

7/1/12

MEMORANDUM OF UNDERSTANDING

ARKANSAS WORKFORCE CENTERS

WORKFORCE INVESTMENT ACT 1998

INTRODUCTION

This Memorandum of Understanding (MOU) is entered into in accordance with the Workforce Investment Act 1998 (WIA). This agreement among the signature agencies and organizations describes how their resources will be utilized to better serve mutual customers in the West Central Arkansas Workforce Investment Area and the Workforce Center which is part of the Arkansas Workforce System. It is understood that the Center will be a collaborative effort based on trust and teamwork among agencies working together as partners to accomplish a shared goal of improving the quality of life for individuals through employment, training, and education.

This collaboration will enhance economic development to better serve the present and future needs of employers in this area. This will be accomplished through a comprehensive Workforce Center located in Hot Springs, Malvern and Russellville and the Center's satellite and /or electronic sites located in Morrilton and Arkadelphia.

VISION STATEMENT

The purpose of the Arkansas Workforce Center is to advance the economic well being of our area by developing and maintaining a quality workforce. Arkansas Workforce Center Partners will ensure universal access to services for all customers, provide customer choice in service and service delivery, and ensure accountability in performance and customer satisfaction. These services are designed to connect the unemployed citizen and dislocated worker to a job, prepare the underemployed citizen for a new job, and introduce youth to employment. This will be achieved through the co-location and integration of employment, training, education, and economic development services for youth, job seekers, workers, and employers.

MANAGEMENT AND STRUCTURE

Parties to this agreement will work as partners to ensure that all youth, jobseekers, workers and employers will be served comprehensively, in a seamless system, which addresses their needs, merges common services across programs, and minimizes duplication.

Partners will retain responsibilities for reporting and monitoring of their respective programs. In addition, any tracking request by the Workforce Center will be done as required by law.

Parties to this agreement will work under the direction of the center manager for all non-programmatic issues

DURATION

This Memorandum of Understanding shall remain in effect until terminated by the repeal of the Workforce Investment Act of 1998 (WIA), otherwise by action of law, or in accordance with this section.

Any partner may withdraw from this MOU by giving written notice of intent to withdraw at least 60 calendar days in advance of the effective withdrawal date.

The withdrawal of a partner shall not affect the cost to the remaining partners.

Withdrawal will in no way nullify the MOU for the other partners.

Notice shall be provided to all partners.

All partners may agree to the termination of this MOU in writing.

Any partner may request modification of its terms.

Ratification of the request by all other partners will constitute the modification in question.

CONFIDENTIALITY

All partners agree to honor the attached Authorization to Obtain Information, which also is available to clients online in Arkansas JobLink. Exchanged information shall remain private and confidential in accordance with the terms of the Information Technology Resources policy in AJL and with the most restrictive confidentiality requirements of any of the partners collecting, receiving or sharing information. Additionally, workforce center personnel and all partner staff accessing information must sign an AJL Security Form and recognize that client-counselor communications must be protected and the need for privacy accommodated. Managers are to keep the signed forms on file. All partners agree to enforce all partners' confidentiality requirements covered by this paragraph, if that partner has access to the State system.

NONDISCRIMINATION AND EQUAL OPPORTUNITY PROVISIONS

The partners of this agreement and respective staff assure that applicants, claimants, and participants of our Workforce Center programs shall not be discriminated against on the basis of race, color, religion, sex, national origin, age, disability, political affiliation, or belief. Furthermore, if applicants are receiving WIA program benefits or are participating in any WIA Title I financially-assisted program or activity (Section 188 of WIA and 29 CFR Part 37.20 identifies civil rights laws) as a lawfully admitted immigrant authorized to work in the United States, they shall not be discriminated against in any way.

The partners to this agreement will agree on a single One-Stop Equal Opportunity Officer for the workforce area who will process local complaints of discrimination and attempt to address same as prescribed by 29 CFR Part 37, "Implementation of the Nondiscrimination and Equal Opportunity Provisions of WIA."

The partners to this agreement will abide by 29 CFR Part: Section 188 of WIA, and implementing directive issued by the State of Arkansas.

The Workforce Center partners under this MOU assure that they will comply with the veteran's preference provisions of US Code 38, Section 4215.

COST ALLOCATION PLAN

SHARED FUNDING OF SERVICES

This MOU will not change with the quarterly review and/or adjustments reflected by the Cost Allocation.

A partner can only pay for costs which are allocable to that partner's fund source. Each partner will contribute services and pay for costs associated with those services. If the partners are only sharing space, "fair share" will be charged according to a formula based on square footage as the basis for allocation. The cost per square foot becomes a pooled cost that is direct charged to the partners located at the Arkansas Workforce Center. For common area computation, WIA Title I may be considered as up to three separate funding streams based on the presence of Adult, Dislocated Worker and Youth programs.

Exceptions to the general principle requiring that costs be shared proportionately may include:

Unrestricted Funds may be used to pay for any portion of the costs, since there are no restrictions on the type or amount of costs these funds may pay.

Partially Restricted Funds may be used to provide services to the general population.

Costs Fully Allowable To More Than One Fund Source may be paid in part or in whole by one of the sources without regard to the rules on cost allocation.

Immaterial Costs are costs so minor in amount that they do not need to be allocated.

Although the Hot Springs, Malvern and Russellville Arkansas Workforce Centers are designed to be a seamless service delivery system for the customer, available services will be provided from various entities with different funding accountability. Because of these various funding streams, this plan has been developed to ensure that each partner bears its fair share of the costs of maintaining the center.

Common Space which is available for use by all partners include: a conference room, break room, reception area, storage and restrooms, computer-resource lab, and testing room.

Dedicated Space is the Space that is for the use of one partner only.

INDEMNIFICATION

Any public liability claims against the State pertaining to the leased Premises shall be submitted to the Arkansas Claims Commission for adjudication in accordance with Arkansas Code Annotated §19-10-201 et. seq.

SYSTEMATIC REFERRAL PROCESS FOR ARKANSAS WORKFORCE CENTER CUSTOMERS

It is agreed that the Workforce Center partners of this signed MOU will conduct referral for services in the following manner. Common intake will be used to determine the customer's needs. This will allow staff to make the appropriate referral. The following process will be used for all customers referred for services.

- Customers will receive a written referral form with the date, time, and place of the appointment.
- The maximum amount of time to schedule a customer appointment should not exceed three working days.
- The individual making the appointment will be responsible for follow-up.

ARKANSAS WORKFORCE CENTER PERFORMANCE CRITERIA

It is agreed that the local workforce center will strive to achieve the following standard of quality service for its customers, employees, and partners.

All partner agencies can expect:

- To be listed as a source for applicable referrals for services rendered to customers.
- To work in a safe and professional environment.

All job seekers or those seeking employment enhancement can expect:

- Prompt and courteous service from the staff.
- The services designed to assist customers in achieving their educational and/or job placement goals.
- Access to job listings, which includes job description, salary, location, and required experience/education.
- Unbiased and/or non-discriminatory pre-screening practices.
- Courteous service from staff representatives.

Employer customers can expect:

- Ability to post their job openings either openly for access by any job seeker or in a masked format so that potential applicants are screened.
- Courteous service from staff representatives.
- Access to job applicants, either screened by the Workforce Center or self-referred.

All employees can expect:

- To work in a safe and professional environment.
- To receive the best tools to achieve the desired outcomes for their customers.
- To be fairly compensated for their services.

All partners will:

- Deliver high quality services through the Workforce Centers.
- Make a positive attempt to place customers in jobs with family sustaining wages.
- Make a positive attempt to place customers on jobs for a minimum of 180 days.

GOVERNANCE OF THE WORKFORCE DELIVERY SYSTEM

In accordance with WIA section 117(d), the West Central Arkansas Workforce Investment Board will select a One-Stop operator with the agreement of the chief elected officials and conduct oversight of the One-Stop system, youth activities and employment and training activities under title I of WIA, in partnership with the chief elected officials.

In accordance with WIA section 121(d), the agreement between the Local Board and the One- Stop Operator shall specify the operator's role. That role may range between simply coordinating service providers within the center, to being the primary provider of services within the center, to coordinating activities throughout the local workforce system.

Each partner in the Workforce delivery system agrees to abide by the Federal and State Laws and Regulations that apply to their individual programs.

Confidential Personal Information

I hereby authorize the Hot Springs, Russellville and Malvern Arkansas Workforce Centers to use and exchange all pertinent personal information with all One Stop partners as necessary to better serve my needs.

I understand that all exchanged information shall remain private and confidential in accordance with the most restrictive confidentiality requirements of any of the Workforce Center Partners collecting, receiving or sharing information.

Printed Name

Signature

Date

Witness (One-Stop Operator)

Date

All partners/programs are expected to participate in the workforce center to the extent allowed by law. For example, the centers need recognize that Arkansas Rehabilitation Services, Division of Services to the Blind, as well as the LVER/DVOP Veterans representatives are restricted by specific federal statutory law to work activities associated with these three programs. The following are the services that will be delivered through the Workforce Center, along with those agencies responsible for delivering the services and various funding sources that each will bring to the operation:

CORE SERVICES	AGENCIES	REVENUE SOURCES
Intake	WCACDCS, INC. WIA DWS DHS Voc Rehab. TEA AARP Experience Works ADE/Lit .	WIA Title I, Subtitle B WIA Title III, Subtitle A, Wagner-Peyser Subtitle B Department Human Services WIA Title IV Rehabilitation Act . Welfare Reform Act (Dept. Human Services) Older Americans Act of 1965 Title V Older Americans Act of 1965 Title V WIA Title I
One-Stop Services Orientation	WCACDCS, INC. WIA Education DHS Voc. Rehab. TEA AARP Experience Works WCACDCS, INC. WIA Education JC	WIA Title I, Subtitle B Perkins -NPCC Funding Department of Human Services WIA Title IV Rehabilitation Act Welfare Reform Act (Dept. Human Services) Older Americans Act of 1965 Title V Older Americans Act of 1965 Title V WIA Title I, Subtitle B Perkins WIA Title I, Subtitle C
Assessment	DHS Voc. Rehab. TEA AARP Experience Works Education ADE/Lit. VA* WCACDCS, INC. WIA DWS Education JC DHS	Department of Human Services WIA Title IV Rehabilitation Act Welfare Reform Act (Dept. Human Services) Older Americans Act of 1965 Title V Older Americans Act of 1965 Title V Perkins WIA Title II WIA Title I Subtitle D (Disabled Veterans Only) WIA Title I, Subtitle B WIA Title III, Subtitle A, Wagner-Peyser Subtitle B Perkins WIA Title I, Subtitle C (Job Corps) Department of Human Services
Job Search, Placement Assistance, Career Counseling	HUD Voc. Rehab. TEA AARP Experience Works ARV, COTO,NPCC ADE/Lit. DWS ARV,COTO, NPCC JC Voc. Rehab. Education	Housing and Urban Development (HUD) WIA Title IV Rehabilitation Act Welfare Reform Act (Dept. Human Services) Older Americans Act of 1965 Title V Older Americans Act of 1965 Title V Perkins WIA Title II WIA Title III, Subtitle A, Wagner-Peyser Subtitle B Perkins WIA Title I, Subtitle C (Job Corps) WIA Title IV Rehabilitation Act Perkins
Labor Market Information	DWS WCACDCS,Inc	

Local Area Performance and One-Stop Delivery System Information	WCACDCS, INC. WIA Experience Works	WIA Title I, Subtitle B Older Americans Act of 1965 Title V
Local Area Supportive Services Information & Referral	WCACDCS, INC. WIA DWS Education DHS HUD Voc Rehab. TEA Experience Works ARV,COTO,NPCC ADE/Lit VA & CVSO	WIA Title I, Subtitle B WIA Title III, Subtitle A, Wagner-Peyser Subtitle B Perkins Department Human Services Housing and Urban Development (HUD) WIA Title IV Rehabilitation Act . Welfare Reform Act (Dept. Human Services) Older Americans Act of 1965 Title V Perkins WIA Title II WIA Title I Subtitle D (County Veteran Service Officer)
Filing UI Claims Information	DWS	WIA Title III, Subtitle A, Wagner-Peyser Subtitle B
Establishing Eligibility WtW Financial, training and education	JC DHS Voc. Rehab. TEA STW	WIA Title I, Subtitle C (Job Corps) Department of Human Services WIA Title IV Rehabilitation Act Welfare Reform Act (Dept. Human Services) School to Work Act
Follow-up Title I Individuals Unsubsidized Employment	ADE/Lit. WCACDCS, INC. WIA JC DHS	WIA Title II WIA Title I, Subtitle B WIA Title I, Subtitle C (Job Corps) Department of Human Services
Eligibility Determination Title I of WIA	WCACDCS, INC. WIA JC DHS	WIA Title I, Subtitle B WIA Title I, Subtitle C (Job Corps) Department of Human Services
Resource Room Usage	WCACDCS, INC. WIA JC HUD AARP STW Education. ADE/Lit.	WIA Title I, Subtitle B WIA Title I, Subtitle C (Job Corps) Housing and Urban Development (HUD) Older Americans Act of 1965 Title V School to Work Act Perkins WIA Title II
Job Referrals	DWS ARV,COTO, NPCC JC DHS Voc. Rehab. AARP STW Education ADE/Lit.	WIA Title III, Subtitle A, Wagner-Peyser Subtitle B Perkins WIA Title I, Subtitle C (Job Corps) Department of Human Services WIA Title IV Rehabilitation Act Older Americans Act of 1965 Title V School to Work Act 1994 Perkins WIA Title II
Talent Referrals	DWS STW	WIA Title III, Subtitle A, Wagner-Peyser Subtitle B School to Work Act 1994
Screened Referrals	DWS JC	WIA Title III, Subtitle A, Wagner-Peyser Subtitle B WIA Title I, Subtitle C (Job Corps)

Job Clubs	AARP STW	Older Americans Act of 1965 Title V School to Work Act
Internet Browsing Job, Information & Training Searches	WCACDCS, INC. WIA DWS Education JC HUD Voc Rehab. STW Education ADE/Lit	WIA Title I, Subtitle B WIA Title III, Subtitle A, Wagner-Peyser Subtitle B Perkins WIA Title I, Subtitle C (Job Corps) Housing and Urban Development (HUD) WIA Title IV Rehabilitation Act School to Work Act 1994 Perkins WIA Title II
Internet Accounts Career Kit Personnel Kit	STW	School to Work Act 1994
CORE SERVICES FOR EMPLOYERS	AGENCIES	REVENUE SOURCES
Labor Market Information	DWS Education JC Voc Rehab.	WIA Title III, Subtitle A, Wagner-Peyser Subtitle B Perkins WIA Title I, Subtitle C (Job Corps) WIA Title IV Rehabilitation Act
Training Program Information	WCACDCS, INC. WIA Education JC DHS HUD Voc. Rehab. TEA AARP STW Education ADE/Lit. VA	WIA Title I, Subtitle B Perkins WIA Title I, Subtitle C (Job Corps) Department of Human Services Housing and Urban Development (HUD) WIA Title IV Rehabilitation Act Welfare Reform Act (Dept. Human Services) Older Americans Act of 1965 Title V School to Work Act Perkins WIA Title II WIA Title I Subtitle D
Skills Assessment	WCACDCS, INC. WIA Education JC DHS Voc. Rehab. AARP TEA Experience Works Education ADE/Lit. VA*	WIA Title I, Subtitle B Perkins WIA Title I, Subtitle C (Job Corps) Department of Human Services WIA Title IV Rehabilitation Act Older Americans Act of 1965 Title V Welfare Reform Act (Dept. Human Services) Older Americans Act of 1965 Title V Perkins Department of Human Services WIA Title I Subtitle D (Disabled Veterans Only)
Screened Referrals	DWS Education JC Voc Rehab. Experience Works	WIA Title III, Subtitle A, Wagner-Peyser Subtitle B Perkins WIA Title I, Subtitle C (Job Corps) WIA Title IV Rehabilitation Act Older Americans Act of 1965 Title V
WOTC & WtW Tax Credits	.DWS DHS Voc Rehab.	WIA Title III, Subtitle A, Wagner-Peyser Subtitle B Department of Human Services WIA Title IV Rehabilitation Act

Access to Talent Bank	WCACDCS, INC. WIA .	WIA Title I, Subtitle B
Access to Economic Development Information	WCACDCS, INC. WIA Education JC Education .	WIA Title I, Subtitle B Perkins WIA Title I, Subtitle C (Job Corps) Perkins
Job Restructuring	JC Voc Rehab. VA*	WIA Title I, Subtitle C (Job Corps) WIA Title IV Rehabilitation Act WIA Title I Subtitle D (Disabled Veterans Only)
Labor Law Information	WCACDCS, INC. WIA DWS Education ADE/Lit.	WIA Title I, Subtitle B WIA Title III, Subtitle A, Wagner-Peyser Subtitle B Perkins WIA Title II
INTENSIVE SERVICES	AGENCIES	REVENUE SOURCES
Comprehensive and Specialized Assessments of Skills Levels and Service Needs	WCACDCS, INC. WIA Education JC Voc Rehab. AARP Education ADE/Lit. VA*	WIA Title I, Subtitle B Perkins WIA Title I, Subtitle C (Job Corps) WIA Title IV Rehabilitation Act Older Americans Act of 1965 Title V Perkins WIA Title II WIA Title I Subtitle D (Disabled Veterans Only)
Individual Employment Plan Development	WCACDCS, INC. WIA DWS (Vets Only) Education JC DHS Voc. Rehab. AARP Experience Works STW .	WIA Title I, Subtitle B WIA Title III, Subtitle A, Wagner-Peyser Subtitle B Perkins WIA Title I, Subtitle C (Job Corps) Department of Human Services WIA Title IV Rehabilitation Act Older Americans Act of 1965 Title V Older Americans Act of 1965 Title V School to Work Act 1994
Group Counseling	WCACDCS, INC. WIA Education JC Voc. Rehab. ADE/Lit.	WIA Title I, Subtitle B Perkins WIA Title I, Subtitle C (Job Corps) WIA Title IV Rehabilitation Act WIA Title II
Individual Counseling and Career Planning	WCACDCS, INC. WIA Education JC DHS Voc Rehab. TEA AARP Experience Works STW Education VA*	WIA Title I, Subtitle B Perkins WIA Title I, Subtitle C (Job Corps) Department of Human Services WIA Title IV Rehabilitation Act Welfare Reform Act (Dept. Human Services) Older Americans Act of 1965 Title V Older Americans Act of 1965 Title V School to Work Act 1994 Perkins WIA Title I Subtitle D (Disabled Veterans Only)

Case Management For Participants Seeking Training	WCACDCS, INC. WIA DWS (Vets Only) JC DHS Voc Rehab.. Experience Works VA*	WIA Title I, Subtitle B WIA Title III, Subtitle A, Wagner-Peyser Subtitle B WIA Title I, Subtitle C (Job Corps) Department of Human Services WIA Title IV Rehabilitation Act Older Americans Act of 1965 Title V WIA Title I Subtitle D (Disabled Veterans Only)
Short Term Prevocational Services - learning, communications, interviewing, personal maintenance, professional conduct – to prepare individuals for unsubsidized employment or training	WCACDCS, INC. WIA Education JC HUD Voc Rehab. TEA AARP Experience Works STW Education ADE/Lit. VA*	WIA Title I, Subtitle B Perkins WIA Title I, Subtitle C (Job Corps) Housing and Urban Development (HUD) WIA Title IV Rehabilitation Act Welfare Reform Act (Dept. Human Services) Older Americans Act of 1965 Title V Older Americans Act of 1965 Title V School to Work Act 1994 Perkins WIA Title II WIA Title I Subtitle D (Disabled Veterans Only)
TRAINING SERVICES	AGENCIES	REVENUE SOURCES
Occupational Skills Training	Education DHS* Voc. Rehab. TEA AARP Experience Works ARV, COTO, NPCC- Ad Ed. VA*	Perkins Department of Human Services WIA Title IV Rehabilitation Act Welfare Reform Act (Dept. Human Services) Older Americans Act of 1965 Title V Older Americans Act of 1965 Title V Perkins WIA Title I Subtitle D (Disabled Veterans Only)
On-the-Job Training	DWS (Vets Only) JC DHS* Voc. Rehab. TEA AARP Experience Works STW Ad Ed VA*	WIA Title III, Subtitle A, Wagner-Peyser Subtitle B WIA Title I, Subtitle C (Job Corps) Department of Human Services WIA Title IV Rehabilitation Act Welfare Reform Act (Dept. Human Services) Older Americans Act of 1965 Title V Older Americans Act of 1965 Title V School to Work Act 1994 Perkins WIA Title I Subtitle D (Disabled Veterans Only)
Programs combining workplace training with related instruction	Education DHS* JC Voc. Rehab. STW COTO, NPCC, ARV-Ad Ed ADE/Lit. .	Perkins Department of Human Services WIA Title I, Subtitle C (Job Corps) WIA Title IV Rehabilitation Act School to Work Act 1994 Perkins WIA Title II
Training Programs Operated by the Private Sector	Education DHS* Voc. Rehab. Experience Works Adult Ed	Perkins Department of Human Services WIA Title IV Rehabilitation Act Older Americans Act of 1965 Title V Perkins

Skill Upgrading and Retraining	Education DHS* Voc Rehab.. AARP Ad Ed. ADE/Lit. VA	Perkins Department of Human Services WIA Title IV Rehabilitation Act Older Americans Act of 1965 Title V Perkins WIA Title II WIA Title I Subtitle D
Entrepreneurial Training	Education DHS*	Perkins Department of Human Services
Job Readiness Training	Education. JC DHS* Voc. Rehab. TEA .	Perkins WIA Title I, Subtitle C (Job Corps) Department of Human Services WIA Title IV Rehabilitation Act Welfare Reform Act (Dept. Human Services)
Adult Education and Literacy activities provided in combination with any of the above training services	JC DHS* TEA Experience Works Ad. Ed ADE/Lit.	WIA Title I, Subtitle B Department of Human Services Welfare Reform Act (Dept. Human Services) Older Americans Act of 1965 Title V Perkins WIA Title II
Customized training conducted with a commitment by an employer to employ upon successful completion of training	Education . Voc. Rehab. Experience Works Ad Ed. .	Perkins WIA Title IV Rehabilitation Act Older Americans Act of 1965 Title V Perkins
OTHER SUPPORT SERVICES	AGENCIES	REVENUE SOURCES
Needs related payments	WCACDCS, INC. WIA Education DHS TEA Ad Ed	WIA Title I, Subtitle B Perkins Department of Human Services Welfare Reform Act (Dept. Human Services) Perkins
Transportation	Education JC DHS TEA Ad Ed.	Perkins WIA Title I, Subtitle C (Job Corps) Department of Human Services Welfare Reform Act (Dept. Human Services) Perkins
Child Care	DHS Ad Ed.	Department of Human Services Perkins