

# Memorandum of Understanding of the St. Charles Workforce Development Region

as defined by the Workforce Innovation and Opportunity Act

## I. **Introduction**

This Memorandum of Understanding (MOU) establishes the spirit of cooperation and collaboration by the St. Charles Region's Workforce Development Board (Local 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 jobseekers and employers, through an integrated system of service delivery operated at one comprehensive site, called Missouri Job Center of St. Charles County, and no affiliated satellite sites. We understand that the development and implementation of this site will require mutual trust and teamwork between the partnering agencies.

## II. **Strategic Vision**

The WDB, along with its required partners, share the following vision for the LWDA: Through collaboration, partnership and education the partners of the local workforce region will overcome barriers and provide essential services and resources to all job seekers to insure a talent pipeline for area employers, thereby advancing the economic prosperity of the region. Achieving this requires the commitment of the WDB and all required partners to provide high quality workforce innovation in training, education and economic development services for jobseekers, incumbent workers and employers.

In partnership with the State OWD, the WDB strives to improve Missouri's economy by providing policy guidance and leadership to ensure relevant resources are offered to job seekers so that they may find self-sustaining employment and that businesses will be globally competitive by finding qualified candidates. This is done by offering skills training, national certification and career connections for job seekers, as well as, targeted programs for those with barriers (e.g. veterans, youth, offenders, those with a disability, etc.) The efforts align with the Governor's vision for the State's workforce development system by mapping a means for changing the Missouri economy into a long-term, sustainable, 21st - century growth economy. Current efforts include sector strategies that align with the State's chosen sectors; employer engagement initiatives to insure the needs of business and workers drive the system's service; emphasis on excellence in customer service provided through the Job Center and participation in activities to strengthen the economy of the greater St. Louis Metropolitan Statistical Area (SMSA) and the State as a whole.

## III. **Services to be Provided**

There will be one comprehensive One-Stop Center in the St. Charles LWDA. Its official name is the Missouri Job Center of St. Charles County. There is no Affiliate Site or specialized One-Stop Center located in the Region.

Required partners of the WIOA operating programs in the local area will either have a physical presence in the Center or make their services available through electronic means or partner referrals. Wagner Peyser; WIOA Adult, Dislocated and Youth, Trade and Veterans programs have staff located in the Job Center full time. Vocational Rehabilitation, Adult Education and Literacy, Job Corp and TANF's MWA programs have staff here on a regularly scheduled itinerant basis. All other partner programs are available electronically or through staff referral.

All job seekers will be served in the Job Center including youth, dislocated workers, those with barriers to employment and incumbent workers. All job seekers will receive basic career services. Eligible customers will receive individualized career services (which may include training) and follow-up.

Employers will also be served as a customer by the Job Center.

In order to eliminate duplication of services, the parties to this MOU agree to:

- Work together to collaborate and promote the coordinated delivery of services through program integration and joint planning at the State and 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 through the use of data access agreements
- Continue to support and implement the unified system of measuring program performance and accountability

Services provided to job seekers either at the One-Stop or via referral to partner organizations include:

Career consulting, career decision-making, career exploration, labor market information, labor exchange services, job search training and assistance, supportive services, disability resources for job search and retention, Adult Education and Literacy services, HiSet preparation and testing, basic education remediation, English as a Second Language services, business startup information, occupational skill training, soft skill training for job retention, re-entry services for ex-offenders, services of the UMOS WIOA Title 1 National Farmworker Jobs Program, senior employment services, case management, veterans employment services, State unemployment compensation activities and employment/training programs specifically targeted to youth.

Services provided to businesses/employers include:

Assistive technology to interview or employ those with physical barriers, labor exchange services, incumbent worker training, on-site customized training, On the Job Training, access to Federal and state labor law information, federal bonding, Rapid Response after WARN notice, re-employment services to employees affected by a company's downsizing, recruitment events including marketing events, locations to interviews, job fairs, applicant screening, objective assessment instruments such as the

National Career Readiness assessment, job coaching, labor market information such as wages and commuting patterns, life skills/soft skills training for employees, veteran specific recruitment, Work Opportunity Tax Credit, connections to economic development for non-workforce assistance and targeted sector strategies to increase the talent required by industries to plan for future growth.

**The following table specifies each partners’ participation in the Job Center:**

For each Partner program, identify the services provided in the chart below or in narrative format. Enter “D” for directly delivered services, “R” for Referrals, or “B” for both. Add other services not listed in the space at the bottom of this form.

**See Attachment 1 for information on each Partner Program**  
**See Attachment 2 for Partner Program Service Definitions**

**IV. Infrastructure Funding Agreement**

**a. Effective Time Period:**

The terms of the shared funding of infrastructure costs agreed to in this section will take effect as of May 1, 2022 and will continue in effect until June 30, 2023, or such time as any party will modify, extend, or terminate that subpart of this agreement.

**b. Shared Funding of Infrastructure:**

The following table details the non-personnel costs associated with running the Comprehensive One-Stop and the allocation of those costs to the various partners:

Lease/Rent	\$125,000
Electric	\$25,000
Gas	
Water	
Sewer Connections	
High-Speed Internet	
Telephones (Landlines)	
Facility Maintenance Contract	\$11,000
Alarm Services	
Building Insurance	
Copiers	\$2,800.00
Fax Machines	
Trash Service	\$1,500
Pest Control	\$500.00
<b>TOTAL Paid</b>	<b>\$165,800</b>

Allocation of Costs to Partners						
One-Stop Partners	Infrastructure	Operating	Lease Holder	FTE - Staff	Source by In-Kind	Comments
WIOA (Adult & DW)			X	5		
Wagner Peyser (Trade and Veteran)				7		
AEL				0.2		
TANF (MWA)				0.2		
Voc Rehab				0.02		
Youth				1		
Job Corps				0.02		
RSB					\$516.00	Assessment of accessibility for blind and visually impaired individuals to access services. Assessments take 4 hours at a rate of \$129 per hour = \$516.
CSBG (NECAC)					\$480.00	Quarterly presentation of program orientation workshop. The value is based on the hourly rate of the presenter which is \$30 per hour X 4 classes X 2 hours per class = \$240. 2 presenters will participate so \$240 X 2 = \$480.
UMOS WIOA Title 1 National Farmworker Jobs Program					\$119.03	100 flyers and the value of program orientation workshop (teleconference)
Carl Perkins					\$600.00	In-kind use of space on campus on a quarterly basis. Value is based on cost of \$150/day.
SCSEP					\$360	Value of quarterly program orientation workshops. The value is based on an hourly wage rate of \$30. 4 one hour presentations X \$30 = \$120. Anticipated 2 hours of preparation time for 4 presentations X \$30 = \$240.
Youth Build				N/A	N/A	Not in the St. Charles Region
Indian & Native American Programs				N/A	N/A	Not in the St. Charles Region

HUD Employment & Training Activities				N/A	N/A	There are no HUD employment & training activity funds in the St. Charles Region at this time.
State Unemployment Compensation				N/A	N/A	DOLIR makes a contribution to the Office of Workforce Development for Labor Exchange Services, which is in turn shared with the Local Workforce Development Boards.  Therefore, DOLIR is exempt from negotiating costs.
Reintegration Programs				N/A	N/A	There are no Second Chance Act funds in the St. Charles Region at this time.

**c. Shared Funding of Services:**

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

At this time, there are no shared funding of services in the St. Charles County Region.

**d. Identification of all one-stop partners, CEOs and the local WDB participating in the IFA:**

One-Stop Partners:

**WIOA Adult Program, Dislocated Worker Program, Youth Program, Wagner-Peyser, Trade Adjustment Assistance and Jobs for Veterans State Grants**

Mardy Leathers, OWD Director  
 Missouri Dept. of Higher Education & Workforce Development  
 PO Box 1087  
 Jefferson City, MO 65102  
 573-751-3449  
[Mardy.leathers@dhewd.mo.gov](mailto:Mardy.leathers@dhewd.mo.gov)

**Job Corps – MTC**

Jeff Barton, Sr. Vice President – Education and Training, Job Corps Operations  
 Management & Training Corporation  
 500 North Marketplace Drive

Centerville, UT 84014

801-693-2820

[Jeffrey.barton@mtctrains.com](mailto:Jeffrey.barton@mtctrains.com)

**Adult Education and Literacy (AEL) and Perkins Career and Technical Education**

Barbara R. Kavalier, President

St. Charles Community College

4601 Mid Rivers Mall Drive

Cottleville, MO 63376

636-922-8000

[bkavalier@stchas.edu](mailto:bkavalier@stchas.edu)

**Vocational Rehabilitation**

Robin Coffman, Chief of Staff

Missouri Department of Elementary & Secondary Education

205 Jefferson Street

Jefferson City, MO 65101

573-751-4212

[Robin.coffman@dese.mo.gov](mailto:Robin.coffman@dese.mo.gov)

**The Senior Community Service Employment Program – MERS Goodwill**

Kathleen Eichhorst, Director

MERS Goodwill

2545 South Hanley Road

St. Louis, MO 63144

314-646-2268

[keichhorst@mersgoodwill.org](mailto:keichhorst@mersgoodwill.org)

**Community Services Block Grant Activities and Temporary Assistance for Needy Families (TANF) and Rehabilitation Services for the Blind**

Patrick Luebbering, Director of Division of Finance and

Administrative Services

Missouri Department of Social Services

PO Box 1527

Jefferson City, MO 65102-1527

573-751-4815

**UMOS WIOA Title 1 National Farmworker Jobs Program**

Jose Martinez, Vice-President

UMOS WIOA Title 1 National Farmworker Jobs Program

2701 S. Chase Avenue

Milwaukee, WI 53207

920-420-3801

[Jose.martinez@umos.org](mailto:Jose.martinez@umos.org)

### **Unemployment Compensation**

Anna Hui, Director  
Missouri Department of Labor  
PO Box 504  
Jefferson City, MO 65102  
573-751-4091  
[diroffice@labor.mo.gov](mailto:diroffice@labor.mo.gov)

**CEO:** Steve Ehlmann, St. Charles County Executive  
St. Charles County Government  
100 North Third Street – Suite 318  
St. Charles, MO 63301  
636-949-7520  
[executive@sccmo.org](mailto:executive@sccmo.org)

**WDB:** St. Charles County Workforce Development Board  
Ben Abbott, Chair  
212 Turner Boulevard  
St. Peters, MO 63376  
636-255-6060

#### **e. Periodic Review and Reconciliation Process:**

The local board is responsible for ensuring that the infrastructure costs are paid in accordance with the MOU. Since the budget and proportionate share are estimates, it is also the responsibility of the local board to reconcile, on a regular basis the actual costs and their proportionate share to the budget contributions agreed upon by each partner. This process is to ensure that all costs remain consistent with the methodology, are up to date, and in compliance with the MOU and Uniform Guidance.

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

It is agreed that the Partners will conduct referral for services in the following manner:

- Refer to the Services Navigator for the appropriate referral and contact information <http://mo.servicesnavigator.org>.
- When both the referring and receiving partner are located within the One-Stop, the referring staff will check to see if a staff member from the other agency is available to meet with the job seeker at that time. If that agency representative is not available, the referring staff will ask the job seeker to wait for the next available representative and case note the referral; or schedule an appointment and case note. Staff from the two agencies that served the job seeker can follow up by reading notes in MO Jobs or talking to each other since both are in the Job Center.

- When partners are not co-located in the Job Center, staff from any partner agencies agree to:
  1. Based on the Services Locator, give the job seeker a verbal explanation of the program they are being referred to and ensure they understand the reason for the referral and service expectation.
  2. Referring staff will contact the designated staff person at the agency to provide the job seeker's phone number or email address, depending on the customer's preferred method of contact.
  3. The receiving agency will attempt to contact the job seeker within a week and return follow-up information to the referring Career Consultant.
  4. If you are NOT listed/current on the Services Navigator website, please email Lori Myers at [lmyers@sccmo.org](mailto:lmyers@sccmo.org) with the following information:
    - Name, phone number and email address of the designated contact person who is to receive the referrals.
    - A written guide of referral criteria to help partners understand when a referral to their agency is appropriate.
    - This information will be distributed to all 19 required partners.

Partners with access to MO Jobs will record all referrals in MO Jobs. And follow-up information in case notes in MO Jobs, as appropriate regarding confidentiality guidelines and case note policy.

All staff located in the One-Stop will be knowledgeable of each partners' programs in order to provide job seekers assistance with access to partner services.

## **VI. Human Resources Management**

The Partners agree to 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.

All partner agencies co-locating staff in the Job Center will have individual staff approved by the One Stop Operator, in consultation with the employer of record, prior to placing them at the St. Charles Job Center. This will ensure that staff placed in the Job Center by one agency was not a problem of a partner agency at an earlier time.

## **VII. One-Stop Delivery System Performance Criteria**

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

- Respect and trust of each other as we serve mutual customers
- Customers present in the building (including via real time electronic means) receive priority of staff attention. The intent is to insure customers receive prompt and



courteous service from staff.

- In the event of a dispute, the proper chain of command will be followed. Staff should try to resolve the matter between them in a professional manner; if a dispute continues then staff is to talk to their Team Lead, the next step is to speak with their supervisor as assigned by their employer of record. Supervisors will bring the issue to the attention of the Functional Leader who will then take it to the Executive Director if the dispute continues. The formal Complaint & Grievance procedure will be used if resolution is not reached.
- All partners agree to the confidentiality policy set forth by the Missouri Office of Workforce Development.
- All partners agree to deliver high-quality service to job seekers, business and other human service agencies. Staff will receive confidentiality training and sign a confidentiality statement.
- Management of the Job Center will work to the best of its ability so employees can expect to work in a safe and professional environment.

### **VIII. 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 under the approval of the LEO.

The Workforce Development Board's responsibilities:

- Convene the required workforce system partners to develop and execute a Memorandum of Understanding (MOU) between the One-Stop Partners that is mutually agreeable to all parties
- Guide and advice on the disbursement of funds for workforce development activities pursuant to the requirements of the WIOA
- Develop the Local Plan including policies, standards and operational priorities for the local area
- Certify the One-Stop Operator
- Conduct oversight of the local workforce system, including funding specified in the WIOA, jointly or on behalf of the LEO
- Recommend program activities as appropriate
- Coordinate workforce investment activities with economic development strategies and other employer linkages
- Promote the workforce system

The One-Stop Operator's responsibilities:

- Under approval of the WDB the One-Stop Operator determines the best model of service delivery. Criteria used in making the determination include State guidance, customer-focused service, customer satisfaction, resources available from partners and performance expectations of the local system
- Promote inclusion of partners into the One-System
- Coordinate all partner services into one seamless service delivery process

- Ensure veterans priority of service
- Ensure the inclusion of all populations, including those with barriers to employment, in service design and delivery
- Monitor for process improvement and customer satisfaction
- Management of the daily operation of the One-Stop

The One-Stop Partners' responsibilities:

- Provide access to programs and services through the One-Stop Job Center either through in person sessions, technical means or through the specified referral procedures
- Support the development and implementation of One-Stop policies and processes and integrated customer-centered service delivery design
- Provide a fair share of infrastructure costs/resources as required by the WIOA
- Coordinate the delivery of service to individual job seekers with partner staff to reduce duplication of service while providing a complete array of services toward a successful career path
- Coordinate employer contact and services to avoid duplicative employer contacts

#### **IX. Duration and Modification**

The parties agree that the terms of the MOU as a whole will take effect as of July 1, 2020 and will continue in effect until June 30, 2023. This Memorandum of Understanding will be reviewed and updated not less than every three years. All partners retain the right to modify, extend or terminate this Memorandum of Understanding. Such amendments may be made, upon consensus of all parties, at least 30 days prior to the effective date of the change.

The terms of the shared funding costs agreed to earlier in this document will take effect as of 05-01-2022 and will continue in effect until 06-30-2023 or such time as any party will modify, extend or terminate a subpart of this agreement.

Formal requests for modification, extension or termination must be made in writing to the WDB.

#### **X. 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. A formal notification must also be made in writing to the WDB.

The Workforce Development Board reserves the right to immediately terminate the participation of any partner in this plan with cause.

# ATTACHMENT 1

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*WIOA ADULT PROGRAM, DISLOCATED WORKER PROGRAM AND YOUTH PROGRAM*

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<b>PRELIMINARY SERVICES</b>		Career Information	D
Determination of Program Appropriateness for Customer	D	Eligibility Determination	D
Follow-Up Services	D	Initial Assessment	D
Job Referrals	B	Job Search Skills and Information	D
Labor Market Information	D	Orientation	D
Outreach and Recruitment	B	Public Information	B
Resource Center	D	Workshops	B
<b>SERVICES REQUIRING ELIGIBILITY</b>		Alternative Secondary School	R
Basic Education	R	Case Management	D
Computer Literacy Training	B	Diagnostic Assessment	B
Employment Plans	D	English as a Second Language Training	R
Enrollment or Registration	D	GED Training	R
Group Counseling	R	Individual Counseling	B
Individual Self-Sufficiency	R	Job Readiness Training	D
Job Retention Services	D	Leadership Development Activities	B
Life Skills Training	R	Literacy Training	R
Mentoring	R	Post-Employment Services	B
Study Skills Training	R	Supportive Services	B
Tutoring	R		
<b>TRAINING SERVICES</b>		Apprenticeships Training	R
Customized or Workplace Training	R	Entrepreneurial Training	R
Financial Assistance for Training	B	Occupational Skills	R
One-the-Job Training	R	Re-training	R
Skills Training	R	Work Experience Internship (including Summer Jobs)	R
<b>EMPLOYER SERVICES</b>		Candidate Screening	D
Candidate Testing	B	Employer Incentives	R
Employer Seminars	D	Focus Groups	D
Job Analysis	R	Job Fairs	B
Job Listing		Job Referrals	D
Labor Market Information	D	Local Economic Development Information	D
Outplacement Services	R	Services to Laid Off Workers	D
Space for Job Interviews	D		

# ATTACHMENT 1

*WAGNER-PEYSER/TRADE ADJUSTMENT ASSISTANCE/JOB FOR VETERANS STATE GRANTS*

<b>PRELIMINARY SERVICES</b>		Career Information	
Determination of Program Appropriateness for Customer	D	Eligibility Determination	B
Follow-Up Services	D	Initial Assessment	D
Job Referrals	D	Job Search Skills and Information	D
Labor Market Information	D	Orientation	D
Outreach and Recruitment	B	Public Information	B
Resource Center	D	Workshops	B
<b>SERVICES REQUIRING ELIGIBILITY</b>		Alternative Secondary School	R
Basic Education	R	Case Management	B
Computer Literacy Training	R	Diagnostic Assessment	R
Employment Plans	D	English as a Second Language Training	R
Enrollment or Registration	B	GED Training	R
Group Counseling	B	Individual Counseling	B
Individual Self-Sufficiency	B	Job Readiness Training	B
Job Retention Services	B	Leadership Development Activities	R
Life Skills Training	B	Literacy Training	R
Mentoring	R	Post-Employment Services	B
Study Skills Training	R	Supportive Services	B
Tutoring	R		
<b>TRAINING SERVICES</b>		Apprenticeships Training	R
Customized or Workplace Training	R	Entrepreneurial Training	R
Financial Assistance for Training	B	Occupational Skills	R
One-the-Job Training	B	Re-training	R
Skills Training	R	Work Experience Internship (including Summer Jobs)	R
<b>EMPLOYER SERVICES</b>		Candidate Screening	D
Candidate Testing	R	Employer Incentives	B
Employer Seminars	R	Focus Groups	R
Job Analysis	R	Job Fairs	B
Job Listing	D	Job Referrals	D
Labor Market Information	D	Local Economic Development Information	D
Outplacement Services	D	Services to Laid Off Workers	D
Space for Job Interviews	D		

**OTHER SERVICES**

Veterans Services D

# ATTACHMENT 1

## ADULT EDUCATION AND LITERACY (AEL)

<b>PRELIMINARY SERVICES</b>		Career Information	
Determination of Program Appropriateness for Customer		Eligibility Determination	
Follow-Up Services		Initial Assessment	
Job Referrals		Job Search Skills and Information	
Labor Market Information		Orientation	
Outreach and Recruitment	B	Public Information	
Resource Center	B	Workshops	
<b>SERVICES REQUIRING ELIGIBILITY</b>		Alternative Secondary School	
Basic Education	D	Case Management	D
Computer Literacy Training	D	Diagnostic Assessment	D
Employment Plans	D	English as a Second Language Training	D
Enrollment or Registration	D	GED Training	D
Group Counseling	R	Individual Counseling	R
Individual Self-Sufficiency	D	Job Readiness Training	D
Job Retention Services	B	Leadership Development Activities	R
Life Skills Training	D	Literacy Training	D
Mentoring	R	Post-Employment Services	R
Study Skills Training	D	Supportive Services	D
Tutoring	D		
<b>TRAINING SERVICES</b>		Apprenticeships Training	R
Customized or Workplace Training	R	Entrepreneurial Training	R
Financial Assistance for Training	R	Occupational Skills	R
One-the-Job Training	R	Re-training	R
Skills Training	R	Work Experience Internship (including Summer Jobs)	R
<b>EMPLOYER SERVICES</b>		Candidate Screening	
Candidate Testing		Employer Incentives	
Employer Seminars		Focus Groups	
Job Analysis		Job Fairs	
Job Listing		Job Referrals	
Labor Market Information		Local Economic Development Information	
Outplacement Services		Services to Laid Off Workers	
Space for Job Interviews			

# ATTACHMENT 1

## TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF)

<b>PRELIMINARY SERVICES</b>		Career Information	B
Determination of Program Appropriateness for Customer	B	Eligibility Determination	R
Follow-Up Services	B	Initial Assessment	B
Job Referrals	B	Job Search Skills and Information	B
Labor Market Information	B	Orientation	B
Outreach and Recruitment	B	Public Information	B
Resource Center	B	Workshops	R
<b>SERVICES REQUIRING ELIGIBILITY</b>		Alternative Secondary School	R
Basic Education	B	Case Management	D
Computer Literacy Training	B	Diagnostic Assessment	B
Employment Plans	B	English as a Second Language Training	R
Enrollment or Registration	B	GED Training	B
Group Counseling	D	Individual Counseling	B
Individual Self-Sufficiency	D	Job Readiness Training	D
Job Retention Services	D	Leadership Development Activities	B
Life Skills Training	B	Literacy Training	B
Mentoring	B	Post-Employment Services	B
Study Skills Training	B	Supportive Services	B
Tutoring	B		
<b>TRAINING SERVICES</b>		Apprenticeships Training	R
Customized or Workplace Training	B	Entrepreneurial Training	B
Financial Assistance for Training	B	Occupational Skills	B
One-the-Job Training	R	Re-training	R
Skills Training	B	Work Experience Internship (including Summer Jobs)	B
<b>EMPLOYER SERVICES</b>		Candidate Screening	B
Candidate Testing	B	Employer Incentives	R
Employer Seminars	B	Focus Groups	B
Job Analysis	R	Job Fairs	B
Job Listing	B	Job Referrals	B
Labor Market Information	B	Local Economic Development Information	B
Outplacement Services	B	Services to Laid Off Workers	R
Space for Job Interviews	B		

# ATTACHMENT 1

## VOCATIONAL REHABILITATION

<b>PRELIMINARY SERVICES</b>		Career Information	B
Determination of Program Appropriateness for Customer	B	Eligibility Determination	B
Follow-Up Services		Initial Assessment	B
Job Referrals		Job Search Skills and Information	B
Labor Market Information	B	Orientation	R
Outreach and Recruitment	B	Public Information	
Resource Center		Workshops	B
<b>SERVICES REQUIRING ELIGIBILITY</b>		Alternative Secondary School	
Basic Education		Case Management	D
Computer Literacy Training		Diagnostic Assessment	
Employment Plans	B	English as a Second Language Training	
Enrollment or Registration	R	GED Training	
Group Counseling		Individual Counseling	
Individual Self-Sufficiency		Job Readiness Training	D
Job Retention Services	R	Leadership Development Activities	
Life Skills Training	R	Literacy Training	
Mentoring		Post-Employment Services	D
Study Skills Training		Supportive Services	D
Tutoring			
<b>TRAINING SERVICES</b>		Apprenticeships Training	B
Customized or Workplace Training	B	Entrepreneurial Training	R
Financial Assistance for Training	B	Occupational Skills	B
One-the-Job Training	B	Re-training	B
Skills Training	B	Work Experience Internship (including Summer Jobs)	B
<b>EMPLOYER SERVICES</b>		Candidate Screening	
Candidate Testing		Employer Incentives	
Employer Seminars		Focus Groups	
Job Analysis		Job Fairs	B
Job Listing		Job Referrals	B
Labor Market Information	R	Local Economic Development Information	R
Outplacement Services		Services to Laid Off Workers	R
Space for Job Interviews			

OTHER SERVICES: Rehab Technology, Assistive Technology

# ATTACHMENT 1

## COMMUNITY SERVICES BLOCK GRANT ACTIVITIES (NECAC)

<b>PRELIMINARY SERVICES</b>		Career Information	
Determination of Program Appropriateness for Customer	B	Eligibility Determination	B
Follow-Up Services	B	Initial Assessment	B
Job Referrals	B	Job Search Skills and Information	B
Labor Market Information	B	Orientation	B
Outreach and Recruitment	R	Public Information	B
Resource Center	B	Workshops	B
<b>SERVICES REQUIRING ELIGIBILITY</b>		Alternative Secondary School	
Basic Education		Case Management	B
Computer Literacy Training		Diagnostic Assessment	
Employment Plans		English as a Second Language Training	R
Enrollment or Registration		GED Training	R
Group Counseling	R	Individual Counseling	R
Individual Self-Sufficiency	B	Job Readiness Training	B
Job Retention Services		Leadership Development Activities	
Life Skills Training	B	Literacy Training	R
Mentoring	B	Post-Employment Services	R
Study Skills Training	R	Supportive Services	B
Tutoring	R		
<b>TRAINING SERVICES</b>		Apprenticeships Training	
Customized or Workplace Training		Entrepreneurial Training	
Financial Assistance for Training	B	Occupational Skills	R
One-the-Job Training	R	Re-training	
Skills Training	R	Work Experience Internship (including Summer Jobs)	
<b>EMPLOYER SERVICES</b>		Candidate Screening	
Candidate Testing		Employer Incentives	
Employer Seminars		Focus Groups	
Job Analysis		Job Fairs	
Job Listing	R	Job Referrals	
Labor Market Information	R	Local Economic Development Information	
Outplacement Services		Services to Laid Off Workers	R
Space for Job Interviews			



# ATTACHMENT 1

## CARL PERKINS

<b>PRELIMINARY SERVICES</b>		Career Information	
Determination of Program Appropriateness for Customer		Eligibility Determination	
Follow-Up Services		Initial Assessment	
Job Referrals		Job Search Skills and Information	
Labor Market Information		Orientation	
Outreach and Recruitment		Public Information	
Resource Center		Workshops	
<b>SERVICES REQUIRING ELIGIBILITY</b>		Alternative Secondary School	
Basic Education		Case Management	
Computer Literacy Training		Diagnostic Assessment	
Employment Plans		English as a Second Language Training	
Enrollment or Registration		GED Training	
Group Counseling		Individual Counseling	
Individual Self-Sufficiency		Job Readiness Training	
Job Retention Services		Leadership Development Activities	
Life Skills Training		Literacy Training	
Mentoring		Post-Employment Services	
Study Skills Training		Supportive Services	
Tutoring			
<b>TRAINING SERVICES</b>		Apprenticeships Training	
Customized or Workplace Training		Entrepreneurial Training	
Financial Assistance for Training		Occupational Skills	R
One-the-Job Training		Re-training	
Skills Training		Work Experience Internship (including	
<b>EMPLOYER SERVICES</b>		Candidate Screening	
Candidate Testing		Employer Incentives	
Employer Seminars		Focus Groups	
Job Analysis		Job Fairs	D
Job Listing	R	Job Referrals	R
Labor Market Information	R	Local Economic Development	
Outplacement Services		Services to Laid Off Workers	
Space for Job Interviews	R		

### I. OTHER SERVICES

\*Note: St. Charles Community College provides and supports other areas of services beyond those funded by Carl Perkins funding.

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### *THE SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM:*

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The Senior Community Service Employment Program (SCSEP) is a U.S. Department of Labor funded job training program for persons 55 years of age and older who wish to enter the workforce and need extra training and job placement assistance. The purpose of the program is to provide job skill training for the participants and needed support to community host agencies, which consist of not-for-profit or governmental agencies. Program participants are usually required to schedule 20 hours per week of paid training. All participants are provided an Individual Employment Plan to define their employment goals and the steps needed to reach those goals. Assistance with job searches, resumes, and interview coaching will be provided, as the ultimate goal for SCSEP is to prepare and transition each participant into permanent employment. Participants are also offered supportive services, such as assistance with benefit applications and access to local resources to help meet their basic needs.

To be eligible, potential participants must be: age 55 or over; unemployed at the time of the application; and cannot have income that exceeds 125% of the current federal poverty level. Income that is excluded for purposes of the SCSEP program includes: Social Security Disability Income; Supplemental Security Income; 25% of Social Security Income; unemployment benefits; SNAP (food stamp) benefits; housing benefits and certain payments to veterans. Some benefits are also excluded from being considered income for the purposes of eligibility.

Priority enrollment in the program is given to veterans and qualified spouses, and then to persons: over age 65; with low literacy or limited English proficiency; with a disability; residing in rural areas; who are homeless or at risk of homelessness; have low employment prospects; have been formerly incarcerated or on supervision from release from prison or jail (within five years of the date of initial eligibility determination) or have failed to find employment after using services through the American Job Center System.

For those individuals interested in applying for the program, they can call MERS Goodwill SCSEP at 1-888-651-4177 and an application will be mailed to them. Once the application is received by the program, the applicant will be placed on a waitlist, based on priority status, and be contacted by a MERS Goodwill SCSEP Case Manager when an opening is available.

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*STATE UNEMPLOYMENT COMPENSATION LAW:*

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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 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.

# ATTACHMENT 1

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## JOB CORPS

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<b>PRELIMINARY SERVICES</b>		Career Information	D
Determination of Program Appropriateness for Customer	D	Eligibility Determination	D
Follow-Up Services		Initial Assessment	D
Job Referrals	B	Job Search Skills and Information	B
Labor Market Information	B	Orientation	D
Outreach and Recruitment	D	Public Information	D
Resource Center	B	Workshops	D
<b>SERVICES REQUIRING ELIGIBILITY</b>		Alternative Secondary School	
Basic Education	D	Case Management	D
Computer Literacy Training	B	Diagnostic Assessment	
Employment Plans	D	English as a Second Language Training	B
Enrollment or Registration	D	GED Training	D
Group Counseling	B	Individual Counseling	D
Individual Self-Sufficiency	B	Job Readiness Training	D
Job Retention Services	B	Leadership Development Activities	D
Life Skills Training	B	Literacy Training	D
Mentoring	B	Post-Employment Services	B
Study Skills Training	B	Supportive Services	B
Tutoring	B		
<b>TRAINING SERVICES</b>		Apprenticeships Training	D
Customized or Workplace Training	D	Entrepreneurial Training	B
Financial Assistance for Training	D	Occupational Skills	D
One-the-Job Training	D	Re-training	
Skills Training	D	Work Experience Internship (including	D
<b>EMPLOYER SERVICES</b>		Candidate Screening	
Candidate Testing		Employer Incentives	
Employer Seminars		Focus Groups	
Job Analysis		Job Fairs	R
Job Listing		Job Referrals	
Labor Market Information		Local Economic Development	
Outplacement Services		Services to Laid Off Workers	
Space for Job Interviews			

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*UMOS WIOA TITLE 1 NATIONAL FARMWORKER JOBS PROGRAM*

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Workforce Innovation and Opportunity Act – 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.or>

## ATTACHMENT 1

YOUTHBUILD – This partner is not in the St. Charles County Region.

WIOA INDIAN AND NATIVE AMERICAN PROGRAMS – This partner is not in the St. Charles County Region.

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT EMPLOYMENT AND TRAINING ACTIVITIES: There are no Housing and Urban Development employment and training activities in the St. Charles Region.

REINTEGRATION PROGRAMS: There are no Second Chance Act funds currently being utilized in the St. Charles County Region.

## ATTACHMENT 2

### SERVICES TO BE PROVIDED BY ONE-STOP PARTNERS THROUGH THE ONE-STOP SYSTEM

#### 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/Computer Literacy Training	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 openings 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

## ATTACHMENT 2

	those services, including but not limited to, career counseling and job search assistance.
Unemployment Compensation Assistance	Services that provide “meaningful” assistance and information to individuals seeking assistance in filing a claim for unemployment insurance compensation. Services provided to individuals including but not limited to, child care, TANF, SNAP, and Medicaid.
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/Diagnostic 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/Life Skills Training	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 or the public sector.
Workforce/Postsecondary Preparation Activities	Activities that help prepare for, and transition into, postsecondary education, training and employment.
Financial Literacy Activities/Individual Self-Sufficiency	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 Assistance	Services that assist participants seeking employment within the United States and cannot be reasonably expected to find satisfactory employment within the commuting area.



## ATTACHMENT 2

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	<p>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:</p> <ul style="list-style-type: none"> <li>(a) Linkages to community services;</li> <li>(b) Assistance with transportation;</li> <li>(c) Assistance with child care and dependent care;</li> <li>(d) Assistance with housing;</li> <li>(e) Needs-related payments;</li> <li>(f) Assistance with educational testing;</li> <li>(g) Reasonable accommodations for youth with disabilities;</li> <li>(h) Legal aid services;</li> <li>(i) Referrals to health care;</li> <li>(j) Assistance with uniforms or other appropriate work attire and work-related tools;</li> <li>(k) Assistance with books, fees, and school supplies, and other necessary items for students enrolled in post-secondary education classes</li> <li>(l) Payments and fees for employment and training-related applications, tests, and certifications.</li> </ul>
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/Post-Employment Services/Job Retention 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

## ATTACHMENT 2

	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.

## ATTACHMENT 2

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 pre-employment 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/Local Economic Development 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/Services to Laid Off Workers	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.

## ATTACHMENT 2

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.



Signature Page

By signature hereto, the St. Charles Region Workforce Development One-Stop Partners agree to participation in the development of the plan and agree to all terms and conditions of this Memorandum of Understanding as required by the Workforce Innovation and Opportunity Act.

AEL and Perkins Career & Technical Education

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WIOA Partner

St. Charles Community College

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Representative Agency



4/25/2022

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Barbara R. Kavalier, Ph.D.  
President of St. Charles Community College

Date



**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 fourteen (14) 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 their 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

Record of Signing

For: Missouri Department of Elementary & Seco  
Name: Shelley Woods  
Title: Chief Operations Officer

*Shelley Woods*

**Signed on 2022-03-30 14:38:59 GMT**

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