

**Region VII Infrastructure Funding  
Agreement for One-Stop Career Centers**

## **Table of Contents**

Legal Authority	4
Memorandum of Understanding	5
Introduction	5
Vision	6
Mission	6
System Structure	6
American Job Centers	6
One-Stop Operator	7
Partners	7
Terms and Conditions	8
Partner Services	8
Partner On-Site Representation Schedule	12
Roles and Responsibilities of Partners	12
Data Sharing	18
Confidentiality	19
Referrals	20
Accessibility	20
Outreach	22
Dispute Resolution	22
Monitoring	23
Non-Discrimination and Equal Opportunity	24
Indemnification	24
Severability	25
Drug and Alcohol-free Workplace	25
Certification Regarding Lobbying	25
Debarment and Suspension	25
Priority of Service	25
Buy American Provision	26
Salary Compensation and Bonus Limitations	26
Non-Assignment	26
Governing Law	26
Steps to Reach Consensus	27
Modification Process	28
Termination	29

Effective Period	30
One-Stop Operating Budget	31
One-Stop Budgets FY 2025	32
Cost Allocation Methodology	32
Current One-Stop Partner Contributions & Allocation Bases per Cost Item	33
Cost Reconciliation and Allocation Base Updated	34
Infrastructure Funding Agreement	35
Partners	35
Infrastructure Budget	35
Career Services Budget	36
Cost Allocation Methodology	36
Cost Reconciliation and Allocation Base Update	36
Steps to Reach Consensus	36
Dispute and Impasse Resolution	36
Modification Process	38
Effective Period	38
Definitions	39
Authority and Signatures	45

## **Legal Authority**

The Workforce Innovation and Opportunity Act (WIOA) sec. 121(c)(1) requires the Local Board, with the agreement of the Chief Local Elected Official (CLEO), to develop and enter into a Memorandum of Understanding between the Local Board and the One-Stop Partners, consistent with WIOA Sec. 121 (c)(2), concerning the operation of the one-stop delivery system in a local area. This requirement is further described in the Workforce Innovation and Opportunity Act; Joint Rule for Unified and Combined State Plans, Performance Accountability, and the One-Stop System Joint Provisions; Final Rule at 20 CFR 678.500, 34 CFR 361.500, and 34 CFR 463.500, 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.

## **Memorandum of Understanding**

This MOU is executed between the Region VII Workforce Development Board, the Region VII One-Stop Career Centers, the American Job Center network Partners, and the Region VII Chief Local Elected Official (CLEO). They are collectively referred to as the “Parties” to this MOU.

This MOU is developed to confirm the understanding of the Parties regarding the operation and management of the two American Job Centers in the Region VII. One-Stop Career Centers provides local oversight of workforce programming for Region VII area which consists of Berkeley, Grant, Hampshire, Hardy, Jefferson, Mineral, Morgan and Pendleton counties.

The Region VII WDB, with the agreement of the CLEO, has (competitively) selected Thomas P. Miller & Associates as the One-Stop Operator for Region VII, as further outlined in the One-Stop Operator section.

The One-Stop Operating Budget and Infrastructure Funding Agreement establish a financial plan, including terms and conditions, to fund the services and operating costs of the Region VII American Job Center network. The Parties to this MOU agree that joint funding is an essential foundation for an integrated service delivery system and necessary to maintain Region VII’s high-standard American Job Center network.

The Vision, Mission, System Structure, Terms and Conditions, One-Stop Operating Budget, and Infrastructure Funding Agreement outlined herein reflect the commitment of the Parties to their job seeker and business customers, as well as to the overall Region VII community.

### **Introduction**

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

One-Stop Career Centers seeks to establish a system that stands in stark contrast to the “traditional”/historical transaction-based model, whereby each agency operates its own business and job seeker services functions, and participants move from place to place seeking services. Instead, the goal is to create integrated locations and a unified structure

and process of proactive, transparent, and effective job seeker and business services, orchestrated by a seamless collaboration of talent development and support agencies.

The purpose of this Memorandum of Understanding (MOU) is to define the parameters within which education, workforce, economic development, and other Partner programs and entities operating in Region VII create a seamless, customer-focused American Job Center network that aligns service delivery across the board and enhances access to program services. By realizing One-Stop opportunities together, partners are able to build community-benefiting bridges, rather than silos of programmatic isolation.

### **Vision**

Empower Region VII employers, individuals, and communities to prosper and grow the region's economy through a workforce development system that is inherently customer-centered, seamless, and effective.

### **Mission**

To establish a workforce system that provides data-driven and employer-validated talent solutions through the integration of education, workforce, and economic development resources across systems.

### **American Job Centers**

One-Stop Career Centers has two American Job Centers, also known as One-Stop Career Centers, which are designed to provide a full range of assistance to job seekers and businesses in one location. They were established under the Workforce Investment Act of 1998 and are continued by the Workforce Innovation and Opportunity Act of 2014. The centers offer a comprehensive array of services designed to match clients with opportunities.

#### **Martinsburg One-Stop Career Center (American Job Center)**

One-Stop Director: Peter Christensen  
Phone: (304) 264-6133  
Mailing Address: 202 Viking Way, Martinsburg, WV 25401  
Email Address: [pchristensen@region7workforce.org](mailto:pchristensen@region7workforce.org)  
Operating Hours: 8:00 am through 4:00 pm, Monday through Friday  
Website: [www.wvregion7workforce.org](http://www.wvregion7workforce.org)

#### **South Branch One-Stop Career Center (American Job Center)**

One-Stop Director: Peter Christensen  
Phone: (304) 530-3917  
Mailing Address: 151 Robert C. Byrd Industrial Park Road, Suite 2, Moorefield, WV 26836  
Email Address: [pchristensen@region7workforce.org](mailto:pchristensen@region7workforce.org)

Operating Hours: 8:00 am through 4:00 pm, Monday through Friday  
 Website: [www.wvregion7workforce.org](http://www.wvregion7workforce.org)

**One-Stop Operator**

One-Stop Career Centers selected the one-stop operator, Thomas P. Miller & Associates, through a competitive process in accordance with Uniform Guidance, WIOA, and its implementing regulation, and Local procurement laws and regulations. All documentation for the competitive one-stop operator procurement and selection process is published and may be viewed on the Region VII WDB website at: [www.wvregion7workforce.org](http://www.wvregion7workforce.org). The State requires that the one-stop operator is competitively selected at least every three years and no later than every four years. Functional details are outlined in the Role and Responsibilities of Partners section under One-Stop Operator.

**Partners Co-Located at the One-Stop Career Centers**

<b>Partner Program</b>	<b>Partner Organization</b>	<b>Category</b>	<b>Contact Person</b>
Adult Education	Eastern Panhandle Instructional Cooperative (EPIC)	WIOA Title II Adult Education and Family Literacy Act (AEFLA)	John Holmes
Division of Rehabilitation Services	West Virginia Division of Rehabilitation Services	Rehabilitation Act of 1973	Pisnu Bua-Iam
Job Service	WorkForce West Virginia	Wagner-Peyser Employment Services	Scott Adkins
Unemployment Insurance	WorkForce West Virginia	Wagner-Peyser Employment Services	Scott Adkins
WIOA Title I (Adult, Dislocated Worker, and Youth Services)	Region VII Workforce Development Board	WIOA Title I (Adult, Dislocated Worker, and Youth Services)	T.J. Van Meter
Temporary Assistance for Needy Families	Department of Health and Human Resources	Temporary Assistance for Needy Families	Jenny Tingler

**Partners with Physical Presences at the One-Stop Career Center**

<b>Partner Program</b>	<b>Partner Organization</b>	<b>Category</b>	<b>Contact Person</b>
Adult Education	Eastern Panhandle Instructional Cooperative (EPIC)	WIOA Title II Adult Education and Family Literacy Act (AEFLA)	John Holmes
Jobs for Veterans State Grants	WorkForce West Virginia	Jobs for Veterans State Grants	Scott Adkins

United Way of Eastern Panhandle, Inc.	United Way of the Eastern Panhandle, Inc.	Additional Partner	Penny Porter
SNAP E&T Program	Department of Health and Human Resources	Additional Partner	Kathy Bradley and Jenny Tingler
Temporary Assistance for Needy Families (TANF)	Department of Health and Human Resources	Temporary Assistance for Needy Families (TANF)	Kathy Bradley and Jenny Tingler

**Partners with Electronic Presence at the One-Stop Career Center**

<b>Partner Program</b>	<b>Partner Organization</b>	<b>Category</b>	<b>Contact Person</b>
Career and Technical Education (Perkins)	Blue Ridge Community and Technical College	Career and Technical Education (Perkins)	Dr. Peter Checkovich
Career and Technical Education (Perkins)	Eastern West Virginia Community and Technical College	Career and Technical Education (Perkins)	Dr. Thomas Straplin
Community Services Block Grant	Eastern West Virginia Community Action Agency, Inc.	Community Services Block Grant	Matthew Hinkle
HUD Employment and Training Programs	Grant County Housing Authority	HUD Employment and Training Programs	Dennis Rogers
Job Corps	Harpers Ferry Job Corps	Job Corps	Shawn Miller
Senior Community Service Employment Program	Senior Community Service Employment Program	Senior Community Service Employment Program	Melissa Earle
National Farmworker Jobs Program (NFJP)	Telamon Corporation	Migrant Seasonal Farmworkers	Susan Olney
Trade Adjustment Assistance (TAA)	WorkForce West Virginia	Trade Adjustment Assistance (TAA) authorized under chapter 2 of title II of the Trade Act of 1974	Scott Adkins

**Partner Services**

At a minimum, Partners will make the below services available, as applicable to the program, consistent with and coordinated via the American Job Center network system. Additional services may be provided on a case by case basis and with the approval of the Local WDB and the CLEO.

## Business Services

- Serve as a single point of contact for businesses responding to all requests in a timely manner
- Conduct outreach regarding Local workforce system's services and products
- Provide access to labor market information
- Assist with the interpretation of labor market information
- Use of one-stop center facilities for recruiting and interviewing job applicants
- Post job vacancies in the state labor exchange system and take and fill job orders
- Provide information regarding workforce development initiatives and programs
- Provide information and services related to Unemployment Insurance taxes and claims
- Conduct Rapid Response activities regarding closures and downsizings
- Provide customized recruitment and job applicant screening, assessment and referral services
- Conduct job fairs
- Consult on human resources issues
- Provide information regarding disability awareness issues
- Provide information regarding assistive technology and communication accommodations
- Assist with disability and communication accommodations, including career coaches
- Develop On-the-Job Training (OJT) contracts, incumbent worker contracts, or pay-for-performance contract strategies
- Provide employer and industry cluster-driven Occupational Skills Training through Individual Training Accounts with eligible training providers
- Develop customized training opportunities to meet specific employer and/or industry cluster needs
- Coordinate with employers to develop and implement layoff aversion strategies
- Provide incumbent worker upgrade training through various modalities
- Develop, convene, or implement industry or sector partnerships

## Job Seeker Services

### Basic Career Services

- Outreach, intake, and orientation to the information, services, programs, tools and resources available through the Local workforce system
- Initial assessments of skill level(s), aptitudes, abilities, and supportive service needs
- In and out of area job search and placement assistance (including provision of information on in-demand industry sectors and occupations and non-traditional employment)
- Access to employment opportunities and labor market information

- Performance information and program costs for eligible providers of training, education, and workforce services
- Information on performance of the Local workforce system
- Information on the availability of supportive services and referral to such, as appropriate
- Information and meaningful assistance on Unemployment Insurance claim filing
- Determination of potential eligibility for workforce Partner services, programs, and referral(s)
- Information and assistance in applying for financial aid for training and education programs not provided under WIOA

### Individualized Career Services

- Comprehensive and specialized assessments of skill levels and service needs
- Development of an individual employability development plan to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the customer to achieve the employment goals
- Referral to training services
- Group counseling
- Literacy activities related to work readiness
- Individual counseling and career planning
- Case management for customers seeking training services; individual in and out of area job search, referral and placement assistance
- Work experience, transitional jobs, registered apprenticeships and internships
- Workforce preparation services (e.g., development of learning skills, punctuality, communication skills, interviewing skills, personal maintenance, literacy skills, financial literacy skills, and professional conduct) to prepare individuals for unsubsidized employment or training
- Post-employment follow-up services and support

### Training

- Occupational skills training through Individual Training Accounts (ITAs)
- Adult education and literacy activities, including English language acquisition (ELA), provided in combination with the training services described above
- On-the-Job Training (OJT)
- Incumbent Worker Training
- Programs that combine workplace training with related instruction which may include cooperative education
- Training programs operated by the private sector
- Skill upgrading and retraining
- Entrepreneurial training

- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training
- Other training services as determined by the workforce partner's governing rules

### Youth Services

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

## Partner On-Site Representation Schedule

### Martinsburg One-Stop Career Center

<b>Partner Program</b>	<b># of Staff</b>	<b>Weekly Staff Hours</b>	<b># of FTEs</b>	<b>% of Total FTEs</b>
Adult Education	1	20	0.5	3.6%
Jobs for Veterans State Grants	1	40	1.0	7.2%
SNAP E&T	2	24	0.3	4.3%
Unemployment Insurance	4	160	4.0	28.9%
Wagner-Peyser	5	200	5.0	36.0%
WIOA Title I	4	111	0.7	20.0%
Totals	17	555	11.5	100%

### South Branch One-Stop Career Center

<b>Partner Program</b>	<b># of Staff</b>	<b>Weekly Staff Hours</b>	<b># of FTEs</b>	<b>% of Total FTEs</b>
DHHR	20	800	20.0	60.4%
DRS	6	240	6.0	18.1%
SNAP E&T	1	8	0.2	0.6%
Unemployment Insurance	2.5	100	2.5	7.6%
Wagner-Peyser	2.5	100	2.5	7.6%
WIOA Title I	1	40	1.0	3.0%
Region VII WDB	4	142	0.9	2.7%
Totals	37	1,510	33.1	100%

## Roles and Responsibilities of Partners

The Parties to this agreement will work closely together to ensure that all Region VII American Job Centers are high-performing work places with staff who will ensure quality of service.

All Parties to this agreement shall comply with:

- Section 188 of the WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38; Final Rule, published December 2, 2016),

- Title VI of the Civil Rights Act of 1964 (Public Law 88-352),
- Section 504 of the Rehabilitation Act of 1973, as amended,
- The Americans with Disabilities Act of 1990 (Public Law 101-336),
- The Jobs for Veterans Act (Public Law 107-288) pertaining to priority of service in programs funded by the U.S. Department of Labor,
- Training and Employment Guidance Letter (TEGL) 37-14, Update on Complying with Nondiscrimination Requirements: Discrimination Based on Gender Identity, Gender Expression and Sex Stereotyping are Prohibited Forms of Sex Discrimination in the Workforce Development System and other guidance related to implementing WIOA sec. 188,
- The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR part 99),
- Confidentiality requirements governing the protection and use of personal information held by the VR agency (34 CFR 361.38),
- The confidentiality requirements governing the use of confidential information held by the State UI agency (20 CFR part 603),
- all amendments to each, and
- all requirements imposed by the regulations issued pursuant to these acts.

The above provisions require, in part, that no persons in the United States shall, on the grounds of race, color, national origin, sex, sexual orientation, gender identity and/or expression, age, disability, political beliefs or religion be excluded from participation in, or denied, any aid, care, services or other benefits provided by federal and/or state funding, or otherwise be subjected to discrimination.

Additionally, all Parties shall:

- Collaborate and reasonably assist each other in the development of necessary service delivery protocols for the services outlined in the Partner Services section above,
- Agree that the provisions contained herein are made subject to all applicable federal and state laws, implementing regulations, and guidelines imposed on either or all Parties relating to privacy rights of customers, maintenance of records, and other confidential information relating to customers, and
- Agree that all equipment and furniture purchased by any party for purposes described herein shall remain the property of the purchaser after the termination of this agreement.

### **Chief Local Elected Official**

The CLEO, Bill Clark, will, at a minimum:

- In Partnership with the Region VII WDB and other applicable Partners within the planning region, develop and submit a single regional plan that includes a description of the activities that shall be undertaken by One-Stop Career Centers and their Partners, and that incorporates plans for each of the Local areas in the planning region,
- Approve One-Stop Career Centers budget and workforce center cost allocation plan,
- Approve the selection of the one-stop operator following the competitive procurement process, and
- Coordinate with One-Stop Career Centers to oversee the operations of the Region VII American Job Center network.

### **Region VII WDB**

The Region VII WDB ensures the workforce-related needs of employers, workers, and job seekers in Region VII and/or the region are met, to the maximum extent possible with available resources. The One-Stop Management Consortium Chair, Layne Diehl, and Executive Director, T.J. Van Meter, will, at a minimum:

- In Partnership with the CEO and other applicable Partners within Region VII, develop and submit a Local WDB plan that includes a description of the activities that shall be undertaken by the Local WDB and its Partners, and that aligns its strategic vision, goals, objectives, and workforce-related policies to the regional plan and economy,
- In Partnership with the CEO and other applicable Partners within the planning region, develop and submit a single regional plan that includes a description of the activities that shall be undertaken by all Local WDBs and their Partners, and that incorporates plans for each of the Local areas in the planning region,
- In collaboration and Partnership with the CEO and other applicable Partners within the planning region, develop the strategic regional vision, goals, objectives, and workforce-related policies,
- In cooperation with the Local CEO and the other Local WDBs within the regional area, design and approve the American Job Center network structure. This includes, but is not limited to:

- Adequate, sufficient, and accessible one-stop center locations and facilities,
- Sufficient numbers and types of providers of career and training services (including eligible providers with expertise in assisting individuals with disabilities and eligible providers with expertise in assisting adults in need of adult education and literacy activities),
- A holistic system of supporting services, and
- One or more competitively procured one-stop operators.
- In collaboration with the CLEO, designate through a competitive process, oversee, monitor, implement corrective action, and, if applicable, terminate the one-stop operator(s)
- Determine the role and day-to-day duties of the one-stop operator,
- Approve annual budget allocations for operation of the American Job Center network,
- Help the one-stop operator recruit operational Partners and negotiate MOUs with new partners,
- Leverage additional funding for the American Job Center network to operate and expand one-stop customer activities and resources, and
- Review and evaluate performance of Region VII and one-stop operator.

### **Local Workforce Development Board Staff**

Specific responsibilities include, at a minimum:

- Assist the CLEO and the Local WDB with the development and submission of a single regional plan,
- Support the Local WDB with the implementation and execution of the regional vision, goals, objectives, and workforce-related policies, including all duties outlined above,
- Provide operational and grant-specific guidance to the one-stop operator,
- Investigate and resolve elevated customer complaints and grievance issues,
- Prepare regular reports and recommendations to the Local WDB, and
- Oversee negotiations and maintenance of MOUs with one-stop Partners.

### **One-Stop Operator**

Thomas P. Miller & Associates will employ one One-Stop Director (see American Job Centers section above) who will act as a “functional leader”. As such, he will have the authority to organize Partner staff, in order to optimize and streamline service delivery efforts. Formal leadership, supervision, and performance responsibilities will remain with each staff member’s employer of record. The one-stop operator, through the One-Stop Director, will, at a minimum:

- Manage **daily operations**, including but not limited to:
- Managing and coordinating Partner responsibilities, as defined in this MOU,
- Managing hours of operation, including the once weekly extended hours of operation,
- Coordinating daily work schedules and work flow based upon operational needs, and
- Coordinating staff vacations/unscheduled absences with the formal leader to ensure service coverage by center staff.
- Assist the Local WDB in establishing and maintaining the **American Job Center network structure**. This includes but is not limited to:
  - Ensuring that State requirements for center certification are met and maintained,
  - Ensuring that career services such the ones outlined in WIOA sec. 134(c)(2) are available and accessible,
  - Ensuring that Region VII WDB policies are implemented and adhered to,
  - Adhering to the provisions outlined in the contract with One-Stop Career Centers and One-Stop Career Centers Business Plan,
  - Reinforcing strategic objectives of One-Stop Career Centers to Partners, and
  - Ensuring staff are properly trained by their formal leadership organizations and provided technical assistance, as needed.
- **Integrate systems and coordinate services** for the center and its Partners, placing priority on customer service.
- Integrated Workforce Service Delivery, as defined by WIOA, means organizing and implementing services by function (rather than by program), when permitted by a program's authorizing statute and as appropriate, and by coordinating policies, staff communication, capacity building, and training efforts.
- Functional alignment includes having one-stop center staff who perform similar tasks serve on relevant functional teams, e.g. Skills Development Team or Business Services Team.
- Service integration focuses on serving all customers seamlessly (including targeted populations) by providing a full range of services staffed by cross-functional teams, consistent with the purpose, scope, and requirements of each program.
- The services are seamless to the customer, meaning the services are free of cumbersome transitions or duplicative registrations from one program service to another and there is a smooth customer flow to access the array of services available in the workforce center.
- Oversee and coordinate partner, program, and American Job Center network **performance**. This includes but is not limited to:

- Providing and/or contributing to reports of center activities, as requested by One-Stop Career Centers,
- Providing input to the formal leader (partner program official) on the work performance of staff under their purview,
- Notifying the formal leader immediately of any staff leave requests or unexcused absences, disciplinary needs, or changes in employee status,
- Identifying and facilitating the timely resolution of complaints, problems, and other issues,
- Collaborating with the Local WDB on efforts designed to ensure the meeting of program performance measures, including data sharing procedures to ensure effective data matching, timely data entry into the case management systems, and coordinated data batch downloads (while ensuring the confidentiality requirements of FERPA, 34 CFR 361.38, and 20 CFR part 603),
- Ensuring open communication with the formal leader(s) in order to facilitate efficient and effective center operations,
- Evaluating customer satisfaction data and propose service strategy changes to One-Stop Career Centers based on findings.
- Manage fiscal responsibilities and records for the center. This includes assisting One-Stop Career Centers with cost allocations and the maintenance and reconciliation of one-stop center operation budgets.

Thomas P. Miller & Associates will not assist in the development, preparation and submission of Local plans. They cannot manage or assist in future competitive processes for selecting operators or select or terminate one-stop operators, career services providers, or Youth providers. The operator cannot negotiate local performance accountability measures or develop and submit budgets for activities of One-Stop Career Centers. The Region VII WDB is responsible for the negotiated performance measures, strategic planning, budgets, and one-stop operator oversight (including monitoring).

### **Partners**

Each Partner commits to cross-training of staff, as appropriate, and to providing other professional learning opportunities that promote continuous quality improvement.

Partners will further promote system integration to the maximum extent feasible through:

- Effective communication, information sharing, and collaboration with the one-stop operator,
- Joint planning, policy development, and system design processes,
- Commitment to the joint mission, vision, goals, strategies, and performance measures,

- The design and use of common intake, assessment, referral, and case management processes,
- The use of common and/or linked data management systems and data sharing methods, as appropriate,
- Leveraging of resources, including other public agency and non-profit organization services,
- Participation in a continuous improvement process designed to boost outcomes and increase customer satisfaction, and
- Participation in regularly scheduled Partner meetings to exchange information in support of the above and encourage program and staff integration.

### **Data Sharing**

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

Partners further agree that the collection, use, and disclosure of customers' personally identifiable information (PII) is subject to various requirements set forth in Federal and State privacy laws. Partners acknowledge that the execution of this MOU, by itself, does not function to satisfy all of these requirements.

All data, including customer PII, collected, used, and disclosed by Partners will be subject to the following:

- Customer PII will be properly secured in accordance with One-Stop Career Centers's policies and procedures regarding the safeguarding of PII.
- The collection, use, and disclosure of customer education records, and the PII contained therein, as defined under FERPA, shall comply with FERPA and applicable State privacy laws.
- All confidential data contained in UI wage records must be protected in accordance with the requirements set forth in 20 CFR part 603.
- All personal information contained in VR records must be protected in accordance with the requirements set forth in 34 CFR 361.38.
- Customer data may be shared with other programs, for those programs' purposes, within the American Job Center network only after the informed written consent of the individual has been obtained, where required.
- Customer data will be kept confidential, consistent with Federal and State privacy laws and regulations.

- All data exchange activity will be conducted in machine readable format, such as HTML or PDF, for example, and in compliance with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794 (d)).

All One-Stop Career Center and Partner staff will be trained in the protection, use, and disclosure requirements governing PII and any other confidential data for all applicable programs, including FERPA-protected education records, confidential information in UI records, and personal information in VR records.

### **Confidentiality**

All Parties expressly agree to abide by all applicable Federal, State, and local laws and regulations regarding confidential information, including PII from educational records, such as but not limited to 20 CFR Part 603, 45 CFR Section 205.50, 20 USC 1232g and 34 CFR part 99, and 34 CFR 361.38, as well as any applicable State and local laws and regulations. In addition, in carrying out their respective responsibilities, each Party shall respect and abide by the confidentiality policies and legal requirements of all of the other Parties.

Each Party will ensure that the collection and use of any information, systems, or records that contain PII and other personal or confidential information will be limited to purposes that support the programs and activities described in this MOU and will comply with applicable law.

Each Party will ensure that access to software systems and files under its control that contain PII or other personal or confidential information will be limited to authorized staff members who are assigned responsibilities in support of the services and activities described herein and will comply with applicable law. Each Party expressly agrees to take measures to ensure that no PII or other personal or confidential information is accessible by unauthorized individuals.

To the extent that confidential, private, or otherwise protected information needs to be shared amongst the Parties for the Parties' performance of their obligations under this MOU, and to the extent that such sharing is permitted by applicable law, the appropriate data sharing agreements will be created and required confidentiality and ethical certifications will be signed by authorized individuals. With respect to confidential unemployment insurance information, any such data sharing must comply with all of the requirements in 20 CFR Part 603, including but not limited to requirements for an agreement consistent with 20 CFR 603.10, payments of costs, and permissible disclosures.

With respect to the use and disclosure of FERPA-protected customer education records and the PII contained therein, any such data sharing agreement must comply with all of the requirements set forth in 20 U.S.C. §1232g and 34 CFR Part 99.

With respect to the use and disclosure of personal information contained in VR records, any such data sharing agreement must comply with all of the requirements set forth in 34 CFR 361.38.

### **Referrals**

The primary principle of the referral system is to provide integrated and seamless delivery of services to workers, job seekers, and employers. In order to facilitate such a system, Partners agree to:

- Familiarize themselves with the basic eligibility and participation requirements, as well as with the available services and benefits offered, for each of the Partners' programs represented in the Region VII American Job Center network,
- Develop materials summarizing their program requirements and making them available for Partners and customers,
- Develop and utilize common intake, eligibility determination, assessment, and registration forms,
- Provide substantive referrals to customers who are eligible for supplemental and complementary services and benefits under partner programs,
- Regularly evaluate ways to improve the referral process, including the use of customer satisfaction surveys,
- Commit to robust and ongoing communication required for an effective referral process, and
- Commit to actively follow up on the results of referrals and assuring that Partner resources are being leveraged at an optimal level.

### **Accessibility**

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

#### Physical Accessibility:

One-Stop Career Centers will maintain a culture of inclusiveness and the physical characteristics of the facility, both indoor and outdoor, will meet the latest standards of accessible design. 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.

#### Virtual Accessibility:

One-Stop Career Centers will work with the Any State Workforce Development Board (State WDB) to ensure that job seekers and businesses have access to the same information online as they do in a physical facility. Information must be clearly marked and compliant with Section 508 of the U.S. Department of Health and Human Services code. Partners will comply with the Plain Writing Act of 2010; the law that requires that federal agencies use "clear Government communication that the public can understand and use" and all information kept virtually will be updated regularly to ensure dissemination of correct information.

Partners should either have their own web presence via a website and/or the use of social media, or work out a separate agreement with One-Stop Career Centers to post content through its website.

#### Communication Accessibility:

Communications access, for purposes of this MOU, means that individuals with sensory disabilities can communicate (and be communicated with) on an equal footing with those who do not have such disabilities. All Partners agree that they will provide accommodations for individuals who have communication challenges, including but not limited to individuals who are deaf and hard of hearing, individuals with vision impairments, and individuals with speech-language impairments.

#### Programmatic Accessibility:

All Partners agree that they will not discriminate in their employment practices or services on the basis of gender, gender identity and/or expression, age, race, religion, national origin, disability, veteran's status, or on the basis of any other classification protected under state or federal law. Partners must assure that they have policies and procedures in place to address these issues, and that such policies and procedures have

been disseminated to their employees and otherwise posted as required by law. 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 American Job Center programs, services, technology, and materials are physically and programmatically accessible and available to all. Additionally, staff members will be trained to provide services to all, regardless of range of abilities, mobility, age, language, learning style, or comprehension or education level. An interpreter will be provided in real time or, if not available, within a reasonable timeframe to any customer with a language barrier. Assistive devices, such as screen-reading software programs (e.g., JAWS and DRAGON) and assistive listening devices must be available to ensure physical and programmatic accessibility within the American Job Center network.

### **Outreach**

One-Stop Career Centers and its Partners will develop and implement a strategic outreach plan that will include, at a minimum:

- Specific steps to be taken by each partner,
- An outreach plan to the region's human resources professionals,
- An outreach and recruitment plan to the region's job seekers, including targeted efforts for populations most at-risk or most in need,
- An outreach and recruitment plan for out-of-school youth,
- Sector strategies and career pathways,
- Connections to registered apprenticeship,
- A plan for messaging to internal audiences,
- An outreach tool kit for Partners,
- Regular use of social media,
- Clear objectives and expected outcomes, and
- Leveraging of any statewide outreach materials relevant to the region.

### **Dispute Resolution**

The following section details the dispute resolution process designed for use by the Partners when unable to successfully reach an agreement necessary to execute the MOU. (Note: This is separate from the Region VII Customer Grievance Policy.) A disagreement is considered to have reached the level of dispute resolution when an

issue arises out of the development and negotiation of an MOU that is not easily coming to a point of resolution. It is the responsibility of the Local WDB Chair (or designee) to coordinate the MOU dispute resolution to ensure that issues are being resolved appropriately. Any party to the MOU may seek resolution under this process.

- All Parties are advised to actively participate in Local negotiations in a good faith effort to reach agreement. Any disputes shall first be attempted to be resolved informally.
- Should informal resolution efforts fail, the dispute resolution process must be formally initiated by the petitioner seeking resolution. The petitioner must send a notification to The One-Stop Management Consortium Chair (or designee) and all Parties to the MOU regarding the conflict within 10 business days.
- The One-Stop Management Consortium Chair (or designee) shall place the dispute on the agenda of a special meeting of the Local WDB's Executive Committee. The Executive Committee shall attempt to mediate and resolve the dispute. Disputes shall be resolved by majority consent of the Executive Committee members present.
- The decision of the Executive Committee shall be final and binding unless such a decision is in contradiction of applicable State and Federal laws or regulations governing the Partner agencies.
- The right of appeal no longer exists when a decision is final. Additionally, final decisions will not be precedent-setting or binding on future conflict resolutions unless they are officially stated in this procedure.
- The Executive Committee must provide a written response and dated summary of the proposed resolution to all Parties to the MOU.
- The One-Stop Management Consortium Chair (or designee) will contact the petitioner and the appropriate Parties to verify that all are in agreement with the proposed resolution.

### **Monitoring**

The Region VII WDB, or its designated staff, officials from the State and Local administrative entities, the U.S. Departments of Labor, Education, and Health and Human Services have the authority to conduct fiscal and programmatic monitoring to ensure that:

- Federal awards are used for authorized purposes in compliance with law, regulations, and State policies,
- Those laws, regulations, and policies are enforced properly,
- Performance data are recorded, tracked, and reviewed for quality to ensure accuracy and completeness,

- Outcomes are assessed and analyzed periodically to ensure that performance goals are met,
- Appropriate procedures and internal controls are maintained, and record retention policies are followed, and
- All MOU terms and conditions are fulfilled.

All Parties to this MOU should expect regular fiscal and programmatic monitoring to be conducted by each of the above entities, as appropriate.

### **Non-Discrimination and Equal Opportunity**

All Parties to this MOU certify that they prohibit, and will continue to prohibit, discrimination, and they certify that no person, otherwise qualified, is denied employment, services, or other benefits on the basis of: (i) political or religious opinion or affiliation, marital status, sexual orientation, gender, gender identification and/or expression, race, color, creed, or national origin; (ii) sex or age, except when age or sex constitutes a bona fide occupational qualification; or (iii) the physical or mental disability of a qualified individual with a disability.

The Parties specifically agree that they will comply with Section 188 of the WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38; Final Rule December 2, 2016), the Americans with Disabilities Act (42 U.S.C. 12101 et seq.), the Non-traditional Employment for Women Act of 1991, titles VI and VII of the Civil Rights of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1967, as amended, title IX of the Education Amendments of 1972, as amended, and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR Part 37 and 38.

### **Indemnification**

All Parties to this MOU recognize the Partnership consists of various levels of government, not-for-profit, and for-profit entities. Each party to this agreement shall be responsible for injury to persons or damage to property resulting from negligence on the part of itself, its employees, its agents, or its officers. No Partner assumes any responsibility for any other party, State or non-State, for the consequences of any act or omission of any third party. The Parties acknowledge One-Stop Career Centers and the One-Stop Operator have no responsibility and/or liability for any actions of the One-Stop Career Center employees, agents, and/or assignees. Likewise, the Parties have no responsibility and/or liability for any actions of One-Stop Career Centers or the One-Stop Operator.

### **Severability**

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

### **Drug and Alcohol-free Workplace**

All Parties to this MOU certify they will comply with the Drug-Free Workplace Act of 1988, 41 U.S.C. 702 et seq., and 2 CFR part 182 which require that all organizations receiving grants from any Federal agency maintain a drug-free workplace. The recipient must notify the awarding office if an employee of the recipient is convicted of violating a criminal drug statute. Failure to comply with these requirements may be cause for suspension or debarment under 2 CFR part 180, as adopted by the U.S. Department of Education at 2 CFR 3485, and the U.S. Department of Labor regulations at 29 CFR part 94.

### **Certification Regarding Lobbying**

All Parties shall comply with the Byrd Anti-Lobbying Amendment (31 U.S.C. Section 1352), 29 C.F.R. Part 93, and 34 CFR part 82, as well as the requirements in the Uniform Guidance at 2 CFR 200.450. The Parties shall not lobby federal entities using federal funds and will disclose lobbying activities as required by law and regulations.

### **Debarment and Suspension**

All parties shall comply with the debarment and suspension requirements (E.O. 12549 and 12689) and 2 CFR part 180 and as adopted by the U.S. Department of Labor at 29 CFR part 2998 and by the U.S. Department of Education at 2 CFR 3485.

### **Priority of Service**

All Parties certify that they will adhere to all statutes, regulations, policies, and plans regarding priority of service, including, but not limited to, priority of service for veterans and their eligible spouses, and priority of service for the WIOA title I Adult program, as required by 38 U.S.C. sec. 4215 and its implementing regulations and guidance, and WIOA sec. 134(c)(3)(E) and its implementing regulations and guidance. Partners will

target recruitment of special populations that receive a focus for services under WIOA, such as individuals with disabilities, low-income individuals, basic skills deficient youth, and English language learners.

**Buy American Provision**

Each Party that receives funds made available under title I or II of WIOA or under the Wagner-Peyser Act (29 U.S.C. Section 49, et. seq.) certifies that it will comply with Sections 8301 through 8303 of title 41 of the United States Code (commonly known as the “Buy American Act.”) and as referenced in WIOA Section 502 and 20 CFR 683.200.

**Salary Compensation and Bonus Limitations**

Each Party certifies that, when operating grants funded by the U.S. Department of Labor, it complies with TEGL 05-06, Implementing the Salary and Bonus Limitations in Public Law 109-234, TEGL 17-15, Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker and Youth Activities Program Allotments for Program Year (PY) 2024; Final PY 2024 Allotments for the Wagner-Peyser Act Employment Service (ES) Program Allotments; and Workforce Information Grants to States Allotments for PY 2024, Public Laws 114-113 (Division H, title I, Section 105) and 114-223, and WIOA section 194(15)(A), restricting the use of federal grant funds for compensation and bonuses of an individual, whether charged to either direct or indirect, at a rate in excess of the Federal Office of Personnel Management Executive Level II.

**Non-Assignment**

Except as otherwise indicated herein, no Party may, during the term of this MOU or any renewals or extensions of this MOU, assign or subcontract all or any part of the MOU without prior written consent of all other Parties.

**Governing Law**

This MOU will be construed, interpreted, and enforced according to the laws of the State of West Virginia. All Parties shall comply with all applicable Federal and State laws and regulations, and Local laws to the extent that they are not in conflict with State or Federal requirements.

## **Steps to Reach Consensus**

### **1. Notification of Partners**

The One-Stop Management Consortium Chair (or designee) must notify all Parties in writing that it is necessary to renew and execute the MOU and provide all applicable policies and preceding MOU documents, as applicable.

### **2. Kickoff Meeting**

The One-Stop Management Consortium Chair (or designee) is responsible for convening all required and optional American Job Center Partners to formally kick-off negotiations, and to ensure that, at a minimum, all American Job Center Partners from all counties within Region VII are appropriately represented. The kickoff meeting should take place no later than within four (4) weeks of notification as it must be hosted in a timely manner to allow for all steps to be conducted in good faith and in an open and transparent environment.

At the kickoff meeting, The One-Stop Management Consortium Chair (or designee) must provide a detailed review of all relevant documents, facts, and information and ensure all Parties have sufficient time to ask questions or voice concerns and are fully aware of expectations and the overall process.

### **3. Negotiations**

Over the course of the four (4) weeks following the formal kickoff meeting, Partners must submit all relevant documents to The One-Stop Management Consortium Chair (or designee) to begin the drafting of the MOU. During this time frame, additional formal or informal meetings (informational and negotiation sessions) may take place, so long as they are conducted in an open and transparent manner, with pertinent information provided to all Parties.

### **4. Draft MOU**

Within six (6) weeks of the kickoff meeting, The One-Stop Management Consortium Chair (or designee) must email a complete draft of the MOU to all Parties.

### **5. Review and Comment**

Within three (3) weeks of receipt of the draft MOU, all Parties must review and return feedback to The One-Stop Management Consortium Chair (or designee). It is advised that each Party also use this time to allow their respective Legal Departments to review the MOU for legal sufficiency. It is the responsibility of The One-Stop Management Consortium Chair (or designee) to ensure all American Job Center Partners to the MOU are aware of the comments and revisions that are needed.

## **6. Finalized Draft**

The One-Stop Management Consortium Chair (or designee) must circulate the finalized MOU and secure Partner signatures within four (4) weeks of receipt of feedback. The WIOA MOU will be considered fully executed once all signatories have reviewed and signed, and a signed copy has been returned to all Parties.

If determined that a Partner is unwilling to sign the MOU, then The One-Stop Management Consortium Chair (or designee) must ensure that the dispute resolution process is followed.

## **Modification Process**

### **1. Notification**

When a Partner wishes to modify the MOU, the Partner must first provide written notification to all signatories of the existing MOU and outline the proposed modification(s).

### **2. Discussion/Negotiation**

Upon notification, The One-Stop Management Consortium Chair (or designee) must ensure that discussions and negotiations related to the proposed modification take place with Partners in a timely manner and as appropriate.

Depending upon the type of modification, this can be accomplished through email communications of all the Parties. If the proposed modification is extensive and is met with opposition, The One-Stop Management Consortium Chair (or designee) may need to call a meeting of the Parties to resolve the issue. Upon agreement of all Parties, a modification will be processed.

If the modification involves substitution of a party that will not impact any of the terms of the agreement, it can be accomplished by the original party and the new party entering into an MOU that includes One-Stop Career Centers, wherein the new party assumes all

of the rights and obligations of the original party. Upon execution, The One-Stop Management Consortium Chair (or designee) presents the agreement as a proposed modification to the MOU, and the remaining steps are followed.

If determined that a Partner is unwilling to agree to the MOU modification, The One-Stop Management Consortium Chair (or designee) must ensure that the process in the Dispute Resolution section is followed.

### **3. Signatures**

The One-Stop Management Consortium Chair (or designee) must immediately circulate the MOU modification and secure Partner signatures within four (4) weeks. The modified MOU will be considered fully executed once all signatories have reviewed and signed.

The modification may be signed in counterparts, meaning each signatory can sign a separate document as long as The One-Stop Management Consortium Chair (or designee) acquires signatures of each party and provides a complete copy of the modification with each party's signature to all the other Parties.

### **Termination**

This MOU will remain in effect until the end date specified in the Effective Period section below, unless:

- All Parties mutually agree to terminate this MOU prior to the end date.
- Federal oversight agencies charged with the administration of WIOA are unable to appropriate funds or if funds are not otherwise made available for continued performance for any fiscal period of this MOU succeeding the first fiscal period. Any party unable to perform pursuant to MOU due to lack of funding shall notify the other Parties as soon as the party has knowledge that funds may be unavailable for the continuation of activities under this MOU.
- WIOA is repealed or superseded by subsequent federal law.
- Local area designation is changed under WIOA.
- A party breaches any provision of this MOU and such breach is not cured within thirty (30) days after receiving written notice from One-Stop Career Centers Chair (or designee) specifying such breach in reasonable detail. In such event, the non-breaching party(s) shall have the right to terminate this MOU by giving written notice thereof to the party in breach, upon which termination will go into effect immediately.

In the event of termination, the Parties to the MOU must convene within thirty (30) days after the breach of the MOU to discuss the formation of the successor MOU. At that time, allocated costs must be addressed.

Any party may request to terminate its inclusion in this MOU by following the modification process identified in the Modification Process section above.

All Parties agree that this MOU shall be reviewed and renewed not less than once every 3-year period to ensure appropriate funding and delivery of services.

**Effective Period**

This MOU is entered into on July 1, 2024. This MOU will become effective as of the date of signing by the final signatory below and must terminate on June 30, 2025, unless any of the reasons in the Termination section above apply.

## **One-Stop Operating Budget**

The purpose of this section is to establish a financial plan, including terms and conditions, to fund the services and operating costs of the Region VII American Job Center network. The Parties to this MOU agree that joint funding is a necessary foundation for an integrated service delivery system. The goal of the operating budget is to develop a funding mechanism that:

- Establishes and maintains the Local workforce delivery system at a level that meets the needs of the job seekers and businesses in the Local area,
- Reduces duplication and maximizes program impact through the sharing of services, resources, and technologies among Partners (thereby improving each program's effectiveness),
- Reduces overhead costs for any one partner by streamlining and sharing financial, procurement, and facility costs, and
- Ensures that costs are appropriately shared by American Job Center Partners by determining contributions based on the proportionate use of the one-stop centers and relative benefits received, and requiring that all funds are spent solely for allowable purposes in a manner consistent with the applicable authorizing statutes and all other applicable legal requirements, including the Uniform Guidance.

The Partners consider this One-Stop operating budget the master budget that is necessary to maintain Region VII's high-standard American Job Center network. It includes the following cost categories, as required by WIOA and its implementing regulations:

- Infrastructure costs (also separately outlined in the Infrastructure Funding Agreement (IFA),
- Career services, and
- Shared services.

All costs must be included in the MOU, allocated according to Partners' proportionate use and relative benefits received, and reconciled on a quarterly basis against actual costs incurred and adjusted accordingly. The One-Stop operating budget is expected to be transparent and negotiated among Partners on an equitable basis to ensure costs are shared appropriately. All Partners must negotiate in good faith and seek to establish outcomes that are reasonable and fair.

## One-Stop Budgets FY 2025

### Region 7 One Stop Budget FY

Salary/Fringe	350,000
Occupancy	175,000
Telephone/Internet	12,000
Supplies	5,700
Copiers	11,000
Advertising	0
Travel	7,500
Job Fairs/Advisory Meetings	0
Professional Development	1,300
One-Stop Operator	62,500
<b>TOTAL</b>	<b>625,000</b>

\*One-Stop budget is approved as a part of the overall WDB budget at the annual meeting in June.

\*\*One-Stop budget is subject to annual revision. This section of the IFA will be updated as needed.

### Cost Allocation Methodology

All Partners in Region VII are physically co-located in the One-Stop Center(s) as outlined in the Partner On-Site Representation Schedule section of the MOU, with the following exceptions:

- Adult Education (EPIC)
- Blue Ridge Community and Technical College
- Eastern West Virginia Community Action Agency, Inc.
- Eastern West Virginia Community and Technical College
- Grant County Housing Authority
- Harpers Ferry Job Corps
- Telamon Corporation

These partners/programs are linked virtually through online/telephone service access to a program staff member via cross-trained front desk staff and other, physically co-located, partner staff that can provide information and referrals.

One-Stop Career Centers selected one cost allocation base to determine overall Partner contributions. The method that was selected was square footage. This was done in an effort:

- To best reflect Partner use of One-Stop Career Center facilities,
- To not adversely impact Partners' budgets that are not physically co-located at the One-Stop Career Center(s), and
- To comply with the requirement of Partners' contributions having to be in proportion to the Partners' use of the One-Stop Career Center(s) and relative benefit received.

**Current One-Stop Partner Contributions and Allocation Bases Per Cost Item**

Region VII Workforce Development Board: \$36,000.00 annually

- Executive Director's Office (Martinsburg): \$250.00 per month (Rent)
- Assistant Executive Director's Office (Martinsburg): \$250.00 per month (Rent)
- Large Conference Room (Martinsburg): \$250.00 per month (Rent)
- Kitchen (Martinsburg): \$250.00 per month (Rent)
- Executive Director's Office (South Branch): \$500.00 per month (Rent)
- Assistant Executive Director's Office (South Branch): \$250.00 per month (Rent)
- Program Manager's Office (South Branch): \$250.00 per month (Rent)
- Receptionist's Office (South Branch): \$250.00 per month (Rent)
- Small Office (South Branch): \$250.00 per month (Rent)
- Conference Room (South Branch): \$250.00 per month (Rent)
- Kitchen (South Branch): \$250.00 per month (Rent)

DRS: \$300.00 annually for electronic referral system known as J.A.C.K.

SCSEP: \$3,000.00 annually

- Case Manager's Office (Martinsburg): \$250.00 per month (Rent)

United Way of the Eastern Panhandle: \$6,000.00 annually

- Case Manager's Office (Martinsburg): \$250.00 per month (Rent)
- Case Manager's Office (South Branch): \$250.00 per month (Rent)

All Partners: The cost reimbursement for copies will be one (1) cent per black/white and seven and a half (7.5) cents per color.

\*The cost allocation methodology utilized for rent is based upon a combination of square footage and relative benefit received.

## **Cost Reconciliation and Allocation Base Update**

All Parties agree that a quarterly reconciliation of budgeted and actual costs and update of the allocation bases will be completed in accordance with the following process:

- Partners will provide One-Stop Career Centers with the following information no later than fifteen (15) days after the end of each quarter, as applicable:
- Quarterly cost information and documentation of the actual costs,
- Updated staffing information (per the 1<sup>st</sup> day of the 1<sup>st</sup> month of each quarter), and
- Actual customer participation numbers (per the last day of the last month of each quarter).
- Upon receipt of the above information, One-Stop Career Centers will:
- Compare budgeted costs to actual costs,
- Update the allocation bases, and
- Apply the updated allocation bases, as described in the Cost Allocation Methodology section above, to determine the actual costs allocable to each partner.
- One-Stop Career Centers will prepare an updated budget document showing cost adjustments and will prepare an invoice for each Partner with the actual costs allocable to each Partner for the quarter.
- One-Stop Career Centers will submit the invoices to the Partners and send a copy of the updated budget to all Parties no later than forty-five (45) days after the end of each quarter. The Partners understand that the timeliness of One-Stop Career Centers's preparation and submission of invoices and adjusted budgets is contingent upon the timeliness of each Partner in providing the necessary cost information. For Partners that advance funds to the Local area, One-Stop Career Centers will only send a copy of the updated budget.
- Upon receipt of the invoice and adjusted budget, each Partner will review both documents and will submit payment to One-Stop Career Centers no later than fifteen (15) days following receipt. Payment of the invoice signifies agreement with the costs in the adjusted budget. For Partners that advance funds to the Local area, One-Stop Career Centers may draw down funds for quarterly payments upon approval via email of the reconciled budget.
- Partners will communicate any disputes with costs in the invoice or the adjusted budget to One-Stop Career Centers in writing. One-Stop Career Centers will review the disputed cost items and respond accordingly to the Partner and Local WDB within ten (10) days of receipt of notice of the disputed costs. When necessary, One-Stop Career Centers will revise the invoice and the adjusted budget upon resolution of the dispute.

## **Infrastructure Funding Agreement**

American Job Center infrastructure costs are defined as non-personnel costs that are necessary for the general operation of the American Job Center, including, but not limited to:

- Rental of the facilities
- Utilities and maintenance
- Equipment, including assessment-related products and assistive technology for individuals with disabilities; and,
- Technology to facilitate access to the American Job Center, including technology used for the center's planning and outreach activities

All Parties to this MOU and IFA recognized that infrastructure costs are applicable to all required Partners, whether they are physically located in the American Job Center or not. Each partner's contributions to these costs, however, may vary, as the contributions are based on the proportionate use and relative benefit received, consistent with the Partner programs' authorizing laws and regulations and the Uniform Guidance.

## **Partners**

Partners funding the costs of infrastructure according to this IFA are the same as identified in the Partners section of the MOU.

## **Infrastructure Budget**

	<b><u>One-Stops</u></b>
Occupancy	175,000
Telephone/Internet	12,000
Supplies	5,700
Copiers	11,000
Advertising	0
Travel	7,500
Job Fairs/Advisory Mtgs	0
Professional Development	1,300
One-Stop Operator	62,500
<b>TOTAL</b>	<b>275,000</b>

## **Career Services Budget**

	<b><u>One-Stops</u></b>
Salary/Fringe	350,000
<b>TOTAL</b>	<b>350,000</b>

*Note: The following required partners are co-located at the One-Stop Career Centers; however, they do not pay rent to the One-Stop Career Centers. They have separate leases with their landlords and pay them directly. These required partner agencies include: Wagner-Peyser, Unemployment Compensation, Division of Rehabilitation Services, and the Department of Health and Human Resources.*

## **Cost Allocation Methodology**

All Parties agree that the cost allocation methodology for this IFA will be the same as described in the Cost Allocation Methodology section of the MOU.

## **Cost Reconciliation and Allocation Base Update**

All Parties agree that the cost reconciliation and allocation base update for this IFA will be the same as described in the Cost Reconciliation and Allocation Base Updated section of the MOU.

## **Steps to Reach Consensus**

All Parties agree that the steps to reach consensus for this IFA will be the same as described in the Steps to Reach Consensus section of the MOU. Partners will make a concerted effort to negotiate the IFA along with the remainder of the MOU, including the overall operating budget the Region VII American Job Center network.

## **Dispute and Impasse Resolution**

All Parties will actively participate in Local IFA negotiations in a good faith effort to reach agreement. Any disputes shall first be attempted to be resolved informally. Should informal resolution efforts fail, the process outlined in the Dispute Resolution section of the MOU must be followed.

If Partners in a Local area have employed the dispute resolution process and have failed to reach consensus on an issue pertaining to the IFA, then an impasse is declared and the State Funding Mechanism (SFM) is triggered.

Step 1: Notice of failure to reach consensus given to the Governor.

If the Parties cannot reach consensus on methods of sufficiently funding a One-Stop Career Center's infrastructure costs and the amounts to be contributed by each Local Partner program, the Region VII WDB is required to notify the Governor.

Step 2: Negotiation materials provided to Governor.

The One-Stop Management Consortium Chair (or designee) must provide the appropriate and relevant materials and documents used in the negotiations to the Governor, preferably at the time of the notification of failure to reach consensus, but no later than five (5) business days thereafter. At a minimum, The One-Stop Management Consortium Chair (or designee) must provide to the Governor:

- The Local WIOA plan,
- The cost allocation methodology or methodologies proposed by the Partners to be used in determining the proportionate share,
- The proposed amounts or budget to fund infrastructure costs,
- The amount of Partner funds included,
- The type of funds (cash, non-cash, and third-party in-kind contributions) available (including all documentation on how Partners valued non-cash and third-party in-kind contributions consistent with 2CFR 200.306),
- Any proposed or agreed on American Job Center budgets (for individual centers or a network of centers), and
- Any partially agreed upon, proposed, or draft IFAs.

The Local WDB may also provide the Governor with additional materials that they or the Governor find to be appropriate.

Step 3: Governor Determinations and Calculations

The Governor will:

- Determine one-stop center infrastructure budget(s),
- Establish cost allocation methodology(s),
- Determine Partners' proportionate shares,
- Calculate statewide caps,
- Assess the aggregate total of infrastructure contributions as it relates to the statewide cap, and
- Adjust allocations.

Once all determinations and calculations are completed, the Governor will notify One-Stop Career Centers Chair (or designee) of the final decision and provide a revised IFA for execution by the Parties.

**Step 4: IFA Execution**

The IFA becomes effective as of the date of signing by the final signatory.

Programs may appeal the Governor's determinations of their infrastructure cost contributions in accordance with the process established under 20 CFR 678.750, 34 CFR 361.750, and 34 CFR 463.750.

**Modification Process**

All Parties agree to abide by the process for modification, as outlined in the Modification Process section of the MOU.

**Effective Period**

This IFA is entered into July 1, 2024. This IFA will become effective as of the date of signing by the final signatory below and must terminate on June 30, 2025, unless any of the reasons in the Termination section of the MOU apply.

## **Definitions**

### **One-Stop Delivery System**

The one-stop delivery system (herein also referred to as the American Job Center network) brings together workforce development, educational, and other human resource services in a seamless customer-focused service delivery network that enhances access to the programs' services and improves long-term employment outcomes for individuals receiving assistance. One-Stop Partners administer separately funded programs as a set of integrated streamlined services to customers.

[20 CFR 678.300(a); 34 CFR 361.300(a); and 34 CFR 463.300(a)]

### **Required One-Stop Partners**

#### **Department of Labor**

- WIOA title I programs:
  - Adult, Dislocated Worker, and Youth formula programs;
  - Job Corps;
  - YouthBuild;
  - Native American programs;
  - Migrant Seasonal Farmworkers (MSFW) that includes the National Farmworker Jobs Program (NFJP);
- Wagner-Peyser Act Employment Service program authorized under the Wagner-Peyser Act (29 U.S.C.49 et seq.), as amended by WIOA title III;
- Senior Community Service Employment Program (SCSEP) authorized under title V of the Older Americans Act of 1965;
- Trade Adjustment Assistance (TAA) activities authorized under chapter 2 of title II of the Trade Act of 1974;
- Unemployment Compensation (UC) programs;
- Jobs for Veterans State Grants (JVSG) programs authorized under chapter 41 of title 38, U.S.C.;
- Reentry Employment Opportunities (REO) programs (formerly known as Reintegration of Ex-Offenders Program (RExO)) authorized under sec. 212 of the Second Chance Act of 2007 (42 U.S.C. 17532) and WIOA sec. 169;

## **Department of Education**

- Adult Education and Family Literacy Act (AEFLA) program, authorized under WIOA title II;
- Career and technical education programs at the postsecondary level, authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (Perkins);
- The State Vocational Rehabilitation (VR) Services program authorized under title I of Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.), as amended by WIOA title IV;

## **Department of Housing and Urban Development**

- Employment and training programs;

## **Department of Health and Human Services**

- Employment and training activities carried out under the Community Services Block Grant (CSBG) programs (42 U.S.C. 9901 et seq.); and
- Temporary Assistance for Needy Families (TANF) program authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.), unless exempted by the Governor under 20 CFR 678.405(b).

[WIOA sec. 121(b)(1)(B); 20 CFR 678.400-405; 34 CFR 361.400-405, and 34 CFR 463.400-405]

## **Additional One-Stop Partners**

Other entities that carry out a workforce development program, including Federal, State, or Local programs and programs in the private sector, may serve as additional Partners in the American Job Center network if the Local WDB and chief elected official(s) approve the entity's participation.

Additional Partners may include employment and training programs administered by the Social Security Administration, including the Ticket to Work and Self-Sufficiency Program established under sec. 1148 of the Social Security Act (42 U.S.C. 1320b-19), employment and training programs carried out by the Small Business Administration, Supplemental Nutrition Assistance Program (SNAP) employment and training programs, authorized under secs. 6(d)(4) and 6(o) of the Food and Nutrition Act of 2008 (7 U.S.C. 2015(d)(4) and 2015(o)), Client Assistance Program authorized under sec. 112 of the Rehabilitation Act of 1973 (29 U.S.C. 732), programs authorized under the National and Community Service Act of 1990 (42 U.S.C. 12501 et seq.), and other appropriate Federal, State, or local programs, including employment, education, and training programs provided by public libraries or in the private sector, programs

providing transportation assistance, and programs providing services to individuals with substance abuse or mental health issues.

[20 CFR 678.410; 34 CFR 361.410; 34 CFR 463.410; and TEGL 17-16, RSA TAC 17-03, and OCTAE Program Memo 17-3, Infrastructure Funding of the One-Stop Delivery System (p. 7)]

### **Infrastructure Costs**

Non-personnel costs that are necessary for the general operation of the one-stop center, including but not limited to applicable facility costs (such as rent), 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 technology used for the center's planning and outreach activities. Common identifier costs may be considered as costs of one-stop infrastructure.

[WIOA sec. 121(h)(4); 20 CFR 678.700(a)-(b); 34 CFR 361.700(a)-(b); and 34 CFR 463.700(a)-(b)]

### **Additional Costs**

Must include the costs of the provision of career services in Sec. 134(c)(2) applicable to each program consistent with Partner program's applicable Federal statutes and allocable based on cost principles of the Uniform Guidance at 2 CFR Part 200 and may include shared operating costs and shared services.

[WIOA Sec. 121(i)(1); 20 CFR 678.760(a); 34 CFR 361.760(a); 34 CFR 463.760(a); and TEGL 17-16, RSA TAC 17-03, and OCTAE Program Memo 17-3, Infrastructure Funding of the One-Stop Delivery System (pp. 4-5, Attachment II)]

### **Shared Operating Costs and Shared Services**

Shared operating costs and shared services costs may include costs of shared services that are authorized for and may be commonly provided through the one-stop Partner programs, including initial intake, assessment of needs, appraisal of basic skills, identification of appropriate services, referrals to other one-stop Partners, and business services.

[WIOA sec. 121(i)(2); 20 CFR 678.760(b); 34CFR 361.760(b); 34 CFR 463.760(b); and TEGL 17-16, RSA TAC 17-03, and OCTAE Program Memo 17-3, Infrastructure Funding of the One-Stop Delivery System (pp. 4-5, Attachment II)]

### **One-Stop Operating Budget**

The one-stop operating budget of one-stop centers or American Job Centers (AJC) is the financial plan that the one-stop partners, the CLEO, and the Local WDB have agreed to in the MOU that will be used to achieve their goals of delivering services in a local area. The MOU must contain, among other things, provisions describing how the costs of shared services provided by the one-stop system and the operating costs of such system will be funded, including the infrastructure costs for the one-stop system (WIOA sec. 121(c)(2)(A) and 20 CFR 678.500(b)).

The One-Stop operating budget may be considered the master budget that contains a set of individual budgets or components that consist of costs that are specifically identified in the statute: infrastructure costs, defined in WIOA sec. 121(h)(4); and additional costs which must include applicable career services and may include shared operating costs and shared services that are related to the operation of the one-stop delivery system and do not constitute infrastructure costs. These additional costs are described in WIOA sec. 121(i). The One-Stop operating budget must be periodically reconciled against actual costs incurred and adjusted accordingly. This reconciliation helps to ensure that the budget reflect a cost allocation methodology that demonstrates how infrastructure costs are charged to each partner in proportion to the partner's use of the One-Stop Career Center and relative benefit received. The One-Stop operating budget may be further refined by the One-Stop Partners, as needed, to assist in tracking their contributions. It may be necessary at times to separate the budget of a comprehensive One-Stop Career Center from a specialized one-Stop Career Center or an affiliate One-Stop Career Center.

One-Stop operating costs include infrastructure costs and additional costs, which are made up of applicable career service, shared operating costs and shared services

[TEGL 17-16, RSA TAC 17-03, and OCTAE Program Memo 17-3, Infrastructure Funding of the One-Stop Delivery System]

### **Infrastructure Funding Agreement (IFA)**

The IFA contains the infrastructure costs budget that is an integral component of the overall One-Stop operating budget. The other component of the One-Stop operating budget consists of applicable career services, shared operating costs, and shared services, which are considered additional costs. While each of these components covers different cost categories, an operating budget would be incomplete if any of these cost categories were omitted, as all components are necessary to maintain a fully functioning and successful local one-stop delivery system. Therefore, the Departments strongly

recommend that the Local WDBs, one-stop partners, and CEOs negotiate the IFA, along with additional costs when developing the operating budget for the local one-stop system. The overall one-stop operating budget must be included in the MOU. IFAs are a mandatory component of the local MOU, described in WIOA sec. 121(c) and 20 CFR 678.500 and 678.755. Similar to MOUs, the Local WDB may negotiate an umbrella IFA or individual IFAs for one or more of its One-Stop Career Centers.

The Departments also consider it essential that the IFA include the signatures of individuals with authority to bind the signatories to the IFA, including all one-stop partners, CEO, and Local WDB participating in the IFA.

Changes in the One-Stop Partners or an appeal by a One-Stop Partner's infrastructure cost contributions will require a renewal of the MOU.

[TEGL 17-16, RSA TAC 17-03, and OCTAE Program Memo 17-3, Infrastructure Funding of the One-Stop Delivery System]

## **Funding Types**

### **Cash**

- Cash funds provided to the Local WDB or its designee by One-Stop Partners, either directly or by an interagency transfer, or by a third party.

### **Non-Cash**

- Expenditures incurred by One-Stop Partners on behalf of the One-Stop Career Center; and
- Non-cash contributions or goods or services contributed by a Partner program and used by the One-Stop Career Center.

### **Third-party In-kind**

- Contributions of space, equipment, technology, non-personnel services, or other like items to support the infrastructure costs associated with one-stop operations, by a non-one-stop Partner to:
- Support the one-stop center in general; or
- Support the proportionate share of one-stop infrastructure costs of a specific partner.

[20 CFR 678.720; 20 CFR 678.760; 34 CFR 361.720; 34 CFR 361.760; 34 CFR 463.720; and 34 CFR 463.760]

## **Allocation**

Allocation means the process of assigning a cost, or a group of costs, to one or more cost objective(s), in reasonable proportion to the benefit provided or other equitable relationship. The

process may entail assigning a cost(s) directly to a final cost objective or through one or more intermediate cost objectives.

[2 CFR 200.4]

### **Cost Objective**

Cost objective means a program, function, activity, award, organizational subdivision, contract, or work unit for which cost data are desired and for which provision is made to accumulate and measure the cost of processes, products, jobs, capital projects, etc. A cost objective may be a major function of the non-Federal entity, a particular service or project, a Federal award, or an indirect (Facilities & Administrative (F&A)) cost activity, as described in Subpart E-Cost Principles of this Part. See also §§ 200.44 Final cost objective and 200.60 Intermediate cost objective.

[2 CFR 200.28]

**Authority and Signature**

► **One completed, signed, and dated Authority and Signature page is required for each signatory official.**

By signing my name below, I, \_\_\_\_\_  
, certify that I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

- The MOU
- The Operating Budget
- The Infrastructure Funding Agreement (IFA)

By signing this document, I also certify that I have the legal authority to bind my agency (outlined below) to the terms of:

- The MOU
- The Operating Budget
- The Infrastructure Funding Agreement (IFA)

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either:

- a) In three years,
- b) Upon amendment, modification, or termination, or
- c) On June 30, 2025, whichever occurs earlier.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name and Title

\_\_\_\_\_  
Agency Name

\_\_\_\_\_  
Agency Contact Information