

## Local MOU

**MEMORANDUM OF UNDERSTANDING**  
**BETWEEN**  
**SOUTHEAST MISSOURI WORKFORCE DEVELOPMENT BOARD (SEWDB)**  
**AND**  
**THE SOUTHEAST MISSOURI REGION ONE-STOP PARTNERS**

Linda Fitzgerald, One Stop Operator  
Individual designated by the Local Board  
Chair to lead MOU negotiations

lfitzgerald@edsi.com  
Email address

*Linda Fitzgerald*

10/01/2025

Linda Fitzgerald, One Stop Operator  
Impartial individual designated by the Local  
Board Chair to lead annual budget negotiations

lfitzgerald@edsi.com  
Email address

### 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 21(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. Agreement of the CEO and the One-Stop Partners, relating to the operation of the One-Stop Delivery System in the LWDA. Two (2) or more LWDA's in a region may develop a single joint MOU, if they are in a region that has submitted a regional plan under sec. 106 of WIOA." [20 CFR 678.500 (a), 34 CFR 361.500(a), and 34 CFR 463.500(a) and in federal guidance.

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 the 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, shall develop and enter into a MOU (between the Local WDB and the One-Stop Partners) concerning the operation of the One-Stop Delivery System in each regional area. The MOU shall contain provisions describing services to be provided through the One-Stop Delivery System including the manner in which services will be coordinated and delivered through such system. The MOU shall include how the costs of such services and the operating costs of such system will be apportioned through an infrastructure funding agreement (IFA). The MOU shall include a description of the methods of referral for appropriate services and activities between the One-Stop Operator and partner agencies.

For purposes of alignment with the SEWDB's updated 2-year plan modification, this document will be in effective for the program years 2025/26 & 2026/27 or from July 1, 2025 to June 30, 2027.

### TABLE OF CONTENTS

1. Purpose and Scope

## Strategic Vision

### Goals

2.	Name and Locations of Comprehensive & Affiliate One-Stop Centers	3
3.	Parties to the MOU	3
4.	One-Stop Center Services	4
5.	Responsibilities of the Missouri Job Center One-Stop Partners	4
6.	Data Sharing	4

### Services to be provided

7.	Description of Comprehensive One-Stop Services	5
8.	Procurement of the One-Stop Operator	11

### Administrative and Operations Management Sections

9.	Costs and Cost Sharing of Services	11
10.	Systematic Referral Process for Job Center Customers	12
11.	Access to Programs and Services	14
	A. Physical Accessibility	
	B. Programmatic Accessibility	
12.	Data Sharing	14
13.	Human Resources Management	14
	A. Grievance and Complaint Procedures	
	B. Confidentiality	
14.	One-Stop Delivery System Performance Criteria	15
15.	Governance of the One-Stop Delivery System	16
16.	Duration, Modification and Revisions	16
	A. Amendment, Severability and termination Procedures	
	B. Renewal Provisions	
	C. Effective Dates and Duration	
17.	Assurances	17
18.	Appeals and Dispute Resolution	18
19.	Termination	18
20.	Authority and Signatures	

### Attachments:

A.	SEWDB Infrastructure Funding Agreement	
	Appendix A - 2020 SEWDB One Stop Budget Spreadsheet	

## 1. PURPOSE AND SCOPE OF MOU

### a. INTRODUCTION:

This Memorandum of Understanding (MOU) establishes the spirit of cooperation and collaboration by Southeast Missouri Workforce Development Board (SEWDB); 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 two (2) comprehensive sites, called Missouri Job Centers, and one (1) affiliated satellite sites. We understand that the development and implementation of these sites will require mutual trust and teamwork between the partnering agencies.

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

**b. Strategic Vision:**

The Partners have adopted the vision of the Workforce Development Board of Southeast Missouri (WDB): "A high quality standard of life for our region" which supports our mission statement, "To promote a state of economic well-being by helping to create a skilled, diverse, motivated and adaptable workforce". As well as Governor Parsons's vision: "Missouri's WIOA partners will build an integrated demand driven workforce system that leads to self-sufficiency". The visions complement one another, in that they both support partnerships and maintain a growing economy. We must continue a course forward; skilling-up the pipeline of the future workforce.

The SEWDB will work toward achieving our vision using these principles as guideposts for policy development and program service delivery. Each partner will use its resources to support the principles.

- Business Demand Driven Orientation through a sector strategy framework

- Strong Partnerships with Business at All Levels

- Career Pathways to Jobs of Today and Tomorrow

- Integrated Service Delivery

- Access and Opportunity for all Populations

- Cross-agency Collaboration and Alignment for developing or promoting career pathways and industry recognized stackable credentials

- Clear Metrics for Progress and Success

- Focus on Continuous Improvement and Innovation

In furtherance of the plan developed for the Southeastern Region, SEWDB partners will build a system that will:

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

- Support a local workforce development system that meets the needs of businesses in the local area.

- Better coordinate workforce development programs and economic development.

- Strengthen linkages between the one-stop delivery system and unemployment insurance programs.

- Promote entrepreneurial skills training and microenterprise services; and

- Implement initiatives such as incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies designed to meet the needs of regional employers.

**c. Goals**

The Southeast WDB's goals for engaging employers and preparing an educated skilled workforce are to:

- Implement a market driven approach.

- Actively engage employers and private sector WDB members as our chief customer.

- Strengthen and build upon our community partnerships.

- Increase our WDB engagement and accountability.

- Improve outreach and community awareness, to meet the needs of both employers and job seekers.

- Ensure WIOA services are available throughout the Southeast Region.

2. **NAME AND LOCATION OF COMPREHENSIVE ONE-STOP CENTER(S) (§ 678.310, §678.315 and§ 678.320)**

The Comprehensive One-Stop Centers are located in Kennett, and Park Hills, Missouri. The Affiliate center is located in Cape Girardeau, is complemented by two access points and a satellite center all located in Sikeston, Missouri.

Comprehensive Centers:

- Park Hills Job Center, 403 Parkway Dr, Park Hills, MO 63601
- Kennett Job Center, 1100 South Byp # 2, Kennett, MO 63857

3. **PARTIES TO THE MOU**

<b>PARTIES TO MOU</b>	<b>MOU Designated Signature Signees</b>
Southeast Workforce Development Board COO	Gretchen Morse
Southeast Workforce Development Board Chair	Scott Sattler
Southeast Workforce Development Board CLEO	Mike Sauer
<b>REQUIRED PARTNERS AS PARTIES TO MOU</b>	<b>ENTITY ADMINISTERING PROGRAM TYPEDNAME</b>
Title I: Adult, Dislocated Worker, Youth	Missouri Office of Workforce Development (OWD) -Julie Carter
Title II: Adult Education and Family Literacy	Adult Education and Literacy Cape Girardeau Public Schools -- Laurie Gibbs Bonne Terre/Unitec Adult Education and Literacy - Stacy Snider
Title III: Employment Programs under Wagner-Peyser	Missouri Office of Workforce Development (OWD) - Julie Carter
Title IV: Vocational Rehabilitation Services	Missouri Division of Rehabilitative Services - Elizabeth Perkins
Carl Perkins/Post-secondary Career & Technical Education	Mineral Area College - Michele Shore Three Rivers College - Leann Clark
Department of Labor and Unemployment Compensation	Missouri Division of Economic Security - Allen Andrews
Veterans Services	Missouri Office of Workforce Development-Julie Carter Missouri Veterans Commission, Dept. P.S.- David Lee
Trade Readjustment Assistance (TRA)	Missouri Office of Workforce Development - Julie Carter
Trade Adjustment Assistance Act (TAA)	Missouri Office of Workforce Development - Julie Carter
Migrant and Seasonal Farmworkers (Section 167)	OWD-NFJP Julie Carter
Community Services Block Grant (CSBG)	Delta Area Economic Opportunity Corporation (DAEOC) - Joel Evans
Title IV: Rehabilitative Services for the Blind	DSS - Patrick Luebbering
Temporary Assistance for Needy Families: (TANF) MWA Programs	Mers Goodwill--/DeAnn Stubblefield
Second Chance Act	<b>N/A</b>
Senior Community Employment Services Programs (SCESP)	N/A due to lack of funding at this time

Housing and Urban Development Employment and Training Activities	Sikeston HA -- Doug Friend
Job Corps	LifeSkills Connection, Inc. - Robin Adams
Youth Build	CPSEMO-Amanda Statler DAEOC--Joel Evans
Native American Programs (Section 166)	N/A
<b>ADDITIONAL PARTNERS AS PARTIES TO MOU</b>	<b>ENTITY ADMINISTERING PROGRAM TYPED NAME</b>
Supplemental Nutrition Assistance Program (SNAP) Employment and Training Activities	Department of Social Services - (Administered by the EDSI) Samantha Terrv

#### 4. One Stop Center Services

A complete description of One-Stop Center services and each partner's services are listed in Section 7, "Description of Comprehensive One-Stop Center Services"

#### 5. Responsibility of One-Stop Partners

Each required partner must:

- (a) Provide access to its programs or activities through the one-stop delivery system, in addition to any other appropriate locations.
- (b) Use a portion of funds made available to the partner's program, to the extent consistent with the Federal law authorizing the partner's program and with Federal cost principles in 2 CFR parts 200 and 2900 (requiring, among other things, that costs are allowable, reasonable, necessary, and allocable), to:
  - (1) Provide applicable career services; and
  - (2) Work collaboratively with the State and Local WDB to establish and maintain the one-stop delivery system. This includes jointly funding the one-stop infrastructure through partner contributions that are based upon:
    - (i) A reasonable cost allocation methodology by which infrastructure costs are charged to each partner based on proportionate use and relative benefit received;
    - (ii) Federal cost principles; and
    - (iii) Any local administrative cost requirements in the Federal law authorizing the partner's program. (This is further described in § 678.700.)
- (c) Enter into an MOU with the Local WDB relating to the operation of the one-stop delivery system that meets the requirements of § 678.S00(b);
- (d) Participate in the operation of the one-stop delivery system consistent with the terms of the MOU, requirements of authorizing laws, the Federal cost principles, and all other applicable legal requirements; and
- (e) Provide representation on the State and Local WDBs as required and participate in Board committees as needed.

#### 6. Data Sharing

Data is shared as allowed by each respective agency. All partners in the SEWDB Region agree to share data to the fullest extent possible through agreements and practices that allow each program to comply with the state and federal laws governing it to protect personally identifiable information while working toward greater integration of services across programs.

A common Release of Information form will be used by all partners to share appropriate information allowing coordinated and/or integrated service delivery to individuals and businesses.

Partners agree to data sharing that allows each program to comply with the federal laws governing it and that will be used to improve mutual referrals and communication.

Partners agree to comply with federal and state laws governing protection of personally identifiable information. This will allow staff to share necessary and appropriate information while still guaranteeing that Personal Identifiable Information will be kept confidential unless authorized by the customer in accordance with the state and federal laws.

## **SERVICES TO BE PROVIDED**

### **7. DESCRIPTION OF COMPREHENSIVE ONE-STOP SERVICES (Sec. 121 (c)(2)(i)) (§ 678.S00(b)(1))**

The partner agencies are committed to providing the best possible services to customers and businesses. Members of the group realize that integration of services and collaboration among the agencies is essential to success. Services will be collaborated in a number of ways, including in person, electronically (email, skype, etc.) and via telephone. Partners will use our common "Intake/Referral Form" in order to assist with integration and collaboration amongst the Required Partners.

The Resource Room staff will welcome the customer and through a conversation with the customer, a needs-based assessment will determine the customer's next steps in service delivery. The customer is provided information which is used to help determine if a referral to another agency is needed. Cross training staff within the Center will allow better customer service. The goal of the Center is to offer a customer focused concept to assist job seekers in identifying their current skills and matching those skills to existing job openings that align with their skill sets.

Cross trained staff will direct clients to the services that best fit their needs, either by in-person or direct linkage contact. Local partners that will have full time staff at the center include the EDSI and Missouri Office of Workforce Development. Partners that have staff in the Centers on a regular, but not full time basis include Vocational Rehabilitation, Missouri Works Assistance (TANF through MERS Goodwill & EDSI), Job Corps (LifeSkills), and Senior Community Services Employment Program (SCSEP through MERS Goodwill). Other partners that have plans or may have plans to move in are CPSEMO EDGE and Youth Build. Other partner's services will be available through direct linkages. The Partners will develop coordinated delivery of service via specific contact information provided by representatives with each partner agency. Partners have indicated on the service matrix what services will be provided physically on-site as well as services to be provided on-demand through technology linkage. Partners will work together with the community to provide efficient and comprehensive employment-driven services to each customer who expresses need for assistance.

**Title I (Adult, Dislocated Worker and Youth)** - WIOA Title 1B career services will be provided on-site and through technology at the Southeast Missouri Job Centers in Kennett and Park Hills. The Southeast Missouri Workforce Development Board provides the services for the Adult, Dislocated Worker and Youth programs. In the provision of individualized career services and training services, WIOA establishes a priority for serving low-income individuals, recipients of public assistance, those that have lost their job due to no fault of their own, as well as individuals who are basic skills deficient.

The WIOA Adult Program provides career and training services through the American Job Center Network to help job seekers who are at least 18 years old succeed in the labor market. The Adult program's delivery of career and training services are tailored to the individual needs of job-seekers of the American Job Center Network. The adult program is identified as a core program under WIOA and, among other things, is responsible for combined planning, shared performance indicators, and aligned service delivery with other core and One-Stop Partner programs.

The WIOA Dislocated Worker 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 of 20 CFR 680.660. The goal of the Dislocated Worker program is helping individuals return to the workforce with the skills they need to obtain quality employment in "in-demand" industries. These career and training services are provided through the One-Stop Delivery System at the Southeast Missouri Job Centers.

The Dislocated Worker Program's delivery of career and training services is geared to the individual needs of the job-seekers. The Dislocated Worker program is identified as a core program under WIOA and, among other things, is responsible for combined planning, shared performance indicators, and aligned service delivery with other core and one-stop partner programs.

The WIOA Youth Program provides services for young adults to succeed in education and the workforce. WIOA provides a significant opportunity for coordination across all core and partner programs including planning, reporting, and service delivery. This creates an opportunity for the WIOA Adult program to work closely with the WIOA Youth program. Individuals who are 18-24 years of age may be eligible for both the WIOA Youth and Adult programs and may or may not be co-enrolled in the two programs. SEWDB encourages the WIOA Adult and Dislocated Worker programs to coordinate closely with the WIOA Youth program to maximize flexibility and service delivery to eligible populations.

Local program case managers determine the appropriate program for the participant, and it must be based on the service needs of the participant and if the participant is career-ready. This determination is based on an assessment of their occupational skills, prior work experience, employability, and the participant's needs.

**Title II (Adult Education and Literacy)** - Services are provided in multiple locations throughout the area, making classroom and tutoring services very accessible. Staff of Adult Education and Literacy Programs (AEL) with Cape Girardeau Public Schools #63 and North St. Francois County R-I School District AEL Program provide services through a combination of on-site staff and technology at the Southeast Missouri Comprehensive Job Centers. Administered by the U.S. Department of Education, AEL is designed to create a partnership among the Federal Government, States, and localities to provide, on a voluntary basis, adult education and literacy activities. These activities are designed to:

- \*assist adults to become literate and obtain the knowledge and skills necessary for employment and economic self-sufficiency;
- \*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;
- \*assist adults in attaining a secondary school diploma and transition to postsecondary education and training, including through career pathways;
- \*assist immigrants and other individuals who are English language learners in improving their reading, writing, speaking, and comprehension skills in English, as well as mathematics skills and acquiring an understanding of the American System of Government, individual freedom and the responsibilities of citizenship.

**Title ID (Employment Services under Wagner-Peyser)**- Employment Services and Outreach is a labor exchange program designed to sustain economic growth by expanding employment opportunities to qualified job seekers that meet the demands of the employers. The program's objectives aim to reduce the loss of productivity by filling job openings as quickly as possible and to shorten the duration of individuals' unemployment. For job seekers who are not job ready, Employment Services, in cooperation with other workforce partners, assists clients to access training, employability development services, and other supportive services needed to realize their employment goals. Wagner-Peyser staff will assist with the intake process by assessing the customer needs, assisting with UI claims, and registering with MoJobs in order for the claimant to immediately begin searching for work. Staff will also provide labor market information to educate customers on the current employment outlook and determine if further training will be necessary to enhance employment opportunities. Customers may be directed to work-readiness workshops or referred to partner agencies and/or supportive services, depending on the needs of the customer.

OWD staff are co-located at The Southeast Missouri Comprehensive Job Centers in Kennett, and Park Hills and at affiliate site in Cape Girardeau, as well as the Resource/Access point in Sikeston offering Wagner-Peyser services on-site and through technology. -

**Title IV (Rehabilitation Services)** - Vocational Rehabilitation (VR) assists eligible individuals with disabilities obtain, maintain, or advance in employment. VR is a part of the Department of Elementary and Secondary Education (DESE). Types of services include, but not limited to: pre-employment transition services, vocational exploration, individual guidance and counseling, vocational training and job search assistance. Services will be provided through a combination of on-site and technology at The Southeast Missouri Region Comprehensive Job Centers.

**Perkins/Post-Secondary Career and Technical Education** - The Carl D. Perkins Career and Technical Education Improvement Act of 2006 (Perkins IV) is the most important piece of legislation affecting career and technical education (CTE) in Missouri. Perkins IV focuses state and local efforts on continuously improving programs to facilitate the academic achievement of CTE students by: strengthening the connections between secondary and post-secondary education; restructuring the way stakeholders, high schools, community colleges, universities, business and parents work together; and increasing state and local accountability standards. The intent of post-secondary CTE is to provide students with the skills and knowledge necessary to excel in the global economy. Career and technical education equips students with the foundational knowledge to explore a cluster of occupations and careers. As a student evolves through their educational experience, their focus is narrowed to a particular program. This process allows students to transition seamlessly while providing them with hands-on exploration, rigorous academics and the support necessary to succeed. Services will be provided via Direct Linkage through multiple Post-Secondary Agencies including:

Mineral Area Community College through direct linkage by using the phone number 573-518-4593. Services provided through the Perkins Act include: information regarding the performance and costs of programs assisted under Perkins; initial assessment of skill levels, aptitudes, abilities and supportive service needs; and the provision of information related to the availability of supportive services

Three Rivers College through direct linkage by using the phone number 573-472-5223. Services provided through the Perkins Act include: information regarding the performance and costs of programs assisted under Perkins; initial assessment of skill levels, aptitudes, abilities and supportive service needs; and the provision of information related to the availability of supportive services

**MODES/Unemployment Insurance (UI)**-The Division of Employment Security (DES) administers Missouri's Unemployment Insurance (UI) program. UI programs provide partial protection for workers against loss of wages during periods of involuntary unemployment. The benefits paid to insured workers bolster the economy of the state during periods of economic downturns by helping maintain a degree of consumer purchasing power.

UI programs and activities that fall under the operation of DES include the regular UI program, unemployment compensation for ex-service members, unemployment compensation for federal employees, the Shared Work program, the Reemployment Services Eligibility Assessment program, Disaster Unemployment Assistance and Trade Readjustment Allowances, including Reemployment Trade Adjustment Assistance.

WIOA requires that claimants receive meaningful assistance with filing a claim for unemployment insurance. Meaningful assistance means:

- Providing assistance on-site using staff who are well trained in unemployment insurance claims filing and the rights and responsibilities of UI claimants; or
- Providing assistance by phone or other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.

To meet the requirement to provide meaningful assistance to UI claimants in need of help filing a UI claim, MJC staff must be familiar with the DES online claims filing system (UINTERACT) and the rights and responsibilities of UI claimants to the point of being able to help them understand DES publications and correspondence. Additionally, a priority phone line is maintained in each MJC for claimants to speak directly with DES staff with little to no wait.

An electronic feedback system is in place for MJC staff to refer potential UI eligibility issues to the DES for investigation.

**OWD/Job Counseling, Training and Placement Services for Veterans** - Services are available on-site at the Missouri Job Centers in Kennett and Park Hills. OWD provides veteran's priority of service over all other job applicants, actively promotes and develops employment opportunities, and provides placement and vocational guidance services. Veteran's Representatives work in conjunction with Wagner-Peyser staff to assess the needs of our Veteran population. Assistance is then provided to ensure that the Veteran is job-ready. If significant barriers to employment (SBEs) are identified, the veteran receives intensive service from a Veteran's Representative. Those with SBEs work one-on-one with a Veteran's Representative to overcome their barriers in order to become job-ready. Priority is given to Veterans when referring candidates to open employment positions and dedicated staff continually do outreach with local employers to find current employment opportunities in the community that are suitable for job-ready veterans. Current individualized labor market information is provided to veterans to help determine if additional training is needed to obtain employment that provides sufficient earning. Referrals to supportive and /or partner services will be made as needed.

**OWD/Trade Readjustment Assistance (TRA)** - OWD administers Trade Readjustment Allowances, a benefit under the TRA program, providing income support to persons who have exhausted unemployment compensation and whose jobs were affected by foreign imports. The program is administered on-site at all two Comprehensive Job Centers.

**OWD/Trade Adjustment Assistance (TAA)**- Missouri Job Centers provide TAA services on-site at all two Comprehensive Job Centers in the Southeast Region. The Trade Adjustment Assistance (TAA) Program provides assistance to workers who have been adversely affected by foreign trade. The revised reporting requirements align performance accountability for the TAA program with that of other partner programs in the Workforce System under WIOA. The TAA program seeks to provide adversely affected workers with opportunities to obtain the skills, credentials, resources, and support necessary to become reemployed.

If a worker is a member of a worker group certified by the Department of Labor (DOL) that worker may be eligible to receive the following benefits and services:

- \*Employment and Case Management Services
- \*Training
- \*Trade Readjustment Allowance (TRA)
- \*Job Search Allowance
- \*Relocation Allowance
- \*Alternative Trade Adjustment Assistance (ATAA) and Reemployment Trade Adjustment Assistance (RTAA)

**Migrant & Seasonal Farmworkers (MSFW)** - Migrant and Seasonal Farmworker programs are administered by multiple agencies within Missouri.

UMOS, Inc. National Farmworker Jobs Program, Workforce Innovation and Opportunity Act (Section 167)- Assistance with career services and training, funding for school and related costs, weekly stipends, job search assistance and emergency assistance for eligible migrant and seasonal farmworkers. Learn more: <http://nfjp.umos.org> Services are provided through technology.

AES (Title III) is operated by the Missouri Office of Workforce Development. This program is responsible for locating and enrolling migrant or seasonal farmworkers into a program to assist with job search and training; as well as services to ensure success in training such as housing, health, and community services. In addition, the program offers assistance to agriculture employers seeking workers. Services are provided through a combination of on-site and technology.

**Community Service Block Grant (CSBG)** - DAEOC administers the Community Services Block Grant (CSBG) within the Southeast Region, The Community Services Block Grant (CSBG) program provides federal funding to carry out locally designed programs providing a range of services and activities that have measurable impacts on the causes and effects of poverty. The CSBG program assists low income populations with transportation, clothing, health services, food, shelter and programs designed to increase self-sufficiency, such as job preparedness, education and housing assistance. These services will be provided via Direct Linkage when onsite access is not available. Direct linkage consists of a referral being created and sent via email and/or fax to the appropriate provider. A copy of the referral will be given to the customer. The customer will be provided a dedicated provider phone number and access to a One Stop Center phone line to contact the provider. The customer will be contacted by the provider within 24 hours for services.

**Title IV Rehabilitative Services for the Blind (RSB)** - RSB helps eligible blind and visually impaired persons achieve personal and employment success. Services are provided with the belief that with the right training and resources each

800-592-6004. Services are provided through technology.

blind or visually impaired person will be able to achieve this goal. Individuals can contact: [askrsb@dss.mo.gov](mailto:askrsb@dss.mo.gov) or phone

Senior Community Services Employment Program (SCSEP) - Has not been funded in the Southeast Region.

FSD/TANF - Missouri Family Support Division's TANF program serves all counties in the Southeast Region through the Missouri Work Assistance (MWA) Program. The MWA program helps Temporary Assistance (TA) recipients become ready for a job, get real work experience, find employment, and keep a job. MWA services are provided through a partnership with the Family Support Division (FSD) and MERS Goodwill within the Southeast Region. FSD has local offices across the state known as Family Support Division Resource Centers, and they provide many types of services and information: FSD improves the health and well-being of families and individuals through partnerships and services that build community competence. They work with customers, providers, and advocates to achieve high standards of service. MERS Goodwill has MWA offices throughout the Region providing case management services to TA recipients identified by DFS. While SNAP, medical and TANF cash assistance programs are the services that are most known.

**Second Chance-NIA**, No programs operated within the Southeast Region.

**HUD Employment and Training Activities** - Partnership between the Sikeston Housing Authority and Employment Resource Center Services operated at 400 Allen Boulevard, Sikeston.

**Job Corps** -LifeSkills Connection, Inc. will provide services through direct linkage and in person. Job Corps has offices located in Poplar Bluff and Cape Girardeau (The Cape Girardeau Job Corp office will be domiciled in the Missouri Job Center at SEMO, and affiliate job center located at 612 Broadway, effective September 15, 2025. This office space is provided through an additional .3 FTE) The Job Corps program provides eligible youth ages 16 to 24 with an opportunity to not only finish their high school education but obtain practical career training and job placement assistance. Job Corps training programs are provided at the Mingo Job Corps Civilian Conservation Center located near Puxico, Missouri and at the Excelsior Springs Job Corps Center in Excelsior, MO. The US Forestry Service at Mingo Job Corps Civilian Conservation Center and the Excelsior Springs Job Corps Center agrees to allow site access to Job Center personnel when requested by LifeSkills Connection, Inc. /Job Corps for workshops and other workforce preparation activities.

**YouthBuild** - CPSEMO and DAEOC have been awarded grants for their respective service delivery areas and have initiated the operation of this program within the Southeast Region and are partnering with the comprehensive job centers--CPSEMO with Park Hills Comprehensive and its affiliate in Cape and DAEOC with Kennett Comprehensive Job Center and its Satellite in Sikeston) for shared costs and to provide cross referrals and services.

## **8. PROCUREMENT OF ONE-STOP OPERATOR (§ 678.600-635)**

The One-Stop Operator selected by the Southeast Missouri Workforce Development Board is provided under contract through EDSI.

The One Stop Operator oversight must be delivered to the Job Centers and access points located in the following counties: Bollinger, Cape Girardeau, Scott, St Francois, Ste. Genevieve, Iron, Perry, Madison, Mississippi, Pemiscot, Dunklin, New Madrid and Stoddard.

One Stop Operator services must be delivered in accordance with the proposal submitted on October 1, 2022 in response to the Request for Proposal (RFP).

The One-Stop Operator, in a consultant role, will play a critical role in supporting the local workforce system to coordinate its diverse partners to achieve its service delivery vision and reach its performance goals. Specifically, the One-Stop Operator will:

\*Coordinate the delivery of workforce services of the participating One-Stop partners and service providers. Including, but not limited to, WIOA Adult, Dislocated Worker, Youth and other One-Stop partners in any county, which may include but are not limited to, Adult Education, Vocational Rehabilitation, Unemployment Insurance, Veteran's Services, Wagner-Peyser, Temporary Assistance for Needy Families (MWA), and other Agencies offering workforce services.

The One Stop Operator may not:

- \*Convene system stakeholders to assist in the development of the local plan
- \*Prepare and submit local plans
- \*Be responsible for oversight of itself
- \*Manage or significantly participate in the competitive selection process for one-stop operators
- \*Select or terminate one-stop operators, career services and youth providers
- \*Negotiate local performance accountability measures
- \*Develop and submit budget for activities of the Local Board in the local area

The One-Stop Operator must maintain compliance with WIOA Sec. 188.

## **ADMINISTRATIVE AND OPERATIONS MANAGEMENT SECTIONS**

### **9. COSTS AND COST SHARING OF SERVICES (§678.755 and §678.760)**

The partners agree to share proportionately in the costs of the local one stop delivery system. These costs include shared system costs for service delivery and infrastructure costs associated with the comprehensive one-stop center(s) identified in the Infrastructure Funding Agreement (IFA) and its enclosed budget spreadsheet at Attachment A.

Shared System Costs (Additional Costs) are non-infrastructure costs to which required program partners must contribute. These shared costs may include costs for Resource Room materials. In-kind contributions to shared systems costs are permissible.

Infrastructure Costs are non-personnel costs that are necessary for the general operation of a comprehensive one-stop center, including the rental costs of facilities, the costs of utilities and maintenance, equipment (including assessment-related products and assistive technology for individuals with disabilities) and technology to facilitate access to the one-stop center, including the centers planning and outreach activities.

After several meetings of the MOU Negotiation team, the allocation of costs among required partners was based on the following method:

Funding will be calculated using the Full Time Equivalent (FTE) method (1 person working 40 hours/week= 1 FTE). Infrastructure costs for all of the Comprehensive Job Centers are compared to the total number of FTEs at all the Comprehensive Job Centers and costs are allocated to each agency based on the number of FTEs they have present. A minimum level of .3 FTEs was agreed upon for a minimum funding level for all partners, regardless of use of the Job Center through in-place staff or technology access. The reasoning with setting a minimum FTE is that each agency, even when no staff is physically present in the Job Center, derives benefits for their programs and clients from referrals to and from the Job Center, use of its services and access to other partners there. In addition, Job Center Staff must have the knowledge, capability and time to assist clients with contacting Partner Agencies through technology means when they are located outside the Job Center.

The EDSI has been selected as the operator of the One Stop Centers with infrastructure and service delivery costs divided between each Core Partner listed in Para 3 above. Specific information concerning budgeted amounts and each Required Partner's cost sharing are listed in Attachment A, Infrastructure Funding Agreement (IFA) and its enclosed budget spreadsheet.

This MOU is contingent upon and subject to the availability of sufficient funds. A State Agency Partner may terminate or suspend this MOU, in whole or in part, without penalty or further payment being required, if (i) if the funds to which this MOU commits a State Agency Partner have not been appropriated or otherwise made available to the State Agency Partner by the State or the Federal funding source, (ii) the Governor or a State Agency Partner reserves funds, or (iii) the Governor or State Agency Partner determines that funds will not or may not be available for payment. The State Agency Partner shall provide notice in writing, to the other Partners of any such funding failure and its election to terminate or suspend this MOU as soon as practicable. Any suspension or termination pursuant to this paragraph will be effective upon the date of the written notice unless otherwise indicated.

#### **10. SYSTEMATIC REFERRAL PROCESS FOR JOB CENTER CUSTOMERS** **Sec 121 © (2) (iii) and (§678.S00(b) (3)-(4))**

Our local one-stop operator coordinates referrals among required partners thru the use of a common customer intake/referral form. This "Partner Intake/Referral Form" is utilized by all Southeast Missouri Job Center Core and required partners. The form can be faxed or scanned to email.

The primary principle of the referral system is to provide integrated and seamless delivery of services to both job seekers and employers. In order to provide seamless delivery of services to customers, the Parties agree to the following referral principles:

- \* Each party will have information on and receive training about the services of all Partner agencies within the One-Stop System. To the extent possible, the partners agree to develop materials summarizing their program requirements and to make this accessible to all partners in the comprehensive one-stop center.
- \* 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.
- \* 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.
- \* The partners agree to evaluate ways to improve the referral process, including the use of customer satisfaction surveys.
- \* The partners commit to robust and ongoing communication required for an effective referral process.

We agree that the Partners will conduct referral 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. To the extent possible, the partners agree to utilize the common intake/referral form to quickly assess basic needs for initial program referrals.
- \* All appointments will be scheduled within three (3) working days.
- \* The individual making the appointment will follow up within two (2) working days of the scheduled appointment date.

**Title I (Adult, Dislocated Worker and Youth)** - On site and through technology-All customers will be referred to the appropriate agency based on initial contact with the Resource Room Specialist using the common Customer Intake/Referral Form or Job Center Kiosk. This form or Job Center Kiosk data collection receptor, once signed by the potential customer, also serves as a Release of Information document, allowing partners to share information. Referrals to all agencies will be made via fax, email and/or telephone communication including any web based referral system.

**Title II (Adult Education and Literacy)** - Technology - Referrals to all agencies will be made via fax, email and/or telephone communication using the common Customer Intake/Referral Form and/or a web based referral system.

**Title III (Employment Services under Wagner-Peyser)** - On site and through technology - All customers will be referred to the appropriate agency based on initial contact with the Resource Room Specialist using the common Customer Intake/Referral Form. This form, once signed by the potential customer, also serves as a Release of Information document, allowing partners to share information. Referrals to all agencies will be made via fax, email and/or telephone communication or a web-based referral system.

**Title IV (Rehabilitation Services)** - Technology- Referrals to all agencies will be made via fax, email and/or telephone communication or a web-based referral system.

**Perkins/Post-Secondary Career and Technical Education** - Technology - Referrals to all agencies will be made via fax, email and/or telephone communication or a web-based referral system.

**DES/Unemployment Insurance(UI)** - On-site and through technology - Referrals to all agencies will be made via fax, email and/or telephone communication or a web based referral system.

**OWD/Job Counseling, Training and Placement Services for Veterans** -On-site and through technology - Referrals to all agencies will be made via fax, email and/or telephone communication or a web-based referral system.

**OWD/Trade Readjustment Assistance** - On-site and through technology - Referrals to all agencies will be made via fax, email and/or telephone communication or web-based referral system.

**Trade Adjustment Assistance (TAA)**- On-site and through technology - Referrals to all agencies will be made via fax, email and/or telephone communication or a web-based referral system.

**Migrant & Seasonal Farmworkers (MSFW)** - Technology - Referrals to all agencies will be made via fax, email and/or telephone communication or a web-based referral system.

**Community Service Block Grant (CSBG)** - Technology - Referrals to all agencies will be made via fax, email and/or telephone communication or a web-based referral system.

**Title IV Rehabilitative Services for the Blind (RSB)** ) - Technology - Referrals to all agencies will be made via fax, email and/or telephone communication or a web-based referral system.

**Senior Community Services Employment Program (SCSEP)**-Technology- Due to lack of funding no referrals to all agencies can be made at the time of this agreement via fax, email and/or telephone communication or a web-based referral system.

**DFS/TANF MWA**- On-Site and through Technology - Referrals to all agencies will be made via fax, email and/or telephone communication or a web-based referral system.

**MODOC Second Chance** - Park Hills Job Center working in conjunction with FCC re-entry program as well as performing re-entry services for ERDCC and SECC.

**HUD Employment and Training Activities** - Sikeston Employment Resource Center

**Job Corps** - Technology - Referrals to all agencies will be made via fax, email and/or telephone communication or a web-based referral system. Co-location of LifeSkills Connections Admission Counselor.

**YouthBuild** - CPSEMO & DAEOC-- Referrals to all agencies will be made via fax, email and/or telephone communication or a web-based referral system.

## **11. ACCESS TO PROGRAMS AND SERVICES**

This section includes methods to ensure the needs of workers, youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials available through the One-Stop System.

### **A. PHYSICAL ACCESSIBILITY (§678.500(b)(4))**

ADA accessibility of the Southeast Missouri LWDB Region's Job Centers is regularly reviewed by SEWDB's EO Officer for compliance with ADA standards and requirements. Our partners and staff are committed to making reasonable accommodation to all individuals seeking services by assessing needs and making appropriate resource referral.

The Comprehensive One-Stop centers will maintain a culture of inclusiveness in compliance with Section 188 of WIOA, the Americans with Disabilities Act (ADA) of 1990 and all other applicable statutory and regulatory requirements.

Additionally, the physical characteristics of the facility, both indoor and outdoor, meet compliance with 29 CFR Part 37, the 2010 or most recent ADA standards for Accessible Design and the Uniform Federal Accessibility Standards. Services will be available in a convenient, high traffic and accessible location taking into account reasonable distance from public transportation and adequate parking (including parking clearly marked for individuals with disabilities). Indoor space will be designed in an "equal and meaningful" manner providing access for individuals with disabilities.

All partners assure that they will be in compliance with WIOA Sec. 188.

### **B. PROGRAMMATIC ACCESSIBILITY (§ 678.500(b)(4))**

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. Accommodations will be made in the most appropriate setting for individuals when necessary. Direct linkage is being addressed in the referral process and will be with an actual person at the partner program if not onsite.

All partners agree that they will not discriminate in their employment practices or services on the basis of gender, age, race, color, creed, religion, national origin, disability or veteran's status, or on the basis of any other classification protected under state or federal law. The partners assure that they have in place policies and procedures to address these issues, and those policies and procedures have been disseminated to their employees and otherwise posted as required by law. The partners further assure that they are currently in compliance with all applicable state and federal laws and regulations regarding these issues.

All partners will cooperate with compliance monitoring that is conducted at the local level to ensure that all Comprehensive One-Stop Center, programs, services, technology and materials are accessible and available to all. These services will be provided "on demand" and in "real time" in the physical Comprehensive One-Stop Center in person or via technology consistent with the "direct linkage" requirement as defined in WIOA

(WIOA Section 121(b)(1)(A) and Section 678.305(d) of the draft Notice of Proposed Rulemaking). Additionally, staff members will be trained to provide services to all, regardless of range of abilities, mobility, age, language, learning style and intelligence or education level. An interpreter will be provided "in real time" to any customer with a language barrier. Additionally, assistive devices, such as screen-reading software programs and assistive listening devices will be available.

## **12. DATA SHARING**

Data is shared as allowed by each respective agency. All partners in the SEWDB Region agree to share data to the fullest extent possible through agreements and practices that allow each program to comply with the state and federal laws governing it to protect personally identifiable information while working toward greater integration of services across programs.

A common Release of Information form will be used by all partners to share appropriate information allowing coordinated and/or integrated service delivery to individuals and businesses.

Partners agree to a data sharing that allows each program to comply with the federal laws governing it and that will be used to improve mutual referrals and communication.

Partners agree to comply with federal and state laws governing protection of personally identifiable information.

This will allow staff to share necessary and appropriate information while still guaranteeing that Personal Identifiable Information will be kept confidential unless authorized by the customer in accordance with state and federal laws.

## **13. Human Resources Management**

We agree that the Partners will develop commonly accepted expectations for customer service and engagement that are compliant with each individual entity's employee policies. Each Partner will incorporate those expectations into their own employee-performance system and agree to conduct periodic performance reviews in accordance with the requirements of their organization.

### **A. Grievance and Complaint Procedures**

All partners agree to establish and maintain procedures within their respective organizations for handling grievances and complaints as outlined in WIOA. The Parties will implement written grievance procedures to ensure enforcement of non-discrimination and equal opportunity provisions within the One-Stop System.

### **B. Confidentiality**

In all matters associated with One-Stop Center operations, the confidentiality of customer and employer information will be the prime consideration with regard to the release of any information and/or data. All information and/or data related to, or obtained from, the partner agencies will be treated in accordance with applicable state and federal statutes and regulations. In cases where information must be released to other related agencies, handling of the information will be based on the existing confidentiality policies and procedures of those agencies. See also Paragraph 12, "Data Sharing".

## **14. One Stop Delivery System Performance Criteria**

Partners have agreed to share their prospective information on the Common Performance Measures across Core Programs (WIOA Section 116 (b) (2) (A), Primary Indicators of Performance): WIOA includes six primary indicators of performance that will be negotiated with each State by the Secretaries of Education and Labor as part of the State plan. Partners agree to share their performance data on an annual basis dependent on the end of their program year. This information will be shared at the Southeast Missouri Workforce Development Board (WDB) meetings.

\* The percentage of participants who are in unsubsidized employment during the second quarter after exit from the program:

\* The percentage of participants who are in unsubsidized employment during the fourth quarter after exit from the program;

\* Median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program;

\* The percentage of participants who obtained a recognized post-secondary credential or a secondary school diploma, or its recognized equivalent during participation in or within 1 year after exit from the program. A participant who has obtained a secondary school diploma or its recognized equivalent is only included in this measure if the participant is also employed or is enrolled in an education or training program leading to a recognized postsecondary credential within 1 year from program exit.

\* The percentage of participants who during a program year, are in an education or training program that leads to a recognized post-secondary 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.

\* Effectiveness is serving employers, based on indicators developed as required by sec. 116(b) (2) (A) (IV) of WIOA.

Partners are hopeful that additional guidance or best practices will help define these collaborative efforts.

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

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

#### **16. Duration, Modification and Revisions (§ 678.500(b)(5 & 6))**

##### **A. Amendment, Severability and Termination Procedures**

Partners will meet at least annually to assess programs and services available at and through the Kennett and Park Hills Job Centers for effectiveness and make adjustments to improve service coordination. Annual Center costs will be reconciled and reported out to Partners to assist in negotiating a Cost Sharing agreement for the next year.

This MOU may be amended upon mutual agreement of the parties that is consistent with federal, state, or local laws, regulations, rules, plans or policies or for one or more of the following reasons:

1. The addition, removal, or termination of a partner from this MOU.
2. Removal or addition of program responsibilities for any partner that administers more than one federal program.
3. A change in the one-stop operator or a change in the physical location of the comprehensive one-stop center.
4. A change in the services, service delivery methods currently utilized referral methods, or methods to allocate costs.
5. The need to renegotiate a partner's proportionate share of costs based on changes in the method of service delivery or program or funding changes that affect a partner's continued ability to meet its shared cost obligations.

All amendments will involve the following process: The Parties seeking an amendment will submit a written request to the Southeast Missouri Workforce Development Board (SEWDB) that includes:

- The requesting party's name.
- The reason(s) for the amendment request.
- Each Article and Section of this MOU that will require revision.
- The desired date for the amendment to be effective.
- The signature of the requesting party's authorized representative.

If the request is approved, the SEWDB will notify the remaining parties of the intent to amend and will provide each remaining party thirty (30) days from the date of the notice (unless another time frame is specified in the notice) to review the anticipated changes and to submit a response to the SEWDB.

Failure by a party to respond within the prescribed timeframe will be deemed that party's approval of the proposed changes. In the event that a remaining party has questions and/or concerns regarding the proposed amendment, the party must list its questions and/or concerns in writing and submit the list to the SEWDB within the specified timeframe.

The SEWDB will review the listed questions/concerns and will issue a response within fifteen (15) days of receipt of the list. If the SEWDB deems it necessary, the listed questions/concerns will be sent to all other parties and/or a meeting with all parties will be scheduled to discuss the proposed changes and to achieve consensus on a final amendment draft.

The final, approved amendment draft will be signed by authorized representatives of the affected partners, and then submitted to the SEWDB for the final signature.

The SEWDB will distribute copies of the fully executed amendment to all Parties.

If any provision of this Memorandum of Understanding is held invalid, the remainder of the Memorandum shall not be affected.

#### **B. Renewal Provisions**

The Southeast Missouri Workforce Development Board in cooperation with the Kennett and Park Hills Job Center Partners and Operators will initiate the renewal process no less than 90 (ninety) days prior to the end date of this MOU, the partners shall review the MOU and negotiate any needed changes to the provisions herein. The partners shall collaboratively evaluate the effectiveness of operations pursuant to this MOU, make any necessary modifications and renew the MOU. Partners agree that should the board conclude that substantial changes have occurred before the MOU's term expires all partners will reassemble and renegotiate in good faith.

#### **C. Effective Dates and Duration of the MOU**

This Memorandum of Understanding (MOU) for the Partners of the Southeastern Missouri Job Centers in Kennett and Park Hills is in force for a period of three (3) years upon execution, subject to periodic review by partners of their service and program offerings and annual negotiation of the cost sharing arrangements. To be effective the later of the date of collection of all Core and Required Partners signatures.

The partners' performance under this MOU shall commence on July 1, 2025 and shall terminate on June 30, 2027, unless previously terminated by one of the partners pursuant to the terms of Section XII.

The IFA for the One Stop Delivery System Costs and Infrastructure Costs shall be reviewed on an annual basis. Updates and adjustments will be made for changes in the associated costs and partner contributions.

### **17. Assurances**

All parties to this Memorandum of Understanding (MOU) agree to the following assurances: This MOU will be reviewed not less than once every three (3) years, consistent with the duration outlined in Section 16(C), to ensure appropriate funding, infrastructure costs, and delivery of services. This MOU will be updated or renewed whenever substantial changes occur, including but not limited to changes in funding, partner participation, service delivery, or infrastructure costs, as referenced in Section 16(B).

All partners agree to comply with applicable federal and state laws and regulations, including the Workforce Innovation and Opportunity Act (WIOA) and guidance issued by the State of Missouri. All parties agree to participate in the Infrastructure Funding Agreement (IFA) and cost-sharing requirements as outlined within this MOU and associated documents.

Partners agree to ensure the delivery of services in accordance with one-stop system requirements, including accessibility, nondiscrimination, and coordination of services.

## **18. Appeals and Dispute resolution**

All parties to this Memorandum of Understanding (MOU) agree to the following process for resolving disputes related to the development, implementation, or operation of this agreement, including the Infrastructure Funding Agreement (IFA):

### **A. Informal Resolution**

Partners agree to make a good faith effort to resolve disputes at the lowest level possible. Initial concerns should be addressed through direct communication between the involved parties.

### **B. Escalation to the Southeast Missouri Workforce Development Board (SEWDB)**

If the issue cannot be resolved informally, the dispute will be elevated to the Southeast Missouri Workforce Development Board (SEWDB) or its designated committee. The SEWDB will:

- Review the issue and any supporting documentation
- Facilitate discussion among involved partners
- Work toward a mutually agreeable resolution

### **C. Formal Appeal to the State**

If a resolution cannot be reached at the local level, any party may submit a formal appeal to the State of Missouri. The appeal must:

- Be submitted in writing
- Include a description of the dispute
- Include documentation of efforts made to resolve the issue locally

The State will review the appeal and issue a determination in accordance with applicable state policy and WIOA guidance. The State's decision will be considered final.

### **D. Continuity of Services**

All parties agree to continue fulfilling their responsibilities under this MOU during the dispute resolution process to ensure there is no interruption in services to participants.

### **E. Timeliness**

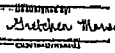




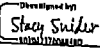

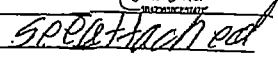
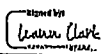
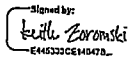
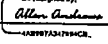






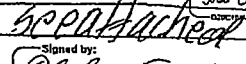
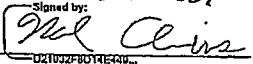
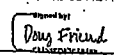
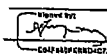
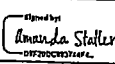

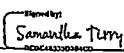
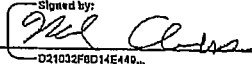
All parties agree to address disputes in a timely manner to prevent delays in service delivery or implementation of this MOU and the IFA.

## **19. Termination**

Any party to this agreement may cease participation in the agreement. Any party that intends to cease participation must notify the other parties to the agreement at least 30 days prior to the effective termination date. See Para 16 C. "Effective Dates and Duration of the MOU" and 16 A "Amendment, Severability and Termination Procedures."

## **20. Authority and Signatures**

By signing below you agree to comply with the terms of this agreement. Your signature certifies that you have read the above information and all of your questions have been discussed and answered satisfactorily. By signing this document, you certify that you have the legal authority to bind your agency (outlined below) to the terms of the MOU, the attached Infrastructure Funding Agreement and One Stop Operating Budget.

PARTIES TO MOU	TYPED NAME	Signature
Southeast Workforce Development Board COO	Gretchen Morse	
Southeast Workforce Development Board Chair	Scott Sattler	
Southeast Workforce Development Board CLEO	Mike Sauer	
Title I: Adult, Dislocated Worker, Youth	Missouri (OWD) – Julie Carter	
Title II: Adult Education and Family Literacy	AEL Cape Girardeau – Laurie Gibbs AEL Unitec – Stacy Snider	 
Title III: Employment Programs under Wagner-Peyser	Missouri (OWD) – Julie Carter	
Title IV: Vocational Rehabilitation Services	Missouri VR – Shelley Woods	
Carl Perkins/Post-secondary Career & Technical Education	Mineral Area College – Dr. Kieth Zoromski Three Rivers College – Leann Clark	 
Department of Labor	MO ES – Allen Andrews	
Veterans Services	Missouri OWD – Julie Carter Missouri Veterans	 
Trade Readjustment Assistance (TRA)	Missouri OWD – Julie Carter	
Trade Adjustment Assistance Act (TAA)	Missouri OWD – Julie Carter	
Migrant and Seasonal Farmworkers (Section 167)	OWD-NFJP Julie Carter	
Community Services Block Grant (CSBG)	(DAEOC) – Joel Evans	
Title IV: Rehabilitative Services for the Blind	DSS – Patrick Luebbering	
Temporary Assistance for Needy Families (TANF) MWA	Mers Goodwill – Mark Arens	
Housing and Urban Development Employment and Training Activities	Sikeston HA – Doug Friend	
Job Corps	LifeSkills Con.Inc. – Alex Munoz	
Youth Build	CPSEMO – Amanda Statler DAEOC – Joel Evans	 
Native American Programs (Section 166)	N/A	
Supplemental Nutrition Assistance Program (SNAP) Employment and Training Activities	DSS Skillup – (Administered by the EDSI) Samantha Terry	
Senior Community Service Employment Program-SCSEP	Mers Goodwill - Mark Arens	

Record of Signing

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

Voc. Rehab.

Shelley Woods

Signed on Oct 28, 2025 3:22 PM CDT

Secured by Concord®  
DocumentID: 97187113v1 / H8212q5E8nw  
SignatureID: 11181 - uGLnDm-3M / V8K1  
UTC Signing time: 2025-10-28 03:22:11Z  
IP Address: 195.166.103.212  
Email: shelley.woods@missouri.gov



Signed with: <https://www.concord.io/app/>



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

**MOU Title:**

**One-Stop Delivery System**

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

## Infrastructure Funding Agreement (IFA)

**Infrastructure Funding Agreement  
For  
Southeast Missouri Workforce Development Region**

The sharing and allocation of infrastructure costs among one-stop partners are governed by WIOA sec. 121(h), its implementing regulations, and the Federal Cost Principles contained in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for 2 Federal Awards at 2 CFR part 200 (Uniform Guidance). All 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 678.700 and 678.760, 34 CFR 361.700 and 361.760, and 34 CFR 463.700 and 463.760. A partner's contribution must be an allowable, reasonable, necessary, and allocable cost to the program, consistent with the Federal Cost Principles set forth in the Uniform Guidance. Funding provided by the one-stop partners to cover the 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.

- I. Listing of Partners and Services physically located in the One Stop Centers:
  - Workforce Development Board of Southeast Missouri (WDBSE): WIOA Adult, Dislocated Worker and Youth Programs (Title I), SNAP/SkillUp Program
  - Office of Workforce Development (OWD): Wagner-Peyser, Trade Adjustment Program, Jobs for Veterans State Grants, Workforce Coordinator, Migrant and Seasonal Farm Worker Programs
  - Division of Employment Security: State Unemployment Compensation Law Activities (Through cross-Trained OWD Staff)
  - Vocational Rehabilitation (VR)
  
- II. Listing of Partners and Services provide services through Direct Linkage:
  - Vocational Rehabilitation (VR)/Rehabilitative Services for the Blind (RSB)
  - Division of Employment Security: State Unemployment Compensation Law Activities
  - Three Rivers College and Mineral Area Community College: Perkins Career and Technical Education
  - Department of Family Services: Temporary Assistance for Needy Families (through contract with MERS/Goodwill)
  - LifeSkills Connection, Inc: Job Corps (WIOA Title I)
  - UMOS (WIOA 167 MSFW: Migrant and Seasonal Farm Worker Programs (National Farmworker Jobs Program)
  - North St. Francois County R-I School District AEL Program and Cape Girardeau Public School District: Adult Education and Literacy (Title II)
  - MERS Goodwill: Senior Community Service Employment Program-SCSEP
  - Delta Area Economic Opportunity Corporation (DAEOC): Community Services Block Grant (CSBG) programs
  - Youth Build: DAEOC & SEMOCP
  
- III. Listing of Partners and Services provide services through Cross-Trained Staff:
  - Division of Employment Security (DES): State Unemployment Compensation Law Activities
  - DES makes services available through the comprehensive one-stop center through cross-trained staff members. The Division will pay for any dedicated telephone lines or computer connections. The Division will provide training on the Unemployment Insurance program to partner agencies. The Division provides funding to OWD which is turn goes to the local areas

in the form of labor exchange services. This agreement ensures that the necessary services are available and delivered to customers to allow them to obtain employment, retain employment, or obtain education and training that leads to employment.

- IV. Listing of Required Partner programs/agencies that do not operate Employment and or Training activities in the Region and are therefore not included in funding calculations: Senior Community Service Program (SCSEP)  
Second Chance Act  
Native American programs  
Housing and Urban Development (HUD)

V. General Financial Information

The Southeast Region Comprehensive Job Centers are administered by the Southeast Region Workforce Development Board (WDBSE).

It is the WDBSE's intent to charge costs directly to the programs it administers whenever possible. Expenses incurred for the benefit of a specific program will be charged directly to the benefiting program. Infrastructure Costs required for operation of the Comprehensive Job Centers, will be pooled and distributed amongst those partner programs operating within the Southeast Region.

VI. Operating Costs

Operating costs are costs that are necessary for the general operation of the one-stop center. These costs include both Infrastructure and Additional Costs.

Infrastructure Costs are non-personnel costs and include such items as rental of the facilities, utilities and maintenance, equipment, and technology. The infrastructure costs budget for the one-stop system in the Southeast Region includes the following, agreed upon line items.

- Facility Rent
- Utilities (Power/Water, etc.)
- Technology Costs (Phone, Internet)

One-stop partners must share in additional costs, which may include applicable career services, and may include shared operating costs and shared services that are necessary for the general operation of the one-stop center. Additional costs may include personnel costs (salaries, wages, and fringe benefits). The Additional costs budget for the one-stop system in the Southeast Region includes the following, agreed upon line items.

- Office Supplies

The budgeted operating costs of these items for the 2025/26 program year are shown in the Appendix A spreadsheet, which shows the costs of each of the Comprehensive One-Stop Centers and the one-stop system.

There are two (2) comprehensive one-stop centers with costs being combined and allocated to partner agencies based on the cost allocation method and allocated to the Job Center in which service delivery area the partner agency is located.

Cost allocation methodology:

The methods of cost allocation utilized will be based on Full Time Equivalent (FTE) calculations for each partner. An FTE is calculated as 1 person @ 40hours/week = 1 FTE. Required partners must share costs to operate one-stop centers in proportion to the benefit each partner receives by

participating in the local workforce delivery system. The proportion of each required partner's FTE staffing dedicated to support the operation the one-stop system will be used as the basis for determining each required partner's allocation of the agreed-upon shared costs.

Required partners must commit a minimum of a .3 FTE staff to provide services at the one-stop center through either onsite program or contractor staff, onsite program or contractor staff who are cross-trained to deliver services on behalf of another required partner, or through offsite staff available via on demand technology meeting the requirements of "direct linkage". Direct linkage contact—defined as: direct linkage consists of a referral being created and sent via email and/or fax to the appropriate provider. A copy of the referral will be given to the customer. The customer will be provided a dedicated provider phone number and access to a One Stop Center phone line to contact the provider. The customer will be contacted by the provider within 24 hours for services.

As we begin a new Program Year, effective July 1, 2024, due to the decrease in the current WIOA fund streams statewide, the Southeast Region has found it necessary to increase in partner contributions from the minimum .2 FTE to .3 FTE for this program period (PY24-25.)

These Partners use and derive benefits from the One Stop System and agree to pay a cash contribution based on the agreed upon cost allocation method for the designated (either Kennett or Park Hills) comprehensive job center except for Voc-Rehab which contributes to both comprehensive job centers because of Voc-Rehab Districts overlapping in comprehensive job center service delivery areas.

- Workforce Development Board of Southeast Missouri (WDBSE) Contracted through EDSI: WIOA Adult, Dislocated Worker (DLW), Youth Programs (Title I)
  - A total of 14 FTEs, 4 Youth-covering 13 counties, 4 Adult/DLW/SkillUp-, 2 Lead, 1 OSO, 1 Regional Program Director, 1 Quality Assurance, 1 Business Outreach Specialist.
- Workforce Development Board of Southeast Missouri (WDBSE) : SNAP/SkillUp Program
  - This is covered by WIOA Adult/DLW individuals
- Office of Workforce Development (OWD): Wagner Peyser, Trade Adjustment Program, Jobs for Veterans State Grants, Migrant and Seasonal Farm Worker Program, Unemployment Assistance, Workforce Coordinator
  - A total of 10 FTE's, 5 in Kennett, 5 in Park Hills
- Three Rivers College and Mineral Area Community College: Perkins Career and Technical Education
  - .3 FTEs for each school, services offered through Technology
- Department of Family Services: Temporary Assistance for Needy Families (through contract with MERS/Goodwill)
  - .3 FTEs, services offered through Technology
- LifeSkills Connection, Inc: Job Corps (WIOA Title I)
  - .6 FTEs, office space/domicile and services offered through technology
- AEL Program North St. Francois County R-I School District (Unitec CTC) and Cape Career and Technology Center (in combination a total of .4 for AEL as below)
  - .2 FTEs. AEL Program Services thru North St. Francois County R-I School District (Unitec CTC) through On-Site Staff and Technology
  - .2FTEs Cape Career and Technology Center as well as office space for WIOA Youth in kind contribution
- MERS Goodwill: Senior Community Service Program (SCSEP)
  - .3 FTEs, services offered through technology (Minus "Other Costs, covered by In-Kind contributions, outlined below)

- Vocational Rehabilitation (VR)
  - .3 FTEs, services in each of 2 districts offered through a combination of On-Site Staff and Technology.
- Youth Build
  - .3 FTEs, for each of 2 service providers services offered through technology

These Partners use and derive benefits from the One Stop System and agree to provide Non-Cash contributions based on the agreed upon cost allocation method.

- Title IV Rehabilitative Services for the Blind
  - .3 FTEs, services offered through technology
  - RSB will provide an assessment of facility and programmatic accessibility for blind and visually impaired individuals to access services as needed. The assessment would be provided as needed by RSB personnel, estimated at 4 hours in length. Market value would be based on current private rehabilitation contract rates of \$129 per hour, total \$516 per facility.
- DAEOC: Community Services Block Grant (CSBG) programs
  - .3 FTEs, services offered through Technology
  - DAEOC agrees to help market Job Center services through their outreach programs and allow for as-needed use of Training rooms for WIOA Youth and Job Center outreach/services. Use of these facilities equates to comparable valuation for shared infrastructure costs.
- OWD-NFJP (WIOA 167 MSFW)
  - .3 FTEs, services offered through technology
  - UMOS agrees to provide bi-lingual workshops for Seasonal and Migrant Farm Workers on a quarterly basis at a fair valuation to cover their "Total Shared Costs all Centers" as shown on the WDBSE Budget Sheet (Appendix A).

All Partners agree to the amounts indicated on the One Stop Operating Budget spreadsheet "Total Shared Costs all Centers" (FTE Budgeted Cost by Partners) and understand that payments and/or in-kind contributions will be based on these budgeted costs beginning July 1, 2025.

## VII. Payment and Reconciliation

Funding will be calculated using the Full Time Equivalent (FTE) method (1 person working 40 hours/week = 1 FTE). Total Shared Costs for all of the Comprehensive Job Centers are compared to the total number of FTEs across all centers and costs are allocated to each agency based on the number of FTEs they have in the centers. A minimum level of .2 FTEs (which may be increased based on contribution level to .3 FTEs) when agreed upon as a funding level for all partners, regardless of use of the Job Center through in-place staff or technology access. The reasoning with setting percentage FTE funding level contributions is that each agency, even when no staff is physically present in the Job Center, derives benefits for their programs and clients from referrals to and from the Job Center and other partners there. In addition, Job Center Staff must have the partner program knowledge, capability and time to assist clients with contacting Partner Agencies through technology means when they are located outside the Job Center.

- \* Partners who use the Job Center daily and have daily FTEs, will be billed per FTE.
- \* Partners who use the Job Center on a regular basis, but not a daily FTE will be billed for a percentage FTEs or FTEs based on average hours used, whichever is greater.
- \* Partners who do not use the Job Center on a regular basis but are a required partner will be billed at the rate of .3 or greater FTEs.

This cost sharing agreement will go into effect July 1, 2024. Amounts will be reviewed every year and re-negotiated as required based on actual expenditures from the previous year. Responsibility for payment will be contingent on the availability of funding from every partner. Payment of infrastructure and system costs will be based on the annual budget for the One Stop.

In the case of a dispute, all partners agree to comply with the Southeast Missouri Workforce Development Board's (WDBSE) Conflict Resolution Procedure for Memoranda of Understanding to resolve their differences. However, nothing in this Article of MOU shall require the partners to submit a thirty (30) day cancellation of this entire MOU to conflict resolution or binding arbitration. The WDBSE and all partners shall adhere to the following conflict resolution process for disputes arising out of any provisions of this MOU:

1. The partners will negotiate in good faith with the assistance of a neutral convener to identify the nature of the dispute, and attempt to identify ways in which the dispute can be resolved.
2. If the dispute cannot be resolved among the local partners, the matter will be forwarded to the State of Missouri for resolution.
3. The partners agree to follow this process and continue to work on a local resolution of disputes if at all possible.

On an annual basis, the partners will collaborate to compile actual infrastructure and shared system costs for the prior year, along with data on actual staffing contributions to operation of the One-Stop, and to prepare a report for use by all of the partners that compares these actual and budgeted values. This will be done to support the proper allocation costs in a manner that fully complies with the applicable costs principles, and to assist in preparation of negotiations for the following year.

The partners will be billed by the WDBSE quarterly for the amount owed for both infrastructure and shared system's costs that is to be paid by cash contribution beginning July 1, 2025 and each quarter after that. Each quarterly billing will be for 25% of the annual cost share contribution listed on FTE Budget Cost by Partner. The partner contributions will be reconciled twice a year against actual expenses. A budget reconciliation with all Required Partners will take place annually, at the end of each program year, to compare contributions and expenses and determine if refunds or additional contributions are required. Additionally, budgeted amounts will be adjusted accordingly for the following year.

\* If cost share contributions are higher than the actual cost, then the partners will be refunded any amount over 10% of cost. The 10% held will be used for the following year's cost to reduce any unexpected increases or change in partner FTEs. If the 10% is not used the third year, then it shall be refunded to the contributing partners.

\* If the cost share contributions are less than the actual cost, then each partner will be required to pay the additional amount up to 10% of their allocated cost.

#### VIII. Additional Space Utilization Costs

Agencies, Required Partner or others, that wish to utilize space (additional space in the case of Required Partners) in one or more of the Comprehensive Job Centers, may do so, without a requirement to modify the Partner MOU or this IFA. Those agencies will be billed for usage based on the number of calculated FTEs for the time period they are in the Job Centers at the current Average per FTE rate established in the FTE Budget Cost by Partner. These additive funds will be taken into account with Required Partner agencies during the annual budget reconciliation process.

IX. Loss of Funding/Services

Parties to this IFA that lose funding or discontinue services during the time this IFA is in effect will have billing cease at that time. This will be addressed and costs adjusted during the end of year reconciliation process.

X. Certification

This is to certify that all costs included in this plan are allowable and in accordance with the requirements of the federal awards to which they apply and 2 CFR 200 (Uniform Guidance), Cost Principles for State and Local Governments.

All costs included in this plan are properly allocable to federal awards on the basis of a beneficial or causal relationship between the expenses incurred and the agreements to which they are allocated in accordance with applicable requirements. Notification will be provided regarding any accounting changes that would affect the proposal materially.