

West Central Region  
Memorandums of Understanding (MOU)  
and  
Cost Sharing Agreements/Infrastructure  
Funding (IFA)

**Memorandum of Understanding**  
**West Central Region Workforce Development**  
**Board of Western Missouri, Inc.**  
**Missouri Job Centers**  
**and**  
**Workforce Innovations and Opportunity Act**  
**(WIOA) One-Stop Partners**

**July 1, 2024 – June 30, 2027**

**Legal Authority**

The Workforce Innovation and Opportunity Act (WIOA) Section 121(c)(1) requires that the local Workforce Development Board (WDB), with the agreement of the Chief Elected Officials (CEO), shall develop and enter into a memorandum of understanding (MOU) between the Local WDB and the One-Stop Partners consistent with WIOA Section 121 (c)(2), concerning the operation of the One-Stop Delivery System in the local Workforce Development Area (LWDA). The MOU is the product of local discussion and negotiation and is an agreement developed and executed between the Local WDB and the One-Stop Partners relating to the operation of the One-Stop Delivery System in the Local Workforce Development Area.

Additionally, the sharing and allocation of infrastructure costs among One-Stop Partners is governed by WIOA sec. 121(h), its implementing regulations, and the Federal Cost Principles contained in Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance) at 2 CFR part 200.

Therefore, pursuant to the above legal requirements, the Local WDB, with the agreement of the CEOs, has developed and entered into a MOU (between the Local WDB and the One-Stop Partners) concerning the operation of the One-Stop Delivery System in the West Central Region. The MOU contains provisions describing services that will be provided through the One-Stop Delivery System including the manner in which services will be coordinated and delivered through such system. The MOU includes how the costs of such services and the operating costs of such system will be apportioned through an infrastructure funding agreement (IFA). The MOU includes a description of the methods of referral for appropriate services and activities between the One-Stop Operator and partner agencies.

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## **I. Introduction**

This Memorandum of Understanding (MOU) establishes the spirit of cooperation and collaboration by the Workforce Development Board of Western Missouri, Inc. (WDB): and the One-Stop Delivery System signatory partners (“the Partners”) hereafter named. 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 the comprehensive center located in Sedalia, Missouri.

### **Local/Regional Vision Statement, Mission Statement and Goals**

**Vision:** The West Central Region Partners are in agreement with the vision of the Workforce Development Board, which is to assess and respond to the training and employment needs of our workforce stakeholders in ways that restore and build competitive, robust local economies.

**Mission:** The Workforce Development Board of Western Missouri, Inc. along with its WIOA partners will increase the employment, retention, and earnings of system participants, and fulfill their attainment of post-secondary credentials, with the aim of improving workforce quality, reducing welfare dependency, increasing economic self-sufficiency, and meeting the skill requirements of employers.

#### **Goals:**

- To achieve positive results for employment, education, training, and support services for people with barriers to employment.
- To provide workers with skills and credentials and provide employers with a skilled workforce.
- To coordinate workforce investments, education, and economic development efforts among multiple agencies.
- To improve the structure of, and delivery of, services through the workforce development system.

The Partners were involved in the development of the MOU and Infrastructure Agreements. The Partners were provided an opportunity to review and comment on service delivery, program specific needs and shared costs. Native American, Youth Build and Second Chance Act were not applicable.

## **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 jobseekers, incumbent workers, and employers.

WIOA identifies the following minimum responsibilities for required partners in each local workforce development area. For consistency, each partner, will assume the responsibilities identified below.

1. Provide access to partner programs and activities through the local workforce development system.

2. Use a portion of funds made available for partner programs and activities to provide career services through the local workforce development system and to maintain the local workforce development system, including costs for infrastructure.
3. Continue as a party to this MOU and enter into renewal MOUs as long as participating as a partner in the local workforce development system.
4. Participate in the operation of the local workforce development system consistent with the terms of this MOU, the federal laws that authorize partners program or activities, and all applicable state and local laws.

In addition, the Partners agree to:

1. Collaborate with the Board to establish priority of service policy and will ensure priority service to veterans and covered spouses for any qualified job training program pursuant to the Jobs for Veterans Act.
2. Ensure programmatic accessibility of facilities, programs, services, technology, and materials to individuals with disabilities per WIOA Section 188.
3. Following procedures identified in the State and Local Plans for compliance with WIOA Section 188 provisions regarding nondiscrimination. The plan can be viewed at [www.skillupmissouri.org](http://www.skillupmissouri.org)
4. Notify the Board of any changes to the rules governing a Partner's program that impact the Partner's performance and/or proportionate share under this MOU. The Board will communicate the changes to the Chief Elected Officials, Fiscal Agent, Job Centers and other Partners and will initiate the process to amend this MOU if necessary.
5. Compliance with Missouri Job Center's policies and procedures by staff members who work at those locations. Should a conflict exist between Missouri Job Center personnel policies and a Partner's policies the One-Stop Operator will consult with the Board to seek resolution.

**A. Name and location of comprehensive One-Stop Center**

Missouri Job Center  
515 South Kentucky Ave.  
Sedalia, MO 65301  
660.530.5627

## **Connection Points:**

The locations and times of these sites may vary as determined by monthly usage and availability of staff.

Missouri Job Center  
14230 E Hwy 54, Suite C  
Nevada, MO 64772  
417.448.5315

Missouri Job Center  
State Fair Community College Campus  
1701 N 2<sup>nd</sup> Street  
Clinton, MO

## **MU Extension Offices**

Bates County  
1 N. Delaware  
Butler, MO 64730

Hickory County  
22126 US Highway 54  
Hermitage, MO 65668

Benton County  
100 W. Washington  
Warsaw, MO 65355

Johnson County  
135 W. Market  
Warrensburg, MO 64093

Carroll County  
111 N. Mason, Suite 3  
Carrollton, MO 64633

Lafayette County  
14 E. 19<sup>th</sup> Suite 102  
Higginsville, MO 64037

Cedar County  
113 South Street  
Stockton, MO 65785

Saline County  
353 S Lafayette  
Marshall, MO 65340

Chariton County  
306 S Cherry, Courthouse  
Keytesville, MO 65261

St. Clair County  
655 2<sup>nd</sup> Street  
Osceola, MO 64776

## B. Parties to the MOU

Partner Program	Partner Organization	Category	Signatory Official
Missouri Work Assistance Program	Equus Workforce Solutions (MWA Provider)	Temporary Assistance for Needy Families (TANF), authorized under part A of Title IV of the Social Security Act (42 U.S.C. 601 et seq.)	Steven Reinhold
Senior Community Service Employment Program	SCSEP AARP Foundation	Older Americans Act, provides a work-based learning job training program for low-income older Americans.	Monique Bates
Adult & Dislocated Worker Formula Program, Title I	Eckerd Connects	WIOA Title I	Nicole Strobel
Youth Formula Program, Title I	Office of Workforce Development	WIOA Title I	Julie Carter
Adult Education and Family Literacy	State Fair Community College	WIOA Title II	April Godwin
Wagner Peyser Employment Services	Office of Workforce Development	Wagner Peyser Act, as amended by Title III	Julie Carter
Vocational Rehabilitation	MO Vocational Rehabilitation	Title I of the Rehabilitation Act of 1973, as amended by Title IV	Elizabeth Perkins

Job Corps	Excelsior Springs Job Corps Center	WIOA Title I-C	Lori Sams
UMOS National Farm Worker Program WIOA 167	UMOS	WIOA Title I, Section 167	Jeri Cochran
Trade Adjustment Assistance Program	Office of Workforce Development	Title II of the Trade Act of 1974	Julie Carter
Jobs for Veterans State Grant	Office of Workforce Development	38, U.S.C. 4100	Julie Carter
Community Service Block Grant	West Central MO Community Action Agency  Missouri Valley Community Action Agency	Community Services Block Grant Act (42 U.S.C. 9901 et seq)	Mary Lou Schussler  Angie Stoll
Unemployment Insurance Programs	MO Division of Employment Security	MO unemployment compensation laws in accordance with applicable Federal law	Allen Andrews
TANF and Supplemental Nutrition Assistance Program	MO Family Support	Section 6(d)(4) of the Food and Nutrition Act of 2008 (7 U.S.C. 2015 (d)(4))	Jeriane Jaegers-Brenneke

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Carl D. Perkins Career and Technical Education Programs	Lex La- Ray Techn ical Cent er  Saline Count y Care er Cent er  Warr ensbu rg Care er Cent er	Carl D. Perkins Career and Technical Education Act of 2006, as amended by the Strengthening Career and Technical Education for the 21 <sup>st</sup> Century Act (Perkins V) (20 U.S.C. 2301 et seq)	Amy Himbury  Brian Wilcoxson  Carolyn Carmack
WIOA National Dislocated Worker Grants	Office of Work force Devel opme nt		Julie Carter
<b>Partner Programs Not Applicable to the West Central Region</b>			
Indian and Native American Programs		WIOA Title I, section 166	n/a
Youth Build			n/a
HUD			n/a
Reintegration of Ex-Offenders Program		Section 212 of the Second Chance Act of 2007 (42 U.S.C. 17532)	n/a
Workforce Development Board Chair	Chris Connell	Swisher Acquisitions	
Chief Elected Official Chair	Jim Wheatley	Bates County Presiding Commissioner	

### C. One-Stop Services

The Workforce Innovation and Opportunity Act (WIOA) provides the basis for integrating the workforce system and Missouri Job Centers, and aligning services to better address employer and job seeker needs. WIOA defines a single set of outcome metrics for the federal workforce programs encompassed by the Act. It encourages integrating intake, case management, and reporting systems. The Partners commit to

integrated service delivery strategies, and will, to the extent possible in their unique settings, utilize staffing patterns, customer flow and interaction and scheduling that result in functionality, integrated, and human centered resource coordination at each site. Available services will be based on customer need as well as current funding.

In order to eliminate duplication of services, the parties to this MOU agree to coordinate the delivery of services and activities to:

- Collaborate about and promote the coordinated delivery of services through program integration whenever possible and participate in joint planning at the local level.
- Coordinate resources and programs to ensure a streamlined and efficient Workforce Development system.
- Provide direct access to services through real-time technology.
- Promote information sharing and coordination of activities to improve the performance of the One-Stop System.
- Continue to support and implement the unified system of measuring program performance and accountability.

**Job Seeker Services:**

Basic Career Services	Individualized Career Services	Training
Outreach, intake and orientation to the information, services, programs, tools and resources available through the Local workforce system	Comprehensive and specialized assessments of skills levels and service needs	Occupational skills training through Individual Training Accounts (ITAs)
Initial assessments of skill level(s), aptitudes, abilities and supportive service needs	Development of an individual employability development plan to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the customer to achieve the employment goals	Adult education and literacy activities, including English language acquisition (ELA), provided in combination with the training services described above
Access to employment opportunity and labor market information	Group counseling	Incumbent Worker Training
Performance information and program costs for eligible providers of training, education, and workforce services	Literacy activities related to work readiness	Programs that combine workplace training with related instruction which may include cooperative education
Information on performance of the Local workforce system	Individual counseling and career planning	Training programs operated by the private sector
Information on the availability of supportive services and referral to such, as appropriate	Case management for customers seeking training services; individual in and out of area job search, referral and placement assistance	Skill upgrading and retraining
Information and meaningful assistance on Unemployment Insurance claim filing	Work experience, transitional jobs, registered apprenticeships, and internships	Entrepreneurial training
Determination of potential eligibility for workforce Partner services, programs, and referral(s)	Workforce preparation services (e.g., development of learning skills, punctuality, communication skills, interviewing skills, personal maintenance, literacy skills, financial literacy skills, and professional conduct) to prepare individuals for unsubsidized employment or training	Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training

Information and assistance in applying for financial aid for training and education programs not provided under WIOA	Post-employment follow-up services and support ( <input type="checkbox"/> <i>This is not an individualized career service, but listed here for completeness.</i> )	Other training services as determined by the workforce partner's governing rules
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### Youth Services:

Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential.	Alternative secondary school services, or dropout recovery services, as appropriate.
Paid and unpaid work experiences that have as a component academic and occupational education, which may include: Summer employment opportunities and other employment opportunities available throughout the school year, pre-apprenticeship programs, internships and job shadowing, and on-the-job training opportunities.	Occupational skill training, which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupations in the local area involved.
Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.	Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate.
Supportive services.	Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months.
Follow-up services for not less than 12 months after the completion of participation, as appropriate.	Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate.
Financial literacy education.	Entrepreneurial skills training.
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.	Activities that help youth prepare for and transition to postsecondary education and training.

### Business Services:

Serve as a single point of contact for businesses, responding to all requests in a timely manner	Provide information and services related to Unemployment Insurance taxes and claims	Assist with disability and communication accommodations
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Conduct outreach regarding Local workforce system's services and products	Assist the Employment Transition Team in response to closures and downsizing	Develop On-the-Job Training (OJT) contracts, incumbent worker contracts, work experience agreements
Provide access to labor market information	Provide customized recruitment and job applicant screening, assessment and referral services	Provide employer and industry cluster-driven Occupational Skills Training through Individual Training Accounts with eligible training providers
Assist with the interpretation of labor market information	Conduct job fairs	Assist with the use of one-stop center facilities for recruiting and interviewing job applicants
Post job vacancies in the state labor exchange system and take and fill job orders	Provide information regarding disability awareness issues	Provide information on incumbent worker training, transitional jobs training, adult work experience and apprenticeship programs
Promote, market, connect and provide information regarding workforce development initiatives and programs	Provide information regarding assistive technology and communication accommodations	Develop, convene, or implement industry or sector partnerships
Consult with employers on how to reduce high employee turnover rates	Provide information regarding Work Opportunity Tax Credit and Federal Bonding programs	Build ongoing, productive relationships with employers and industry leaders

### Sedalia Job Center Services Offered

Access to Office Equipment	Labor Market Information	WIOA Adult
Access to Job Telephone	Language Line Interpreters	WIOA Dislocated Worker
Assessments	Missouri Employment & Training Program	WIOA Youth
Business Services	National Career Readiness Certificate Testing (CWRC)	On-the-Job Training
Career Exploration Tools	Occupational Skills Training	Work Experience
Classroom Skills Training	Reemployment Services & Eligibility Assessment RESEA	WIOA Scholarships
Community Resources & Referrals	Re-Entry Services	Veteran's Services
Disability Services & Accommodations	Skills Enhancement Workshops	MWA Services
Entrepreneurial Information	Supportive Services	SCSEP services – by appointment
Employer Transition Team	Talify	
Federal Bonding Program	Trade Act	
Financial Resources & Assistance	Wagner Peyser Services	
Job Search Assistance	SkillUp	

### D. Responsibility of Missouri Job Center Partners

Changing labor markets and advances in technology have revolutionized how businesses find talent and jobseekers look for work. Social media, online talent platforms, and professional networking sites are evolving rapidly, perpetuating shifts in labor market dynamics. Additionally, rising consumer expectations and global competition have transformed how business is conducted in most industries. Employers must move faster and more efficiently in order to stay ahead of (or at least keep up with) competitors. This makes it imperative for the public workforce system to continuously adapt and reframe strategies and policies designed to support employers and job seekers.

- The West Central Region Partners agree to establish a system that stands in stark contrast to the “traditional”/historical transaction-based model, whereby each agency operates its own business and job seeker services functions, and participants move from place-to-place seeking services. Instead, the goal is to create integrated locations and a unified structure and process of proactive, transparent, and effective job seeker and business services, orchestrated by a seamless collaboration of talent development and support agencies.
- The Partners agree to promote capacity building and professional development for staff in order to increase awareness and understanding of Partner programs and services in order to have a successful integrated system.
- The Partners will establish a meeting time each quarter to discuss progress towards the mission and goals. Discussions will center on:
  - Performance Measures
  - The effectiveness of customer flow and referral process
  - Policies, procedures, tools and technology to effectively collect and share data
  - Appropriate training and career pathway opportunities for target populations in the region
  - Workforce and expansion needs of employers
  - Opportunities in the region to partner

## **E. Data Sharing**

### Shared Technology and System Security

Partners agree that the use of high-quality, integrated data is essential to inform decisions made by policymakers, employers, and job seekers. Additionally, it is vital to develop and maintain an integrated case management system, as appropriate, that informs customer service throughout customers’ interaction with the integrated system and allows information collected from customers at intake to be captured once.

All Partners agree to:

- Share data in accordance with the State of Missouri Shared Data Plan, Office of Workforce Development Confidentiality Policy and local WDB Confidentiality Policy.
- Assure that all data and systems are secure and virus and malware protections are current.
- Cooperate with efforts to implement/expand the use of an integrated, technology-based intake and case management information system as required under WIOA.
- Participate and cooperate in data collection and reporting and other activities to track and evaluate performance of the local workforce development system using state and local performance accountability measures.

Core program Partners (WIOA Adult, Dislocated Worker, Youth; Wagner Peyser, Adult Education & Family Literacy, and Vocational Rehabilitation) will agree to share data/information and will collaborate to assure that all common primary indicators of performance for the core program partners in the West Central Region will be collectively achieved.

## Six Primary Indicators of Performance

A. Employment Rate	The percentage of participants who are in unsubsidized employment during the second quarter after exit from the program (for title I Youth, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment during the second quarter after exit)
A-1. Title I Youth Education and Employment Rate – 2 <sup>nd</sup> Quarter after exit.	The percentage of title I Youth program participants who are in education or training activities, or in unsubsidized employment, during the second quarter after exit from the program
B. Employment Rate – 4 <sup>th</sup> Quarter after exit.	The percentage of participants who are in unsubsidized employment during the fourth quarter after exit from the program (for title I Youth, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment during the fourth quarter after exit).
B-1. Title I Youth Education and Employment Rate – 4 <sup>th</sup> Quarter after exit.	The percentage of program participants who are in education or training activities, or in unsubsidized employment, during the fourth quarter after exit from the program.
C. Median Earnings – 2 <sup>nd</sup> Quarter after exit.	The median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program.
D. Credential Attainment	The percentage of those participants enrolled in an education or training program (excluding those in on-the-job training (OJT) and customized training) who attain a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation in or within one year after exit from the program. A participant who has attained a secondary school diploma or its recognized equivalent is included in the percentage of participants who have attained a secondary school diploma or its recognized equivalent only if the participant also is employed or is enrolled in an education or training program leading to a recognized postsecondary credential within one year after exit from the program.
E. Measurable Skills Gains	<p>The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains, defined as documented academic, technical, occupational, or other forms of progress, towards such a credential or employment. Depending on the type of education or training program, documented progress is defined as one of the following:</p> <ol style="list-style-type: none"> <li>1. Documented achievement of at least one educational functioning level of a participant who is receiving instruction below the postsecondary education level;</li> <li>2. Documented attainment of a secondary school diploma or its recognized equivalent;</li> <li>3. Secondary or postsecondary transcript or report card for a sufficient number of credit hours that shows a participant is meeting the State unit's academic standards;</li> <li>4. Satisfactory or better progress report, towards established milestones, such as completion of OJT or completion of one year of an apprenticeship program or similar milestones, from an employer or training provider who is providing training; or</li> <li>5. Successful passage of an exam that is required for a particular occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams.</li> </ol>

F. Effectiveness in Serving Employers	WIOA sec. 116(b)(2)(A)(i)(VI) requires the Department of Labor and the Department of Education to jointly establish a primary indicator of performance for effectiveness in serving employers. The Departments are currently piloting three approaches designed to gauge the critical workforce needs of the business community. • Approach 1 - Retention with the same employer - addresses the programs' efforts to provide employers with skilled workers; • Approach 2 - Repeat Business Customers - addresses the programs' efforts to provide quality engagement and services to employers and sectors and establish productive relationships with employers and sectors over extended periods of time; and • Approach 3 - Employer Penetration Rate - addresses the programs' efforts to provide quality engagement and services to all employers and sectors within a State and local economy. Since this indicator is a new approach for measuring performance under WIOA's six core programs, the pilot program requires states to select two of the three approaches to report data that the Departments will use to establish a permanent indicator. States may also voluntarily develop an additional State-specific approach. The Departments will evaluate state experiences with the various approaches to identify a standardized indicator.
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### Personally Identifiable Information (PII)

All parties acknowledge that program participant information and certain other types of information are considered confidential under federal and state law. All parties further acknowledge that service delivery and other activities conducted by the parties' staff members under this MOU will generate and involve the use of confidential information for more than one partner program. Therefore, all parties agree to implement the strategies described below to minimize the risks of unauthorized disclosure:

All personally identifiable information (PII) of partner program participants is confidential information subject to overarching federal and state laws and regulations. Additionally, it is subject to federal and state confidentiality laws that specify requirements and restrictions on the use, storage, disclosure, and destruction of the data.

Each set of laws and regulations for the PII of each program identifies the allowable uses of the data, the entities/individuals that may be authorized to access the data, the manner in which authorization may be given, and under what circumstances the data may be shared and disclosed. If an individual knowingly uses or discloses the data for an unallowable or unauthorized use, it is a criminal offense (in most cases a misdemeanor) punishable by a fine or jail time.

Partners' staff members who perform shared service functions in the Missouri Jobs Centers are not authorized to access PII of other partners' program participants unless the partner program specifically authorizes access in accordance with the requirements under the applicable federal and/or state regulations or if the participants give informed consent for the use of their data.

All parties will ensure that their respective staff members who will deliver services and carry out activities through the local workforce development system and in the Missouri Job Centers are properly informed and have completed training on the use, protection, disclosure, and disposal of confidential data as well as the criminal penalties for unauthorized use or disclosure under federal and state confidentiality laws.

Further, all parties will develop procedures to implement the following safeguards, which are common requirements across federal and state confidentiality laws, and will ensure that their respective staff members are effectively trained on such procedures and follow them.

1. Identifying the staff members who are authorized to access confidential data in the performance of their work under this MOU.
2. Authorizing access to such staff members in a written statement to be signed by the staff member that identifies and describes the confidential data, the authorized representative of the partner program that owns the data, the system that contains the data, the allowable uses of the data, the procedures for safeguarding the data, and the requirements, restrictions, and penalties under the applicable federal and state confidentiality laws.
3. Storing confidential data in an area that is physically safe from access via computer, remote terminal or any other means during duty hours, non-duty hours, or when not in use.
4. Segregating each partner program's confidential data from other data.
5. Applying federal encryption standards to any data that is kept in a portable format or emailed.
6. Restricting access of confidential data to only authorized employees and officials of the parties to this MOU who must access the data in the performance of activities under this MOU.
7. Processing confidential data and records created from the information under the immediate supervision and control of authorized personnel to ensure that the data will be processed and utilized in a manner that will protect the confidentiality of the information.
8. Prohibiting disclosure of any confidential data to a third party without prior written permission from the authorized representative of the partner program responsible for the data.
9. Limiting collection and use of any information, systems, or records that contain personal identifying data to purposes that support programs and activities under this MOU, and, when possible, de-identifying data and presenting it in aggregate form for purposes such as evaluation or reconciliation.

### **III. Services to Be Provided**

The purpose of this MOU is to articulate the roles and responsibilities of each Party in the creation of a seamless customer-focused service delivery network that integrates service delivery across programs, enhances access to services and improves long-term employment outcomes for individuals receiving assistance. The MOU provides a foundation for assuring alignment and coordination of policies and operations across programs, supporting a responsive service delivery system, enhancing access to program services that meet the workforce development needs of adults and lead to long-term employment outcomes. Programs and services will be coordinated and integrated where feasible by jointly serving common customers, supporting interagency in-service training and providing information and services that most directly meet the customer's needs.

## A. Description of Comprehensive One-Stop Services

One-Stop Partner	One-Stop Service
WIOA Title I Adult Program	The WIOA Adult formula program provides career and training services through the two Job Centers in the region. Job Center staff help job seekers who are at least 18-years old succeed in the labor market. In the provision of individualized career services and training services, WIOA establishes a priority for serving low-income individuals, recipients of public assistance, as well as individuals who are basic skills deficient. The Adult program delivery of career and training services are tailored to the individual needs of the job-seekers. The Adult program is identified as a core program under WIOA. Local planning, shared performance indicators, and aligned service delivery are the responsibility of the core partners and other one-stop partner programs.
WIOA Title I Dislocated Worker Program	The WIOA Dislocated Worker formula program provides career and training services to help job seekers who meet the definition of a dislocated worker. Additionally separating service members are eligible for dislocated worker services as they transition from military to civilian careers if they meet the requirements. The goal of the Dislocated Worker program is helping individuals return to the workforce with the skills they need to obtain employment in in-demand occupations. The Dislocated Worker program is identified as a core program under WIOA and along with many other task is responsible for local planning, shared performance indicators, and aligned service delivery with the core partners and other one-stop partner programs
WIOA Title I Youth Program	The WIOA Youth Program creates an opportunity for coordination among all core partner programs. The WIOA Adult program and the WIOA Youth program can work closely to ensure young adults receive the services they need to succeed in education and the workforce. Individuals aged 18-24 may be eligible for both the WIOA Youth and Adult programs and can be co-enrolled in the two programs.
Adult Education and Family Literacy Act WIOA Title II	<p>The AEL program provides adult education and literacy activities that:</p> <ul style="list-style-type: none"> <li>• Assist adults to become literate and obtain the knowledge and skills necessary for employment and economic self-sufficiency</li> <li>• Assist adults who are parents or family members to obtain the education and skills that are necessary to becoming full partners in the educational development of their children and lead to sustainable improvements in the economic opportunities for their family</li> <li>• Assist adults in attaining a secondary school diploma and in the transition to postsecondary education and training, including through career pathways □ Assist immigrants and other individuals who are English language learners in: 1) Improving their reading, writing, speaking, and comprehension skills in English, as well as mathematics skills; and 2) Acquiring an understanding of the American system of Government, individual freedom, and the responsibilities of citizenship.</li> </ul> <p>WIOA authorizes career services to be provided with Title I Adult and Dislocated Worker funds. Some of these services are activities that are also allowable under AEFLA, including workforce preparation activities, English language acquisition programs, and integrated education and training programs.</p> <p>Title I programs and the AEFLA program can coordinate the development of career pathways and also co-enroll participants so they receive the full spectrum of services for their education and employment needs.</p>
Wagner-Peyser Act Employment Services Title III	The Wagner-Peyser employment service seeks to improve the functioning of the nation's labor markets by bringing together individuals seeking employment with employers seeking workers. WIOA requires Wagner-Peyser Services to be co-located with WIOA services. The ES program provides "universal access" to job seekers seeking employment and career services, provides referrals to partner programs, and provides reemployment services to individuals receiving unemployment insurance. WIOA provides new opportunities for coordination and referrals for the Title I Adult and Dislocated Worker programs, as well as

	<p>the Wagner-Peyser Act ES, to partner with and enhance service delivery to individuals with disabilities, including those served under the VR program</p>
<p>Vocational Rehabilitation Program WIOA Title IV</p>	<p>The VR program is one of the six core programs of the one-stop system, and is designed to improve and align core programs towards the goal of assisting individuals with disabilities to maximize employment, economic self-sufficiency, independence, and inclusion and integration into society. VR Counselors, who are employed by the state VR agency, are responsible for determining whether an individual is eligible to receive VR services.</p> <p>In order to be eligible, an individual with a disability must meet the following criteria:</p> <ul style="list-style-type: none"> <li>• Must be an “individual with a disability,” as defined in section 7(20)(A) of the Rehabilitation Act</li> <li>• Require VR services to obtain, maintain, advance in, or regain employment.</li> </ul> <p>WIOA funds allocated to the region for Adult and Dislocated Worker activities may be used to improve coordination between employment and training programs carried out in the region for individuals with disabilities through the one-stop delivery system.</p>
<p>Job Corps</p>	<p>Job Corps, a national program, provides academic, career and technical education, service-learning, and social opportunities primarily in a residential setting, for low-income young people. The Job Corps service provider is located in Hannibal and Sedalia, MO.</p> <p>The objective of Job Corps is to support responsible citizenship and provide young people, ages 16-24, with the skills that lead to successful careers that will result in economic self-sufficiency and opportunities for advancement in in-demand occupations or the Armed Forces, or enrollment in postsecondary education, including an apprenticeship program.</p> <p>Coordination of programs includes:</p> <ul style="list-style-type: none"> <li>• Cross referrals with Adult Program and Youth Program, which can increase the likelihood of successful performance incomes by ensuring that individuals are referred to the program that best meets their needs.</li> <li>• Co-enrollment with partner programs to maximize the number of individuals served and the level of service provided.</li> </ul>
<p>UMOS National Farm Worker Program WIOA 167</p>	<p>The NFJP/MSFW program provides appropriate career and training services, youth services, housing assistance services, and related assistance services, to eligible agriculture workers (including MSFW youth) and eligible agriculture workers (including eligible MSFW youth), and their dependents. UMOS the NFJP grantee partners with the Job Centers to support a comprehensive system that seamlessly provides integrated services that are accessible to farmworkers and their families.</p> <p>Coordination of programs includes:</p> <p>Referrals made to WIOA Adult and Youth programs when MSFW participants need more intensive support around specific program elements.</p> <p>Refer participants to the VR program to assist farmworkers with disabilities.</p> <p>Refer participants to the Senior Community Service Employment program for the aging farmworkers.</p> <p>Refer participants to Veterans program when appropriate.</p> <p>Refer participants to TANF programs for continued support for farmworker family nutrition. Coordinate resources to ensure customer-centered service delivery for all customers, including individuals who are language learners (referral to AEL/ESL) and individuals who are facing substantial cultural barriers.</p>

<p>Senior Community Service Employment Program</p>	<p>The Senior Community Service Employment Program (SCSEP) provides training for low-income, unemployed older Americans and supportive services that allow them to participate in the training. Participants also have access to employment assistance through the Job Centers.</p> <p>Coordination of programs includes:</p> <p>Co-location at the Job Center in Sedalia.</p> <p>SCSEP participants can be trained and assigned to provide computer assistance in resource areas at the Job Centers particularly to other seniors.</p> <p>SCSEP can provide paid work experience with community service employment assignments, while Title I Adult funds can support individualized career services such as working with an employment counselor.</p> <p>SCSEP can provide advice and training for Job Center staff on adapting services to meet the needs of older adult learners; Job Center staff can provide advice and training to SCSEP on effective use of labor market information and job placement strategies.</p>
<p>Trade Adjustment Assistance</p>	<p>The Trade Adjustment Assistance Program (TAA Program) assists workers who have been adversely affected by foreign trade. The TAA program seeks to provide adversely affected workers with opportunities to obtain the skills, credentials, resources, and support necessary to become reemployed.</p> <p>Services include:</p> <ul style="list-style-type: none"> <li>Employment and Case Management</li> <li>Training</li> <li>Income Support</li> <li>Job Search Allowance</li> <li>Relocation Allowance</li> <li>Reemployment TAA</li> </ul>
<p>Jobs for Veterans State Grants (JVSG)</p>	<p>JVSG is a key partner in the workforce system providing Disabled Veterans' Outreach Program (DVOP) specialists who provide key services to veterans with significant barriers to employment, and Local Veterans Employment Representatives (LVERs), who provide outreach to employers to help veterans achieve employment. All participants must be co-enrolled and have a common exit with the Wagner-Peyser Act ES.</p>
<p>Community Services Block Grant (CSBG)</p>	<p>The CSBG provides assistance through community action agencies and other neighborhood-based organizations, for the reduction of poverty, the revitalization of low-income communities, and the empowerment of low-income families and individuals in rural and urban areas to become fully self-sufficient.</p> <p>A CSBG organization can participate in the Job Centers by:</p> <ul style="list-style-type: none"> <li>• Cross training with all staff located in the Job Centers.</li> <li>• Coordinating employment and training services on site at the Job Centers or Connection sites.</li> </ul>
<p>Unemployment Insurance</p>	<p>The Missouri Job Centers must provide reemployment services to UI claimants for whom services are required as a condition for receipt of UI benefits. Services must be appropriate to the needs of UI claimants who are referred to reemployment services under any Federal or State UI law.</p> <ul style="list-style-type: none"> <li>• Provision of information and assistance regarding filing claims under UI programs, including meaningful assistance to individuals seeking assistance in filing a claim.</li> <li>• The Job Centers have current labor market information and provide a wide array of re-employment services free of charge.</li> </ul>

	<ul style="list-style-type: none"> <li>• Employment Service staff can refer claimants to job openings in the local area, or in other parts of the State or country if the claimant is willing to relocate.</li> <li>• Referral to various training programs.</li> <li>• Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.</li> <li>• If job openings in current field are limited, can offer testing and counseling to determine other appropriate jobs for the claimant.</li> <li>• Claimants who believe they have special needs or considerations, such as physical needs, which may prevent them from getting a job, can be referred to other agencies for help with those needs.</li> </ul>
<p>Temporary Assistance for Needy Families (TANF)</p>	<p>TANF serves individuals who also may be served by WIOA programs and, through appropriate linkages and referrals, these customers will have access to a broader range of services through the cooperation of the TANF program in the one-stop delivery system. TANF participants, who are determined to be WIOA eligible, and who need occupational skills training may be referred through the Job Center network to receive WIOA training, when TANF grant and other grant funds are not available to the individual in accordance with 20 CFR 680.230(a).</p> <p>TANF can participate in the Job Centers through the following:</p> <ul style="list-style-type: none"> <li>• Program staff are physically present in the centers and provide intake services and initial eligibility determinations for TANF assistance and non-assistance benefits, including employment services and related supports.</li> <li>• Program staff are physically present in the centers and perform job readiness assessments and assign or refer TANF clients to appropriate TANF work activities.</li> <li>• Program staff are physically present in the centers and will assist work ready TANF clients to co-enroll in other applicable workforce services.</li> <li>• Train partner staff physically present in centers to provide information about the TANF program, including services, and required activities.</li> <li>• Provision of TANF program information, eligibility requirements, available benefits and services, including direct linkage to program staff via technology.</li> </ul> <p>Some benefits for participating in the Job Center network include:</p> <ul style="list-style-type: none"> <li>• Shared building rent, maintenance costs, utilities, tenant improvements, or any other similar costs up to the administrative cost limits of the program.</li> <li>• Shared equipment, software, IT maintenance costs, Internet access, and other similar costs up to the administrative cost limits of the program.</li> <li>• Shared customer resource center.</li> <li>• Streamlined, common intake data formats, preparation, and interview of customers.</li> <li>• Reduced costs for staff training and development on common program elements.</li> <li>• WIOA participants who also are determined TANF eligible may be referred to the TANF program for assistance.</li> </ul>
<p>Carl D. Perkins Career Technical Education Act</p>	<p>Perkins Act postsecondary recipients engage with core partners in the one-stop system by: using common labor market data to inform local CTE program development; aligning education, training, and supportive services; streamlining efforts to engage and involve employers in local program development; establishing common definitions and measures for student performance; and making data on CTE students publicly available in training provider reports.</p>

**B. Procurement of One-Stop Operator**

The procured One-Stop Operator for the West Central Region is Eckerd Connects. The Functional Leaders employed by Eckerd Connects are responsible for the duties of the One-Stop Operator and for the day-to-day oversight of local service delivery under the guidance of the Workforce Development Board. The One-Stop Operator agrees to abide by CFR 20 section 678.625 and section 679.430, which outlines the requirements to maintain firewalls and internal controls.

### One-Stop Operator Functions

- Employ Functional Leader
- Provide functional supervision of all One-Stop Center required services, including services provided by entities that have voluntarily entered into One-Stop Memorandums of Understanding (in accordance with WIOA)
- Confirm with Board staff that MOUs or agreements are on file with the board. The expectation of the subrecipient is to ensure that One-Stop partners adhere to the MOU, agreements and reporting procedures. The OSO will ensure that all staff receive training on services provided by other One-Stop partners.
- Identify Job Center staffing needs, in coordination with WDB.
- Assure Job Center staff deliver high quality, customer-oriented service.
- Assure the delivery of services to individuals with limited English proficiency, disabilities, or other significant barriers.
- Meet weekly with Wagner Peyser supervisor.
- Convene weekly meetings/trainings for Job Center staff.
- Provide constructive feedback to job center staff regarding their duties. Provide technical assistance when needed.
- Continue to develop and enhance the workforce development system by focusing on a fully coordinated and integrated service delivery model that is market driven and offers value-added services to regional job centers.
- Ensure One-Stop partners follow the set policies for the job center.
- Ensure a consistent and clear standard for case notes is used across all funding sources.
- Enforce procedural, conduct, and appearance policies of the MO Office of Workforce Development and the West Central Region.
- Abide by all federal, state and board procurement policies.
- Implement and follow any current and future board administrative directives especially those directives that concern: fiscal responsibilities of the day-to-day operation of the One-Stop Job Center, Equal Employment Opportunities, and the Americans with Disabilities Act.
- Assist the board in meeting One-Stop evaluation and certification for effectiveness including customer satisfaction, physical and programmatic accessibility, and continuous improvement. (See *OWD Issuance 06-2022: Missouri One-Stop Job Center and Affiliate Job Center Certification Evaluation and Criteria*).
- Participate in regular meetings with the WDB Director to review contract terms, processes, performance data and results of internal quality assurance monitoring and corrective action efforts.
- Coordinate and schedule facilities usage such as, but not limited to, classrooms, assessments, and conference rooms.

Further, as a condition of financial assistance from the Department of Labor under Title I WIOA, the One-Stop Operator assures that it will comply with the nondiscrimination and equal opportunity provision under all local, state and federal regulations.

#### One-Stop Operator Prohibited Functions

- Convene system stakeholders to assist with the development of the local plan.
- Prepare and submit the local plans (WIA sec. 107).
- Be responsible for oversight of itself.
- Participate in the competitive selection process for one-stop operators.
- Select or terminate One-Stop Operators, Career Service providers and WIOA Youth providers.
- Negotiate local performance accountability measures.

### **C. Administrative and Operations Management Sections**

The Workforce Development Board and staff provide oversight of the One-Stop Operator. Oversight includes:

- Monitoring for programs and financial compliance
- Equal Opportunity compliance
- Job Center certification and accessibility
- Training of subcontractor staff and partners
- Mediation for customer service resolution

## **IV. Shared Funding of Infrastructure**

### **A. One-Stop Operating Budget**

The One-Stop Operating Budget is the financial plan that the One-Stop Partners, and Local WDB agree will be used to achieve the MOU's goals of delivering services in the West Central Region. The MOU contains, among other things, provisions describing how the costs of services provided by the One-Stop System (including career services and other shared services) and the operating costs of such System will be funded, including the infrastructure costs for the One-Stop System (WIOA sec. 121(c)(2)(A)). The One-Stop Operating Budget is the master budget that contains a set of individual budgets or components that consist of two (2) types of costs that are specifically outlined in the statute: infrastructure costs, defined in WIOA sec. 121(h)(4); and additional costs, which consist of shared operating costs and shared services that are related to the operation of the One-Stop Delivery System (but do not constitute infrastructure costs), described in WIOA sec. 121(i).

The MOU includes the One-Stop Operating Budget that contains both infrastructure costs and additional costs. A separate and unique budget has been developed and agreed upon for each location. The budget identifies shared cost divided among the Partners. The FTE model was used to determine shared infrastructure costs. The Partners agree to the overall system budget and each Partner's share of the budget, not just their own share.

Budget Components: The budgets include the infrastructure categories listed in the law and regulations (rent, utilities and maintenance, equipment, technology to facilitate access, and common identifier costs).

## **B. Other Contributors**

The MOU does not include contributions made to the One-Stop System through other avenues, such as donations made by a non-partner entity (e.g., a local business donating computers for a learning lab). Third-party in-kind contributions are allowed and identified or offered as supplement to the operations of the Job Centers.

## **V. Funding of Services and Operating Costs**

In accordance with the Workforce Innovation and Opportunity Act, all required One-Stop partner programs must contribute to the infrastructure costs and certain additional costs of the one-stop delivery system based on their proportionate use as required by 20 CFR 678.755, 34 CFR 361.755, and 34 CFR 463.755. A partner's contribution must be an allowable, reasonable, necessary, and allocable cost to the program and be consistent with the Federal Cost Principles set forth in the Uniform Guidance. Funding provided by the one-stop partners to cover operating costs, including infrastructure costs, of the one-stop delivery system must be based on the partner program's proportionate use of the system and relative benefit received.

Budgets are an attachment to this MOU. Partners will be billed on a monthly basis. Actual costs will be tracked and reconciled at least annually. In the event of any change in staff FTE's, during the course of this agreement, the budget worksheets will be amended to ensure equitable benefit among all one-stop partners. **As a result, this action could result in a lower or higher proportionate share for each partner identified in the cost share budget.**

## **VI. Systematic Referral Process for Job Center Customers**

The One-Stop Operator is responsible for assuring that effective and customer friendly referrals are occurring in the West Central Region. Referrals will be made by various methods 1) via cross training where staff have been sufficiently trained on the services of some or all Partners so they can make an appropriate referral, 2) via direct linkage connection by phone or video conferencing to help a job seeker access services not available on site. A "direct linkage" cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

In order to provide seamless delivery of services to custom, the Parties agree to the following referral principles:

1. Each party will have information on and receive training about the services of all Partner agencies within the One-Stop System.

2. Customers accessing services through the One-Stop System will receive assistance in determining which of the Partner agencies may have services that will benefit the customer and will be provided an appropriate referral and means to contact said Partner program.

3. Staff will make appropriate referrals depending on each customer’s individual needs, eligibility requirements, and other support services. Referrals will be made to Partners/ outside agencies based on intake and assessment and a determination of appropriateness.

4. We agree that the Partners will conduct referrals for services in the following manner:

- All customers referred for services will receive a written referral form with the date, time, and place of the appointment.
- All appointments will be scheduled within three (3) working days.
- The individual making the appointment will commit to actively follow up within two (2) working days of the scheduled appointment date to assure that Partner resources are being leveraged at an optimal level.

**Referral Guide**

<p><b>Direct connection at the one-stop center via phone or web-based communication</b></p>	<p>By phone:</p> <ul style="list-style-type: none"> <li>a. A specific, dedicated phone number</li> <li>b. Phone coverage during normal business hours on all normal business days</li> </ul> <p>Voicemail or other capability enabling customers to leave a message if access to services via phone is unavailable at the time of contract</p> <p>By video:</p> <ul style="list-style-type: none"> <li>a. High-speed internet capability</li> <li>b. Dedicated, computer-enabled communications access between devices at two or more locations</li> <li>c. Communications via two-way real-time video and audio transmission</li> <li>d. Back-up capability, instructions or appointment scheduling if access to services via video is unavailable at the time of contact</li> <li>e. Examples: Zoom, Webex, Google Teams</li> </ul>
<p><b>Reasonable period of time</b></p>	<ul style="list-style-type: none"> <li>a. Immediate, on-demand access as the norm</li> <li>b. Contact initiated within 24 hours if service via direct linkage was unavailable at the time of initial contact from the customer</li> </ul>
<p><b>Program staff member who can provide information or services to the customer</b></p>	<p>Specifically identified needed partner staff person(s) who are:</p> <ul style="list-style-type: none"> <li>a. Trained and knowledgeable regarding the needed partner’s services and programs and</li> <li>b. For whom providing services via direct linkage is a formal part of his/her job duties</li> </ul>

**VII. Access**

**Non-Discrimination and Equal Opportunity**

Accessibility to the services provided by the West Central Region Job Centers and all Partner agencies is essential to meeting the requirements and goals of the workforce system in the region. Job seekers and businesses must be able to access all information relevant to them via visits to physical locations as well as in virtual spaces, regardless of gender, age, race, religion, national origin, disability, veteran's status, or on the basis of any other classification protected under state or federal law.

### **Physical Accessibility**

One-stop centers will maintain a culture of inclusiveness and the physical characteristics of the facility, both indoor and outdoor, and will meet the latest standards of accessible design and customer needs in the following ways:

- The Comprehensive One-Stop Center's layout supports a culture of inclusiveness
- The location of the Comprehensive One-Stop Center is recognizable in a high-traffic area
- Access to public transportation is available within reasonable walking distance
- The location of a dedicated parking lot, with parking lot spaces closest to the door designated for individuals with disabilities

### **Programmatic Accessibility**

#### **Access to Programs and Services**

All individuals will be given access to all required career services on site and the opportunity to explore occupations to understand the technical and physical requirements. Additional accommodations will be made, if necessary. Direct linkage is addressed in the referral process and will be with a designated staff member in-person at the partner program if not on-site. All Partners agree that they will not discriminate in their employment practices, services or programs on the basis of gender, gender identity and/or expression, age, race, religion, national origin, disability, veteran's status or those on public assistance, low income or who are basic skills deficient or on the basis of any other classification protected under state or federal law. Partners will assure that they have policies and procedures in place to address non-discrimination and employment practices and that such policies and procedures have been disseminated to their employees and otherwise posted as required by law and these policies and procedures comply with the Americans with Disabilities Act of 1990 and its amendments. Partners will cooperate with compliance monitoring that is conducted at the Local level to ensure that all Job Center programs, services, technology, and materials are physically and programmatically accessible and available to all. Partners agree to promote capacity building and professional development for staff in order to increase awareness and understanding of serving individuals with barriers to employment and individuals with disabilities. All Partner staff members will be trained to provide services to all, regardless of range of abilities, mobility, age, language, learning style, or comprehension or education level. An interpreter will be provided in real time or, if not available, within a reasonable timeframe to any customer with a language barrier. Assistive devices, such as screen-reading software programs and assistive listening devices will be available to ensure physical and programmatic accessibility within the West Central Job Centers.

## **VII. Human Resources Management**

The Partners agree to 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.

Further, we agree that in the event disagreements arise, the proper chain of command will be followed and the staff member's employer of record will be called upon to help resolve issues. The formal Complaint and Grievance policy will be used if resolution is not reached.

All partners will agree that exchanged information will remain private and confidential in accordance with the existing confidentiality requirements of each partner program and in compliance with the confidentiality requirements of all applicable laws, regulations, and rules. All Job Center staff and management will follow policy set forth by the Office of Workforce Development and the policy of the WDB, as applicable. Authorized staff will receive training and sign the confidentiality statement. Correspondence sent by email and fax will adhere to the confidentiality statement as set forth in OWD Issuance 10-2022 or subsequent guidance.

## **Grievances and Complaints Procedure**

The Partners agree to abide by the complaint and grievance policy and procedures as outlined in OWD Issuance 06-2021 to ensure enforcement of non-discrimination and equal opportunity provisions within the One-Stop System.

## **IX. 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:

- All customers will receive prompt and courteous service from the staff.
- All customers will receive the services designed to assist customers in achieving their educational and/or job placement goals.
- All employees can expect to work in a safe and professional environment.
- All employees can expect to receive the best tools to achieve the desired outcome for their customers.
- All Partners will deliver high-quality services through the Missouri Job Centers.
- All Partners agree to support and implement the unified system of measuring program performance and accountability.

## **X. Governance of the One-Stop Delivery System**

The ultimate accountability and responsibility for the One-Stop System organizational processes, services, and accomplishments will rest with the Workforce Development Board (WDB), the One-Stop Operator, and the Partners. The WDB is an appointed body representing business and industry along with core partners serving a 13- county region in the West Central Region.

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

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

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

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

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

- Provide access to programs and services through the One-Stop Delivery System.
- Support development and implementation of one-stop policies and processes as well as an integrated, customer-centered service delivery design.
- Share customers and infrastructure costs, as applicable.

- Coordinate the availability of grant funds to ensure customers receive the full benefit of services provided by each partner organization.
- Engage employers and provide integrated business services.
- Increase and coordinate range of customer services to ensure the needs of employers, jobseekers, workers, youth, and individuals with barriers to employment are met, including individuals with disabilities.
- Assist in updating the local resource directory as changes occur.
- Share performance data on mutual customers.
- Coordinate outreach and job development activities.

## **XI. Duration, Modification and Revisions**

The Partners agree that the terms of this Memorandum of Understanding becomes effective July 1, 20 and will continue in effect until June 30, 2027 or such a time as any party will modify, extend, or terminate this MOU. The MOU will be reviewed annually and must be updated to reflect any changes in signatory official of the Board, One-Stop Partners, CEOs, or one-stop infrastructure funding. The agreed upon expiration date cannot exceed June 30, 2027.

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

### **Severability**

If any part of this MOU is found to be null and void or is otherwise stricken, the rest of this MOU shall remain in full force and effect until renegotiated or rewritten.

### **Amendment Procedures**

Partners agree to the following amendment processes:

- A Partner Agency must provide thirty (30) days written notice to the other Partners to make amendments.
- A Partner Agency must inform the local board about amendments and in turn the local board will contact all Partners to this MOU.
- Generally, amendment or modification of the MOU only requires the Partners to review and agree to the elements of the MOU that changed. Non-substantive changes to the MOU, such as minor revisions to the budget or adjustments made due to the annual reconciliation of the budget, do not require renewal of the MOU. Because this MOU is a “living document” that is likely to undergo changes over the next four years, changes to the MOU or any attachments that do not change the intent of the document will be considered minor revisions. Substantial changes, such as the removal or addition of a required partner organization or a change due to the election of a new Chief Elected Official will require renewal of the MOU. Renewal of the MOU requires all parties to review and agree to all elements of the MOU and re-sign the MOU.
- If disputes arise related to the terms of this MOU or IFA, the Partners agree to handle it at the lowest level possible. The dispute must be in writing (electronic or hard copy) and make specific reference to the portion of the MOU/IFA in debate. All actions taken to resolve the dispute(s) will be documented.

- All attempts to resolve disputes among Partners will begin with negotiations between the disagreeing parties. Partners are expected to put forth good faith efforts in communication and compromise to resolve disagreements in a cooperative and timely manner.
- Should the parties be unable to directly resolve their dispute, they will provide a written explanation about the matter to the local workforce development board. The Planning and Operations Committee will review the dispute and provide a written recommendation.

Per WIOA Section 121(h) and 20 CFR 678.725, local disputes related to funding of one-stop infrastructure costs are exempt from this process and will instead be addressed through application of the state one-stop funding mechanism determined by the Governor and subject to a state-level appeals process established by the Governor as described in OWD Issuance 11-2022.

## **XII. Termination**

Any party to this agreement may cease participation in the agreement. Any party that intends to cease participation must notify the other parties affected by this agreement at least 30 days prior to the effective termination date. Termination by one or more of the Partners does not alter the terms of obligations of any other party to the agreement.



## PARTNER PROGRAM SERVICES DEFINITIONS

<b>Basic Career Services</b>	
Eligibility Determination/Enrollment & Registration	Verification of an individual's eligibility for programs offered through the One-Stop system. After eligibility is determined staff will enroll into the appropriate program and trigger participation.
Outreach & Intake Orientation	Outreach, intake, and orientation to information and other services available through the one-stop delivery system.
Initial Assessment	Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs.
Resource Center	A place that provides information, equipment and support for individuals that enables them to access the labor exchange system and services.
Workshops	Facilitator led, organized workshops designed to provide information to individuals with topics such as, but not limited to, interviewing skills, resume preparation, computer skills, financial literacy skills, labor market information, and personal maintenance.
Job Referrals	Individualized assistance by staff who matches a participant to an existing job opening based on the participant's prior job experience and/or training. Referral to an employer with current job openings.
Labor Market Information	Provide workforce and labor market employment statistics information, accurate information relating to local, regional, and national labor market areas; information on the job skills necessary to obtain the jobs in such labor market areas; in demand and earnings, skill requirements, and opportunities for advancement for such occupation.
Training Provider Information	Services to provide Eligible Training Provider System public information to provide customer-focused employment training resources. The information includes is not limited to training costs and outcomes.
Public Information	Services to inform the public on how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's one-stop delivery system.
Provision of Supportive Service Information	Services to provide information and referrals to other programs and services, including programs and services within the one-stop delivery system, and in appropriate cases, other workforce development programs. Provisions of information relating to the availability of supportive services or assistance and referrals to those services, including but not limited to, career counseling and job search assistance.
Unemployment Compensation	Services that provide "meaningful" assistance and information to individuals seeking assistance in filing a claim for unemployment insurance compensation.
Non-WIOA Financial Aid/Assistance for Training	Assistance in establishing eligibility for programs of financial aid assistance for training and education programs that are not provided under WIOA.
<b>Individualized Career Services</b>	
Case Management	Provides individualized counseling and/or referral to counseling for participants to help them gain self-awareness and a clear understanding of their own knowledge, skills, abilities, and options, thus increasing their ability to make suitable occupational or job adjustment choices.
Comprehensive/Specialized Assessment	Comprehensive and specialized assessments of the skills level and service needs which may include diagnostic testing and use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate goals.
Employment Plan/Individual Service Strategy Development	Developed jointly by the participant and case manager when determined appropriate by the one-stop operator or one-stop partner. The plan is an on-going strategy to identify employment goals, achievement objectives, and an appropriate combination of services for the participant to achieve their employment goals.

Group Counseling	Counseling may be in the form of financial, vocational, or personal assistance.
Individual Counseling	Counseling may be in the form of financial, vocational, or personal assistance.
Career Planning & Information	Services designed to assist individuals with career planning by making and implementing informed educational and occupational choices
Short-term Prevocational Services	Activities designed to develop learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training.
Work Experiences and Internships (paid and non-paid)	A planned, structured learning experience that takes place in a workplace for a limited time. These activities may be paid or unpaid, as appropriate and may be arranged within the private for-profit sector, the non-profit sector of the public sector.
Workforce/Postsecondary Preparation Activities	Activities that help prepare for, and transition into, postsecondary education, training and employment.
Financial Literacy Activities	Activities that support the participants ability to create budgets, initiate checking and savings accounts, how to manage spending, credit and debt and the significance of credit reports.
Out-of-Area Job Search/Relocation	Services that assist participants seeking employment within the United States and cannot be reasonably expected to find satisfactory employment within the commuting area.
English Language Acquisition and Education Activities	Activities that are designed to enable English Language Learners to become competent in the understanding, reading, listening, speaking and writing of the English language through the development of literacy and academic skills.
Tutoring, Study Skills and Dropout Prevention	Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or a recognized certificate of attendance or similar document for individuals with disabilities.
Alternative Secondary School (Hi-Set Training)	Services to assist youth enrolled into alternative secondary school services or dropout recovery services, as appropriate. This can include alternative schools with educational districts or AEL Title II providers.
Leadership Development Activities	Services that provide opportunities encourage responsibility, confidence, employability, self-determination and other positive social behaviors.
Supportive Services	Services provided to aid individuals in enhancing their way of living and achieve self-sufficiency. Supportive services are services that enable an individual to participate in WIOA activities. These services include, but are not limited to: (a) Linkages to community services; (b) Assistance with transportation; (c) Assistance with child care and dependent care; (d) Assistance with housing; (e) Needs-related payments; (f) Assistance with educational testing; (g) Reasonable accommodations for youth with disabilities; (h) Legal aid services; (i) Referrals to health care; (j) Assistance with uniforms or other appropriate work attire and work-related tools; (k) Assistance with books, fees, and school supplies, and other necessary items for students enrolled in post-secondary education classes (l) Payments and fees for employment and training-related applications, tests, and certifications.
Adult Mentoring	Services in the form of a formal relationship between a participant and an adult mentor that includes structured activities where the mentor offers guidance, support and encouragement.
Comprehensive Guidance & Counseling	Activities which provide individualized counseling to participants. This includes drug and alcohol abuse counseling, mental health counseling, and referral to partner programs as appropriate.
Follow-up Services	Follow-up services must be provided, as appropriate, including counseling regarding the workplace, for participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment. Youth must be offered follow-up services following a youth's exit from the program to help ensure the youth is successful in employment and/or postsecondary education and training.
<b>Training Services</b>	

Occupational Skills Training	An organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels. Boards must give priority consideration to training programs that lead to recognized credentials.
On-the-Job Training	Training by an employer that is provided to a participant while engaged in paid, productive work in a job that provides knowledge or skills essential to the full and adequate performance of the job; provides reimbursement to the employer of up to 50 percent of the wage rate of the participant, for the extraordinary costs of providing the training.
Incumbent Worker Training	A program designed to meet the special requirements of an employer (including a group of employers) to retain and skilled workforce or avert the need to lay off employees by assisting the workers in obtaining the skills necessary to retain employment.
Apprenticeship Training	Training that provides an employer led on-the-job learning and related instruction.
Skills Upgrading and Retraining	Training designed to enhance the skills of currently employed participants who are working at less than their skill potential and have minimal or no advancement capability without gaining the skills needed to upgrade and retaining them to move them to self-sufficiency.
Entrepreneurial Training	Training designed to provide customer with the skills to start a business of their own.
Job Readiness Training	Job readiness training provided in combination with at least one other training service of transitional jobs. Job Readiness training is a formal classroom activity providing instruction in job seeking and job holding skills that can be augmented with such curriculum as business math and business communications. Local employers may also suggest additional curriculum based on identified shortcomings of job applicants.
Adult Education and Literacy/Basic Education	Adult Education and Literacy (AEL) activities, including activities of English language acquisition and integrated education and training programs, provided concurrently on in combination with at least one other training program. AEL is typically conducted in a classroom setting designed to upgrade basic educational skills in preparation for future training, future employment or retention in present employment. It may include such curriculum as remedial reading, writing and mathematics, literacy training and study skills, English for non-English speakers, bilingual training and High School Equivalency preparation.
Customized Training	Training that is designed to meet the special requirements of an employer (including a group of employers); that is conducted with a commitment by the employer to employ an individual upon successful completion of the training; and for which the employer pays for a significant cost of the training, as determined by the local board.
<b>Employer Services</b>	
Job Listing	Services provided to an employer involving job orders. Examples include entering job orders into MoJobs and answering questions over the phone or in person regarding job orders.
Job Referrals	Services provided to an employer informing them of a potential applicant to positions that are available.
Job Fairs	Services provided to employers to assist with recruitment by having participated in either a company-specific or multi-business career fair.
Candidate Screening	Services provided to employers that may include receiving and forwarding resumes to an employer as requested; conducting preemployment testing, background checks and assistance in completion of I-9 form paperwork.
Candidate Testing	Services provided to employers to assist with various employment related testing such as WorkKeys.
Space for Job Interviews	Providing an employer with meeting/ workspace at the Job Center (or an affiliate site) for screening and interviewing.
Labor Market Information	Provide workforce and labor market information employment statistics information, including the provision of accurate information relating to local, regional, and

	national labor information relating to the wages of local occupations for better job recruitment and retention needs.
Job Retention/Reduction Services	Providing information or services related to Business Retention, such as Shared Work of layoff aversion strategies, including Incumbent Worker Training. Providing guidance and services to businesses experiencing a reduction in workforce.
Job Analysis	Services provided to employers, including but not limited to assistance with writing/reviewing job descriptions and employee handbooks; developing performance evaluation and personnel policies; creating orientation sessions for new workers; honing job interview techniques for efficiency and compliance; analyzing employee turnover; creating job accommodations and using assistive technologies; or explaining labor and employment laws to help employers comply with discrimination, wage/hour and safety /health regulations.
Employers Incentives	This also includes but are not limited to, Federal Bonding, Shared Work, Veterans Employment Services and Work Opportunity Tax Credits.
Outplacement Services (ETT)	Services provided to employers when their businesses is experiencing a permanent reduction in workforce.
Employer Seminars/Workshops	Facilitator led, organized workshops designed to provide information to employers with topics such as but not limited to sector strategies, labor market information and work-based learning opportunities.
Work Based Learning Marketing	Services provided to employers involving outreach and marketing of all Work Based Learning opportunities to include OJT, Apprenticeships, Transitional Jobs and Incumbent Worker Training.

**Native American Programs, Youth Build, HUD Employment and Training Programs, and Second Chance Act do not provide services in the West Central Region.**



Budget	Total Allocation Basis													Total	
	Wagner Peyser	Veteran	WIOA Title I Adult/DW	WIOA Title I Youth	Equus	AARP Foundation SCSEP	MO Veterans Commission	Carl Perkins - CTE	VR	Rehab Services for Blind	UMOS National Farm Worker Program WIOA 167	AEL	Job Corps		DOLIR
FTE	7.00	1.00	2.00	1.00	2.00	1.00	1.00	-	0.05	-	-	-	-	-	15.05
%	46.5%	6.6%	13.3%	6.6%	13.3%	6.6%	6.6%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	100%

Line Item Budget	SEDALIA One-Stop Center Budget by Partner											Total Costs			
	Wagner Peyser	Veteran	WIOA Title I Adult/DW	WIOA Title I Youth	Equus	AARP Foundation SCSEP	MO Veterans Commission	Carl Perkins - CTE	VR						
Facility Maintenance Contract	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Alarm Services	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Building Insurance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Copiers	\$ 446.51	\$ 63.79	\$ 127.57	\$ 63.79	\$ 127.57	\$ 63.79	\$ 63.79	\$ 63.79	\$ 63.79	\$ -	\$ -	\$ 3.19	\$ -	\$ 960.00	
Fax Machines	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Supplies	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Interpretation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Less cash contributions (CTE)	\$ (186.05)	\$ (26.58)	\$ (53.16)	\$ (26.58)	\$ (53.16)	\$ (26.58)	\$ (26.58)	\$ (26.58)	\$ (26.58)	\$ -	\$ -	\$ (1.33)	\$ -	\$ (400.00)	
In Kind donations											Yes				
<b>Total Infrastructure Costs</b>	<b>\$ 33,195.35</b>	<b>\$ 4,742.19</b>	<b>\$ 9,484.39</b>	<b>\$ 4,742.19</b>	<b>\$ 9,484.39</b>	<b>\$ 4,742.19</b>	<b>\$ 4,742.19</b>	<b>\$ 4,742.19</b>	<b>\$ 4,742.19</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 237.11</b>	<b>\$ -</b>	<b>\$ 71,370.00</b>	
	Rent based on last year's expenses (as of June 2025)														

**XIII. Authority and Signatures - see following pages**

**MEMORANDUM OF UNDERSTANDING SIGNATURE PAGE**

By signing, Partners certify they are in agreement with this Memorandum of Understanding (MOU) and the negotiated roles, responsibilities and costs contained herein.




WIOA Partner for: Title III Wagner-Peyser, Trade Assistance Act and Jobs for Veterans State Grant

_____ Julie Carter, Director, Workforce Development Missouri Workforce Development of Higher Education And Workforce Development	_____ Date
<i>Jim Wheatley</i> _____ Jim Wheatley, Chief Elected Official Consortium Chair West Central Workforce Development Board	_____ 04/27/2026
<i>James Connell</i> _____ Chris Connell, LWDB Chairperson West Central Region Workforce Development Board	_____ Date
<i>M. Eidson</i> _____ Missy Eidson, LWDB Director West Central Region Workforce Development Board	_____ 04/27/2026
	_____ Date

**MEMORANDUM OF UNDERSTANDING SIGNATURE PAGE**

By signing, Partners certify they are in agreement with this Memorandum of Understanding (MOU) and the negotiated roles, responsibilities and costs contained herein.

WIOA Partner for: Title I WIOA Adult, Dislocated Worker, and Youth

 _____ Nicole Strobel Eckerd Connects	<u>4/27/26</u> _____ Date
 _____ Jim Wheatley, Chief Elected Official Consortium Chair West Central Workforce Development Board	<u>04/27/2026</u> _____ Date
 _____ Chris Connell, LWDB Chairperson West Central Region Workforce Development Board	<u>04/27/2026</u> _____ Date
 _____ Missy Eidson, LWDB Director West Central Region Workforce Development Board	<u>04/27/2026</u> _____ Date

MEMORANDUM OF UNDERSTANDING SIGNATURE PAGE

By signing, Partners certify they are in agreement with this Memorandum of Understanding (MOU) and the negotiated roles, responsibilities and costs contained herein.

WIOA Partner for: Carl D. Perkins and Technical Education Programs

Amy Himsbury 12/15/2025  
Lex La-Ray Technical Center Date

Jim Wheatley 12/15/2025  
Jim Wheatley, Chief Elected Official Consortium Chair Date  
West Central Workforce Development Board

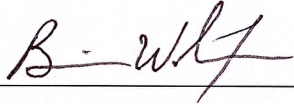
James Connell 12/15/2025  
Chris Connell, LWDB Chairperson Date  
West Central Region Workforce Development Board

M. Eidson 12/15/2025  
Missy Eidson, LWDB Director Date  
West Central Region Workforce Development Board

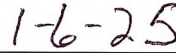
**MEMORANDUM OF UNDERSTANDING SIGNATURE PAGE**

By signing, Partners certify they are in agreement with this Memorandum of Understanding (MOU) and the negotiated roles, responsibilities and costs contained herein.


WIOA Partner for: Carl D. Perkins and Technical Education Programs



Brian Wilcoxson  
Saline County Career Center



Date



Jim Wheatley, Chief Elected Official Consortium Chair  
West Central Workforce Development Board

01/07/2026

Date



Chris Connell, LWDB Chairperson  
West Central Region Workforce Development Board

01/06/2026

Date



Missy Eidson, LWDB Director  
West Central Region Workforce Development Board

01/06/2026

Date

**MEMORANDUM OF UNDERSTANDING SIGNATURE PAGE**

By signing, Partners certify they are in agreement with this Memorandum of Understanding (MOU) and the negotiated roles, responsibilities and costs contained herein.

WIOA Partner for: Job Corps

*Lori Sams*

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12/15/2025

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Lori Sams, Job Corps

Date

*Jim Wheatley*

---

12/15/2025

---

Jim Wheatley, Chief Elected Official Consortium Chair  
West Central Workforce Development Board

Date

*James Connell*

---

12/15/2025

---

Chris Connell, LWDB Chairperson  
West Central Region Workforce Development Board

Date

*M. Eidson*

---

12/15/2025

---

Missy Eidson, LWDB Director  
West Central Region Workforce Development Board

Date

**MEMORANDUM OF UNDERSTANDING SIGNATURE PAGE**

By signing, Partners certify they are in agreement with this Memorandum of Understanding (MOU) and the negotiated roles, responsibilities and costs contained herein.

WIOA Partner for: UMOS National Farm Worker Program WIOA 167

Timothy Schindler 1/21/26  
Date

UMOS National Farm Worker Program WIOA 167

Jim Wheatley 01/26/2026  
Date

Jim Wheatley, Chief Elected Official Consortium Chair  
West Central Workforce Development Board

James Connell 01/23/2026  
Date

Chris Connell, LWDB Chairperson  
West Central Region Workforce Development Board

M. Eidson 01/23/2026  
Date

Missy Eidson, LWDB Director  
West Central Region Workforce Development Board

**MEMORANDUM OF UNDERSTANDING SIGNATURE PAGE**

By signing, Partners certify they are in agreement with this Memorandum of Understanding (MOU) and the negotiated roles, responsibilities and costs contained herein.

WIOA Partner for: Carl D. Perkins and Technical Education Programs

*Andrew Walker* 1/29/2026  
Warrensburg Area Career Center Date

*Jim Wheatley* 02/02/2026  
Jim Wheatley, Chief Elected Official Consortium Chair Date  
West Central Workforce Development Board

*James Connell* 01/29/2026  
Chris Connell, LWDB Chairperson Date  
West Central Region Workforce Development Board

*M. Eidson* 01/29/2026  
Missy Eidson, LWDB Director Date  
West Central Region Workforce Development Board

**MEMORANDUM OF UNDERSTANDING SIGNATURE PAGE**

By signing, Partners certify they are in agreement with this Memorandum of Understanding (MOU) and the negotiated roles, responsibilities and costs contained herein.

WIOA Partner for: Senior Community Service Employment Program (SCSEP)/AARP Foundation

DocuSigned by:

*Monique Bates*

B2F195613E8D401...

Monique Bates

12/9/2025

Date

*Jim Wheatley*

Jim Wheatley, Chief Elected Official Consortium Chair  
West Central Workforce Development Board

12/10/2025

Date

*James Connell*

Chris Connell, LWDB Chairperson  
West Central Region Workforce Development Board

12/10/2025

Date

*M. Eidson*

Missy Eidson, LWDB Director  
West Central Region Workforce Development Board

12/10/2025

Date

**MEMORANDUM OF UNDERSTANDING SIGNATURE PAGE**

By signing, Partners certify they are in agreement with this Memorandum of Understanding (MOU) and the negotiated roles, responsibilities and costs contained herein.

WIOA Partner for: Adult Education and Literacy

*April Godwin*

11/20/2025

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April Godwin, Adult Education and Family Literacy,  
State Fair Community College

Date

*Jim Wheatley*

11/26/2025

---

Jim Wheatley, Chief Elected Official Consortium Chair  
West Central Workforce Development Board

Date

*James Connell*

11/26/2025

---

Chris Connell, LWDB Chairperson  
West Central Region Workforce Development Board

Date

*M. Eidson*

11/27/2025

---

Missy Eidson, LWDB Director  
West Central Region Workforce Development Board


Date


MEMORANDUM OF UNDERSTANDING SIGNATURE PAGE

By signing, Partners certify they are in agreement with this Memorandum of Understanding (MOU) and the negotiated roles, responsibilities and costs contained herein.


WIOA Partner for: Community Service Block Grants

  
\_\_\_\_\_  
Missouri Valley Community Action Agency


  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Jim Wheatley, Chief Elected Official Consortium Chair  
West Central Workforce Development Board

02/09/2026  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Chris Connell, LWDB Chairperson  
West Central Region Workforce Development Board

02/06/2026  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Missy Eidson, LWDB Director  
West Central Region Workforce Development Board

02/06/2026  
\_\_\_\_\_  
Date

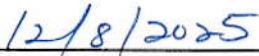
**MEMORANDUM OF UNDERSTANDING SIGNATURE PAGE**

By signing, Partners certify they are in agreement with this Memorandum of Understanding (MOU) and the negotiated roles, responsibilities and costs contained herein.

WIOA Partner for: Community Service Block Grants and Housing and Urban Development

  
\_\_\_\_\_

Mary Lou Schussler, President and Chief  
Executive Officer, West Central Community Action Agency

  
\_\_\_\_\_

Date

  
\_\_\_\_\_

Jim Wheatley, Chief Elected Official Consortium Chair  
West Central Workforce Development Board

12/10/2025  
\_\_\_\_\_

Date

  
\_\_\_\_\_

Chris Connell, LWDB Chairperson  
West Central Region Workforce Development Board

12/09/2025  
\_\_\_\_\_

Date

  
\_\_\_\_\_

Missy Eidson, LWDB Director  
West Central Region Workforce Development Board

12/09/2025  
\_\_\_\_\_

Date

**MEMORANDUM OF UNDERSTANDING SIGNATURE PAGE**

By signing, Partners certify they are in agreement with this Memorandum of Understanding (MOU) and the negotiated roles, responsibilities and costs contained herein.

WIOA Partner for: Adult Education and Literacy

*April Godwin*

11/20/2025

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April Godwin, Adult Education and Family Literacy,  
State Fair Community College

Date

*Jim Wheatley*

11/26/2025

---

Jim Wheatley, Chief Elected Official Consortium Chair  
West Central Workforce Development Board

Date

*James Connell*

11/26/2025

---

Chris Connell, LWDB Chairperson  
West Central Region Workforce Development Board

Date

*M. Eidson*

11/27/2025

---

Missy Eidson, LWDB Director  
West Central Region Workforce Development Board

Date

**MEMORANDUM OF UNDERSTANDING SIGNATURE PAGE**

By signing, Partners certify they are in agreement with this Memorandum of Understanding (MOU) and the negotiated roles, responsibilities and costs contained herein.

WIOA Partner for: Missouri Work Assistance Programs



03 / 04 / 2026

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Equus Workforce Solutions

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Date



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03/06/2026

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Jim Wheatley, Chief Elected Official Consortium Chair  
West Central Workforce Development Board

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Date



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03/04/2026

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Chris Connell, LWDB Chairperson  
West Central Region Workforce Development Board

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Date



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03/04/2026

---

Missy Eidson, LWDB Director  
West Central Region Workforce Development Board

---

Date

**MEMORANDUM OF UNDERSTANDING SIGNATURE PAGE**

By signing, Partners certify they are in agreement with this Memorandum of Understanding (MOU) and the negotiated roles, responsibilities and costs contained herein.

WIOA Partner for: Temporary Assistance for Needy Families, Supplemental Nutrition Assistance Program and Rehabilitation Services for the Blind

See attached.

\_\_\_\_\_  
Patrick Luebbering, Director  
Department of Social Services  
Division of Finance and Administrative Service

\_\_\_\_\_  
Date

*Jim Wheatley*

\_\_\_\_\_  
12/15/2025

\_\_\_\_\_  
Jim Wheatley, Chief Elected Official Consortium Chair  
West Central Workforce Development Board

\_\_\_\_\_  
Date

*James Connell*

\_\_\_\_\_  
12/11/2025

\_\_\_\_\_  
Chris Connell, LWDB Chairperson  
West Central Region Workforce Development Board

\_\_\_\_\_  
Date

*M. Eidson*

\_\_\_\_\_  
12/11/2025

\_\_\_\_\_  
Missy Eidson, LWDB Director  
West Central Region Workforce Development Board

\_\_\_\_\_  
Date



**Memorandum of Understanding (MOU)  
Disclosure Statement  
Missouri Department of Social Services**

<b>MOU Title:</b>	<b>One-Stop Delivery System</b>
-------------------	---------------------------------

1. Department of Social Services (DSS) is signing the Workforce Innovation and Opportunity Act (WIOA) Memorandum of Understanding (MOU) with the following stipulations:
  - a. All 13 Workforce Development Boards MOUs must fully comply with the WIOA regulations.
  - b. Local cost sharing negotiations must allow for DSS, including DSS contractors, to provide "in kind" services in lieu of cash payments as applicable.
  - c. WIOA requires one-stop partners to contribute funding to establish and maintain the one-stop delivery system based on each partner's proportionate use of the system and the relative benefits received (WIOA sec.121(h)(1)(B)(i) and 121(h)(2)(C); 20 CFR 678.420(b), 34 CFR 361.420(b), and 34 CFR 463.420(b)). One-Stop partners must use a reasonable cost allocation methodology in determining appropriate partner contributions based on proportionate use and relative benefits received (20 CFR 678.420 (b)(2)(i), 34 CFR 361.420(b)(2)(i), and 34 CFR 463.420(b)(2)(i)).
  - d. DSS, its affiliates, successors, assignees, and contractors will continue to adhere to its confidentiality and security policies.
  - e. Termination of the MOUs: Any Partner to these MOUs may withdraw, giving written notice of its intent to withdraw as a Partner. All pertinent terms of the MOUs will continue in effect for the remaining Partners. Any party may cancel the MOU at any time for cause or without cause on a 30-day written notice.
  - f. In the event, there is a conflict of language between the MOU and this Disclosure statement, the language in this Disclosure statement shall prevail.
  - g. In the event there is a conflict between law, regulations, and policy governing DSS and the WIOA MOU, then the law, regulations, and policies governing DSS shall prevail.

Patrick Luebbering, Director  
Division of Finance and Administrative Services

Temporary Assistance for Needy Families  
Community Services Block Grant  
SNAP Employment and Training  
Rehabilitation Services for the Blind

MEMORANDUM OF UNDERSTANDING SIGNATURE PAGE

By signing, Partners certify they are in agreement with this Memorandum of Understanding (MOU) and the negotiated roles, responsibilities and costs contained herein.

WIOA Partner for: Unemployment Insurance Programs



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Allen Andrews

---

3-18-26

Date



---

Jim Wheatley, Chief Elected Official Consortium Chair  
West Central Workforce Development Board

---

03/18/2026

Date



---

Chris Connell, LWDB Chairperson  
West Central Region Workforce Development Board

---

03/18/2026

Date



---

Missy Eidson, LWDB Director  
West Central Region Workforce Development Board

---

03/18/2026

Date

**MEMORANDUM OF UNDERSTANDING SIGNATURE PAGE**

By signing, Partners certify they are in agreement with this Memorandum of Understanding (MOU) and the negotiated roles, responsibilities and costs contained herein.

WIOA Partner for: Vocational Rehabilitation

*See attached.*

MO Vocational Rehabilitation

*Jim Wheatley*

Date

01/26/2026

Jim Wheatley, Chief Elected Official Consortium Chair  
West Central Workforce Development Board

Date

*James Connell*

01/25/2026

Chris Connell, LWDB Chairperson  
West Central Region Workforce Development Board

Date

*M. Eidson*

01/25/2026

Missy Eidson, LWDB Director  
West Central Region Workforce Development Board

Date

Record of Signing

For Missouri Department of Elementary & Se...  
Name Shelley Woods  
Title Chief Operations Officer

*Shelley Woods*

Signed on Jan 22, 2026 2:38 PM CST

Secured by Concord™  
DocumentID: 032Ev6oPEFDTSIF35JPwen  
SigningID: 032Ev6oOdyvyOFVcEsxfJZ  
UTC Signing time: 2026-01-22 20:38:15 UTC  
IP Address: 168.166.80.226  
Email: shelley.woods@dese.mo.gov

