

**ESCAROSA CAREER CENTERS
MEMORANDUM OF UNDERSTANDING
BETWEEN
CAREERSOURCE ESCAROSA
AND
SCHOOL DISTRICT OF SANTA ROSA COUNTY
ONE STOP CONSORTIUM - OPERATOR**

1. INTRODUCTION: Various agencies provide specific and diverse employment and training services at and from varying locations in Escambia and Santa Rosa Counties, Florida. In order to provide such services in a way to better serve customers and help them benefit from such services, the local area partners deem it appropriate to agree and cooperate with each other for the establishment and operation of the Escarosa Career Center/System for the two county area.

It is believed that Escarosa Career Center/System will provide an integrated delivery of employment and training services for our customers in Escambia and Santa Rosa Counties seeking employment. Services include labor market information, extensive job linkages, services and resources broadened via technology, easier access to training; and quality assurances for the universal customer.

2. PARTIES TO THIS MEMORANDUM OF UNDERSTANDING: This Memorandum of Understanding (MOU) is hereby entered into by and between CareerSource Escarosa and the School District of Santa Rosa County (District).

3. PURPOSE OF THIS MOU: The purpose of this MOU is to set forth the general conditions under and by which agencies will participate and contribute to the establishment and operation of the Escarosa Career Center/System.

The purpose of this MOU is to establish an agreement between the above mentioned entities concerning their respective roles and responsibilities for implementation of the Workforce Innovation Opportunity Act (WIOA) of 2014.

This agreement is to coordinate resources to prevent duplication and ensure the effective and efficient delivery of workforce services in Santa Rosa and Escambia Counties, Florida. In addition, this agreement will establish joint processes and procedures that will enable partners to integrate the current service delivery system resulting in a seamless and comprehensive array of education, human services, job training, and other workforce development services within Escambia and Santa Rosa Counties, Florida.

Parties to this document shall coordinate and perform the activities and services described herein within the scope of legislative requirements governing the parties' respective programs, services, and agencies. Functions or separateness mandated by state statute or public law will not

be violated or abridged in the pursuit of co-location of center partners. The parties to this MOU, together, hereby agree to ensure that the following WIOA principles are implemented:

Universal Eligibility -- All customers, including those with special needs and barriers to employment, will have access to a core set of services at each Escarosa Career Center, designed to provide information to make career and labor market decisions. Core, intensive, and support services will be made available on-site and through multiple off-site locations. Both electronic access and personal service delivery choices also will be a part of our services.

One-Stop Approach -- All customers may explore work preparations and career development services and have access to information on a range of employment, training, adult and occupational education (including GED and AHS) programs. Services will be made available through the Escarosa Career Centers, through multiple off-site locations, or through an electronic system convenient to the customer.

Individual Choice -- Customers will have access to a multitude of career, skill, employment, training, and education information to obtain the services and skills they need to enhance their employment opportunities, based on their individual needs.

Greater State and Local Flexibility -- With the integration of services through a one-stop delivery system, the state and local entities will have the flexibility to implement an innovative and comprehensive workforce investment system. All partners will jointly negotiate processes for client flow, assessment/career management, job development, referrals and placement, staff capacity building, space requirements, standards of operations, and resolution of problems/disputes with other Escarosa Career Center/System partners.

Greater Role for Elected Officials -- State and local one-stop partners have the flexibility to tailor delivery systems to meet the particular needs of individual communities. A joint planning process will be developed and will require participation by all Escarosa Career Center/System partners and operators. This process will assist with identifying the needs of the local workforce and the business community, and with setting priorities for services based on those needs. Furthermore, all partners will participate in a process of program review (to include feedback on customer satisfaction) and continuous improvement to offer the best possible services and seize opportunities for further integration/coordination.

Greater Accountability -- State, localities and training providers will be accountable for their performance. The design and management of the Escarosa Career Centers and the delivery of services must be responsive to meeting the needs of the customers. Customer satisfaction will be a key measure of accountability. Subject to confidentiality constraints, all partners will participate in an integrated intake, referral, client tracking system, and customer satisfaction surveys operated through the Escarosa Career Center/System.

The establishment of a network of One-Stop Career Centers is designed to accomplish the following:

- To eliminate unwarranted duplication of services, reduce administrative costs, and enhance participation and performance of customers serviced through the system.
- To establish guidelines for creating and maintaining a cooperative working relationship, to facilitate joint planning and evaluation of services, and to develop more efficient management of limited financial and human resources.
- To build a workforce development system that will dramatically upgrade Florida's workplace skills -- economically benefiting employees, employers, the state, and the nation.

4. GOVERNANCE STRUCTURE FOR THE CAREER CENTERS:

a. **ONE STOP CONSORTIUM** -- Escarosa Career Center partner agencies/organizations -- to include the School District of Santa Rosa -- will provide a representative to attend and participate in the One-Stop Consortium. The Executive Director of Escarosa will act as the facilitator for the One-Stop Consortium Committee, to include scheduling meetings, preparation of an agenda, notes of meeting discussions, etc. The Committee shall act as the One Stop Consortium and therefore the One Stop Operator for Escarosa Career Centers in Escambia and Santa Rosa Counties, Florida.

All partner agencies identified in WIOA legislation shall be a member of the One Stop Governance Committee and shall be responsible for bringing issues or concerns to the Consortium. The Consortium as a whole shall have decision making authority for all services delivered through Escarosa Career Centers. If for some reason, a consensus is not achievable through the One Stop Consortium, the Escarosa Career Council shall have final decision making authority over those issues. All partner agencies shall:

(1) Identify issues, problems, or concerns related to One-Stop Career Center staff, agency/organizational interaction, center/program operations and performance, customer flow, and customer services.

(2) Resolving those issues, problems, or concerns at the lowest possible level.

(3) Advising and assisting with personnel, fiscal and operational matters, as required and as approved by the District.

(4) Accepting and reviewing Career Center performance reports from the partner agencies/organizations as needed. Coordinating with those same entities to sustain/improve operations, services, performance, and staff/customer satisfaction.

(5) Ensuring that all relevant federal, state, and local policies and procedures are properly incorporated into Escarosa Career Center operations.

5. DISTRICT RESPONSIBILITIES: As a partner to the Escarosa Career Centers and party to this MOU, the District shall:

a. OPERATIONAL

(1) Maintain up-to-date adult education and post-secondary training information offered to customers through Escarosa CareerCenter services.

(2) Work with Escarosa's staff to insure open communication between both entities so that issues or problems can be resolved as soon as possible.

(3) Accept and process customers referred for education and training in accordance with the District's guidelines.

(4) Refer customers demonstrating interests in and possibly eligible for partner agency/organization program services, as appropriate. Referrals and customer-related information may be coordinated/forwarded directly or via electronic linkages.

(5) Coordinate customer needs with Escarosa Career Center/System partner agencies/organizations to reduce or eliminate duplicated services and, whenever possible, to develop the best mix of services.

(6) Ensure District designated staff attend, participate in, and contribute to Escarosa Career Center cross training activities, as determined necessary by the District.

(7) Support and cooperate with the other Career Center/System partner agencies/organizations to ensure all federal, state, and local laws, regulations, policies and procedures are applied to Career Center/System operations; to successfully integrate staffs; to develop and streamline multiple program/funding procedures; to eliminate duplicative services; and to maximize Escarosa Career Center operations, customer services and customer satisfaction.

b. FISCAL

The District does not co-locate staff within the Escarosa Career Centers; however, Escarosa will disseminate information regarding training opportunities through adult education and post-secondary education as well as referral to youth services offered by the District. No additional costs are associated with these services.

6. CAREERSOURCE ESCAROSA RESPONSIBILITIES As an Escarosa Career Center partner and a party to this MOU, ESCAROSA shall:

- (1) Administer and oversee Workforce Innovation Opportunity Act (WIOA), Welfare Transition services, Wagner-Peyser, Vets, and other federal employment programs within Escambia and Santa Rosa Counties, Florida, as directed by federal, state and local authorities.
- (2) Provide, coordinate, and – when necessary -- interpret federal, state and local laws, regulations, policies and procedures applicable to programmatic services.
- (3) Provide funding in support of local operations, as available and authorized. Communicate with other entities having other funding resources or services that could contribute to Career Center/System activities.
- (4) Serve as a primary point-of-contact and when necessary, serve as a mediator for issues and concerns that arise and threaten Escarosa Career Center operations, customers, service providers, and/or performance.
- (5) Serve as the focal point for all Escarosa Career Center performance measures and performance outcomes.
- (6) Provide information to Escarosa customers regarding training and education programs offered through the District, and financial assistance offered by Escarosa for attendance of the training and education programs.
- (7) Updated local listing of approved training and education programs, demand occupations and eligible training providers.

7. CONFIDENTIALITY POLICY All client/customer files and personal information will be processed and maintained as CONFIDENTIAL information, in accordance with applicable federal, state and local laws, regulations, policies and procedures. Client/customer information sharing between Escarosa Career Center partner agencies and organizations is permitted; however information sharing will be conducted on a strict need-to-know basis. Information sharing is allowed only after the organization/staff having the information cites the client/customer's written authorization to release personal information, verifies that the person(s)/organization(s) to receive the information are authorized recipients, and confirms that the recipient(s) understands the need to maintain the information as confidential. A copy of the client/customer authorization form and a detailed record of all information exchanges shall be maintained in the client/customer file.

8. ESCAROSA GRIEVANCE PROCEDURES Attachment A provides Escarosa Grievance Procedures applicable to all Temporary Assistance for Needy Families (TANF) and WIOA participants, subcontractors, employers and interested persons or their representatives. Escarosa partner agencies must ensure that all staff assigned to the Escarosa Career Center, program participants, and employers who receive program funding/services (e.g., On-the-Job Training wage reimbursements) read and sign a copy of Attachment A. An authorized, parent agency/organization staff member must also sign the form as witness. Forms

with the program participant's/employer's original signature are placed into participant files. Forms with the subcontractor's and program staff member's original signatures are delivered to the Escarosa Equal Opportunity Officer for file.

Grievances not involving the Escarosa Career Center or Escarosa funded programs/activities will be processed using the District's procedures only. However, grievances that do concern the Escarosa Career Center or Escarosa funded programs/activities must be processed in accordance with Escarosa grievance procedures.

9. AMENDMENTS/CANCELLATION Amendments to this MOU must be provided in writing and in advance of effective date(s) to the effective date.

Federal and state laws and regulations require that an MOU exist between the Regional Workforce Development Board and an agency/organization providing services considered to be partner agencies. Federal and state laws and regulations further mandate that certain agencies/organizations participate in One-Stop Centers. Therefore, it is incumbent upon all parties to negotiate solutions to differences/problems that threaten the MOU and/or the Escarosa Career Center/System. In a case where all internal efforts fail to correct the situation, the unresolved issue(s) will be forwarded to higher authorities at local, state and/or federal levels. A jointly signed cover letter will be attached to that correspondence. The District is a required One-Stop Center partner. This MOU is subject to availability of resources and funding, and may not be cancelled without specific written approval from a properly empowered government authority.

10. MOU EFFECTIVE PERIOD: The MOU becomes effective on the date signed by both parties and remains in effect until terminated by either party in writing.

11. AUTHORIZATION FOR SIGNATURE:

By signing this document, all parties agree that the provisions contained herein are subject to all applicable federal, state and local laws, regulations and/or guidelines relating to nondiscrimination, equal opportunity, displacement, privacy rights of participants, and maintenance of records and other confidential information relating to one-stop customers.

WHEREOF, the parties hereto cause this MOU to be executed by their undersigned officials as duly authorized.

CAREERSOURCE ESCAROSA

**SCHOOL DISTRICT OF SANTA ROSA
COUNTY**

BY: _____
Signature

TITLE: _____

DATE: _____

BY: _____
Signature

TITLE: _____

DATE: _____