some assistance can be provided for qualified individuals.	WIOA Title I	n/a	Family and Workforce Center of America
Temporary Assistance for Needy Families (TANF)	TANF recipients have access to the integrated services of the MJC	DSS	n/a	Better Family Life MWA Program
Energy Assistance (on itinerant basis) to alleviate immediate threat of utility disconnection or to have it restored for individuals that are income eligible	Offered as part CSBG, some assistance can be provided for qualified individuals.	MO Dept. Of Social Services, FSD-Low Income Home Energy Assistance Program (LIHEAP)	n/a	Community Action Agency of St. Louis County

VI. Systematic Referral Process for Job Center Customers

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

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

VII. 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.

VIII. 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.
6. All Partners will adhere to the local policy and procedure for Complaint and Grievance Implementation of the Nondiscrimination and Equal Opportunity Provisions of WIOA.

IX. 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 Board, the One-Stop operator, and the Partners.

The Board's responsibilities will be:

1. To provide administrative and fiscal oversight, and monitoring of all functions of the One-Stop System
2. Negotiate local performance accountability
3. Select One-Stop operator and providers
4. Coordinate Functional Leadership for the Centers

The One-Stop operator's responsibilities will be:

1. To staff the Missouri Job Centers
2. Provide guidance to Partners regarding the provision of labor-exchange services
3. To meet performance standards

The One-Stop Partners' responsibilities will be:

1. To provide programs and services for job seekers and employers
2. Apportion costs as agreed upon
3. To meet performance standards

X. Duration and Modification

The parties agree that the terms of this MOU, as a whole, will take effect as of July 1, 2020 and will continue in effect until June 30, 2023 or such time as any party will modify, extend, or terminate this MOU in writing. 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 IV will take effect as of July 1, 2020 and will continue in effect until June 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 in writing at least 30 days prior to the effective termination date.

MOU Signature Page

Kevin Whirley
LWDB Chair

0/0/2020
Date

Greg Lapos
St. Louis County
Director of Workforce Development

0/0/2020
Date

Partner Agency Name

Signature

Date

(Please Print) Name and Title