



## Memorandum of Understanding

### Arkansas Human Development Corporation Migrant and Seasonal Farm Workers

Developed by the Workforce Investment Board of Eastern Arkansas

## **Introduction**

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This Memorandum of Understanding (MOU) is entered into in accordance with the Workforce Investment Act of 1998 (WIA). This agreement among the signature agencies and organizations describes how their resources will be utilized to better serve mutual customers in the Eastern Arkansas Workforce Investment Area, and the Workforce Center which is part of the Arkansas Workforce Investment System. It is understood that the Center will be a collaborative effort based on trust and teamwork among agencies working together as partners to accomplish a shared goal of improving the quality of life for individuals through employment, training, and education.

This collaboration will enhance economic development to better serve the present and future needs of employers in this area. This will be accomplished through comprehensive workforce centers located in Forrest City and West Memphis, and satellite centers located in Wynne, Marianna and Helena.

## **Vision Statement**

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The purpose of the Arkansas Workforce Center is to advance the economic well being of our area by developing and maintaining a quality workforce. Eastern Workforce Center partners will ensure universal access to services for all customers, provide customer choice in service and service delivery, and ensure accountability in performance and customer satisfaction. These services are designed to connect the unemployed citizen and dislocated worker to a job, prepare the underemployed citizen for a new job, and introduce youth to employment. This will be achieved through the co-location and integration of employment, training, education, and economic development services for youth, job seekers, workers, and employers.

## **Management and Structure**

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Parties to this agreement will work as partners to ensure that all youth, jobseekers, workers, and employers will be served comprehensively, in a seamless system, which addresses their needs, merges common services across programs, and minimizes duplication.

Partners will retain responsibilities for reporting and monitoring of their respective programs. In addition, any tracking request by the Workforce Center will be done as required by the law.

Parties to this agreement will work under the direction of the center manager for all non-programmatic issues.

## **Duration**

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This Memorandum of Understanding shall remain in effect until terminated by the repeal of the Workforce Investment Act of 1998 (WIA), otherwise by action of law, or in accordance with this section.

- Any partner may withdraw from this MOU by giving written notice of intent to withdraw at least 60 calendar days in advance of the effective withdrawal date.
- The withdrawal of a partner shall not affect the cost to the remaining partners.
- Withdrawal will in no way nullify the MOU for the other partners.
- Notice shall be provided to all partners.
- All partners may agree to the termination of this MOU in writing.
- Any partner may request modification of its terms.
- Ratification of the request by all other partners will constitute the modification in question.

## **Confidentiality**

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All partners agree to honor the attached Authorization to Obtain Information, which also is available to clients online in Arkansas JobLink. Exchanged information shall remain private and confidential in accordance with the terms of the Information Technology Resources policy in AJL and with the most restrictive confidentiality requirements of any of the partners collecting, receiving, or sharing information. Additionally, workforce center personnel and all partner staff accessing information must sign an AJL Security Form and recognize that client-counselor communications must be protected and the need for privacy accommodated. Managers are to keep the signed forms on file. All partners agree to enforce all partners' confidentiality requirements covered by this paragraph.

## **Nondiscrimination and Equal Opportunity Provisions**

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The partners of this agreement and respective staff assure that applicants, claimants, and participants of our Workforce Center programs shall not be discriminated against on the basis of race, color, religion, sex, national origin, age, disability, political affiliation, or belief. Furthermore, if applicants are receiving WIA program benefits or are participating in any WIA Title I financially-assisted program or activity (Section 188 of WIA and 29 CFR Part 37.20 identifies civil rights laws) as a lawfully admitted immigrant authorized to work in the United States, they shall not be discriminated against in any way.

The partners to this agreement will agree on a One-Stop Equal Opportunity Officer for the workforce area who will process complaints of discrimination and attempt to address same as prescribed by 29 CFR Part 37, "Implementation of the Nondiscrimination and Equal Opportunity Provisions of WIA."

The partners to this agreement will abide by 29 CFR Part: Section 188 of WIA, and implementing directive issued by the State of Arkansas.

## **Veterans Preference**

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The Workforce Center partners under this MOU assure that they will comply with the veteran's preference provisions of section 107-288, revised to US Code 38, chapters 41-43.

## **Cost Allocation Plan**

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### ***Shared Funding of Services***

This MOU will not change with the quarterly review and/or adjustments reflected by the Cost Allocation.

A partner can only pay for costs that are allocable to that partner's funding source. Each partner will contribute services and pay for costs associated with those services. If the partners are only sharing space, "fair share" will be charged according to a formula based on total number of staff as the basis for allocation. For common area computation, WIA Title I may be considered as up to three separate funding streams based on the presence of Adult, Dislocated Worker and Youth programs.

Exceptions to the general principle requiring that costs be shared proportionately may include:

- **Unrestricted Funds** may be used to pay for any portion of the costs, since there are no restrictions on the type or amount of costs these funds may pay.
- **Partially Restricted Funds** may be used to provide services to the general population.
- **Costs Fully Allowable to More Than One Fund Source** may be paid in part or in whole by one of the sources without regard to the rules on cost allocation.
- **Immaterial Costs** are costs so minor in amount that they do not need to be allocated.

Although the Eastern Arkansas centers are designed to be a seamless service delivery system for the customer, available services will be provided from various entities with different funding accountability. Because of these various funding streams, this plan has been developed to ensure that each partner bears its fair share of the costs of maintaining the Center.

Common Space, which is available for use by all partners, includes a conference room; break room, reception area, storage and restrooms, computer-resource lab, and testing room.

Dedicated Space is space intended for the use of one partner only.

## **Indemnification**

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Any public liability claims against the State pertaining to the leased premises shall be submitted to the Arkansas Claims Commission for adjudication in accordance with Arkansas Code Annotated §19-10-201 et. seq.

## **Systematic Referral Process for Workforce Center Customers**

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It is agreed that the Workforce System partners of this signed MOU will conduct referral for services in the following manner. Common intake will be used to determine the customer's needs. This will allow staff to make the appropriate referral. The following process will be used for all customers referred for services.

- Customers will receive a written referral form with the date, time, and place of the appointment.
- The maximum amount of time to schedule a customer appointment should not exceed three working days.
- The individual making the appointment will be responsible for follow-up.

## **Arkansas Workforce Center Performance Criteria**

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It is agreed that the local workforce center will strive to achieve the following standard of quality service for its customers, employees, and partners.

All partner agencies can expect:

- To be listed as a source for applicable referrals for services rendered to customers.
- To work in a safe and professional environment.

All job seekers or that seeking employment enhancement can expect:

- Prompt and courteous service from the staff.
- The services designed to assist customers in achieving their educational and/or job placement goals.
- Access to job listings, which includes job description, salary, location, and required experience/education.
- Unbiased and/or non-discriminatory pre-screening practices.
- Courteous service from staff representatives.

Employer customers can expect:

- Ability to post their job openings either openly for access by any job seeker or in a masked format so that potential applicants are screened.
- Courteous service from staff representatives.
- Access to job applicants, either screened by the Workforce center or self-referred.

All employees can expect:

- To work in a safe and professional environment.
- To receive the best tools to achieve the desired outcomes for their customers.
- To be fairly compensated for their-services.

All partners will:

- Deliver high quality services through the Workforce Centers.
- Make a positive attempt to place customers in jobs with family sustaining wages.
- Make a positive attempt to place customers in jobs for a minimum of 180 days.

## **Governance of the Workforce Delivery System**

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In accordance with WIA section 117(d), the Workforce Investment Board of Eastern Arkansas will select a One-Stop operator with the agreement of the chief elected officials and conduct oversight of the workforce system, youth activities and employment and training activities under Title I of WIA, in partnership with the chief elected officials.

In accordance with WIA section 121(d), the agreement between the Local Board and the One- Stop operator shall specify the operator's role. That role may range between simply coordinating service providers within the center, to being the primary provider of services within the center, to coordinating activities throughout the local workforce system.

Each partner in the Workforce delivery system agrees to abide by the Federal and State laws and regulations that apply to their individual programs.

# Services Matrix – Eastern

## Core Services to Job Seekers

Core Services	Agencies	
<b>AJL Registration</b>	▪ WDBEA	▪ DWS
<b>Orientation</b>	▪ WDBEA	▪ DWS
<b>Outreach</b>	▪ American Indian ▪ DHS ▪ Voc. Rehab. ▪ AHDC ▪ EACC / CRTI / MSCC / PCC-UA ▪ Experience Works ▪ National Caucus/Black Aging	▪ Job Corps ▪ SB ▪ WDBEA ▪ DWS ▪ Psychological Care Center ▪ Services for the Blind
<b>Assessments</b>	▪ Voc. Rehab. ▪ AHDC ▪ EACC / CRTI / MSCC / PCC-UA ▪ Experience Works ▪ National Caucus/Black Aging	▪ Job Corps ▪ SB ▪ WDBEA ▪ VA (Disabled Veterans Only)
<b>Resume Development</b>	▪ WDBEA	▪ DWS
<b>Job Search Placement Assistance/Career Counseling</b>	▪ Voc. Rehab. ▪ AHDC ▪ EACC / CRTI / MSCC / PCC-UA ▪ Experience Works ▪ National Caucus/Black Aging	▪ Job Corps ▪ SB ▪ WDBEA ▪ DWS ▪ Services for the Blind
<b>Labor Market Information</b>	▪ EACC / CRTI / MSCC / PCC-UA ▪ Voc. Rehab. ▪ Job Corps	▪ WDBEA ▪ DWS
<b>Local Area Performance/One Stop Delivery System Information</b>	▪ AWCS ▪ Experience Works	▪ National Caucus/Black Aging
<b>Local Area Supportive Services Information &amp; Referral</b>	▪ DHS ▪ Voc. Rehab. ▪ AHDC ▪ EACC / CRTI / MSCC / PCC-UA ▪ Experience Works ▪ National Caucus/Black Aging	▪ Job Corps ▪ SB ▪ WDBEA ▪ VA & CVSO ▪ DWS ▪ Services for the Blind
<b>Filing UI Claims</b>	▪ DWS	
<b>Establishing WTW Financial, Training and Education</b>		
<b>Follow-Up Title I Customers</b>	▪ DHS ▪ WDBEA	▪ Job Corps
<b>WIA Title I Eligibility Determination</b>	▪ WDBEA	▪ Job Corps
<b>Resource Area Customer Assistance (Internet Job Search, Training Information, Global Learning Center, etc.)</b>	▪ AHDC ▪ WDBEA ▪ DWS	
<b>Job Referrals</b>	▪ DHS ▪ Voc. Rehab. ▪ AHDC ▪ EACC / CRTI / MSCC / PCC-UA ▪ Experience Works ▪ National Caucus/Black Aging	▪ Job Corps ▪ SB ▪ WDBEA ▪ DWS ▪ Services for the Blind
<b>Partner Referrals</b>	▪ American Indian ▪ DHS ▪ Voc. Rehab. ▪ AHDC ▪ EACC / CRTI / MSCC / PCC-UA ▪ Experience Works ▪ National Caucus/Black Aging	▪ Job Corps ▪ SB ▪ WDBEA ▪ DWS ▪ Psychological Care Center ▪ Services for the Blind
<b>Seminars</b>	▪ EACC / CRTI / MSCC / PCC-UA ▪ WDBEA	▪ DWS

## Intensive Services to Job Seekers

Intensive Services	Agencies
Comprehensive and Specialized Assessments of Skills Levels and Service Needs	<ul style="list-style-type: none"> <li>▪ Voc. Rehab.</li> <li>▪ EACC / CRTI / MSCC / PCC-UA</li> <li>▪ Psychological Care Center</li> <li>▪ Experience Works</li> </ul> <ul style="list-style-type: none"> <li>▪ National Caucus/Black Aging</li> <li>▪ Job Corps</li> <li>▪ WDBEA</li> <li>▪ VA (Disabled Veterans Only)</li> </ul>
Development of Individual Employment Plan (IEP)	<ul style="list-style-type: none"> <li>• Voc. Rehab.</li> <li>• AHDC</li> <li>• Experience Works</li> </ul> <ul style="list-style-type: none"> <li>▪ National Caucus/Black Aging</li> <li>▪ Job Corps</li> <li>▪ WDBEA</li> <li>▪ DWS (VETS and TAA)</li> </ul>
Group Counseling	<ul style="list-style-type: none"> <li>▪ Voc. Rehab.</li> <li>▪ AHDC</li> <li>▪ Experience Works</li> <li>▪ National Caucus/Black Aging</li> </ul> <ul style="list-style-type: none"> <li>▪ Job Corps</li> <li>▪ WDBEA</li> <li>▪ DWS (TAA)</li> </ul>
Individual Counseling and Career Planning	<ul style="list-style-type: none"> <li>▪ Voc. Rehab.</li> <li>▪ AHDC</li> <li>▪ EACC / CRTI / MSCC / PCC-UA</li> <li>▪ Psychological Care Center</li> <li>▪ Experience Works</li> <li>▪ National Caucus/Black Aging</li> </ul> <ul style="list-style-type: none"> <li>▪ Job Corps</li> <li>▪ SB</li> <li>▪ WDBEA</li> <li>▪ VA (Disabled Veterans Only)</li> <li>▪ DWS</li> </ul>
Case Management for Customers Seeking Training	<ul style="list-style-type: none"> <li>• DHS</li> <li>• Voc. Rehab.</li> <li>• EACC / CRTI / MSCC / PCC-UA</li> <li>• Experience Works</li> </ul> <ul style="list-style-type: none"> <li>▪ National Caucus/Black Aging</li> <li>▪ Job Corps</li> <li>▪ WDBEA</li> <li>▪ DWS (VETS Only)</li> </ul>
Job Club	
Specialized Workshops	<ul style="list-style-type: none"> <li>• EACC / CRTI / MSCC / PCC-UA</li> <li>• WDBEA</li> </ul> <ul style="list-style-type: none"> <li>▪ DWS</li> </ul>

## Training Services to Job Seekers

Intensive Services	Agencies
Occupational Skills Training	<ul style="list-style-type: none"> <li>▪ WDBEA</li> <li>▪ Voc. Rehab.</li> <li>▪ EACC / CRTI / MSCC / PCC-UA</li> <li>▪ Experience Works</li> </ul> <ul style="list-style-type: none"> <li>▪ National Caucus/Black Aging</li> <li>▪ VA</li> <li>▪ DWS</li> </ul>
On-The-Job Training	<ul style="list-style-type: none"> <li>▪ WDBEA</li> <li>▪ DHS</li> <li>▪ Experience Works</li> <li>▪ National Caucus/Black Aging</li> </ul> <ul style="list-style-type: none"> <li>▪ Job Corps</li> <li>▪ DWS (VETS, TAA, Arkansas Job Links, TEA)</li> <li>▪ VA (Disabled Veterans Only)</li> </ul>
Skills Upgrading and Retraining	<ul style="list-style-type: none"> <li>▪ EACC / CRTI / MSCC / PCC-UA</li> <li>▪ Voc. Rehab.</li> <li>▪ WDBEA</li> </ul> <ul style="list-style-type: none"> <li>▪ VA</li> <li>▪ DWS</li> </ul>
Job Readiness Training	<ul style="list-style-type: none"> <li>▪ EACC / CRTI / MSCC / PCC-UA</li> <li>▪ WDBEA</li> <li>▪ Job Corps</li> </ul> <ul style="list-style-type: none"> <li>▪ AHDC</li> <li>▪ DWS</li> </ul>
Adult Education and Literacy	<ul style="list-style-type: none"> <li>▪ EACC / CRTI / MSCC / PCC-UA</li> </ul>
Customized Training	<ul style="list-style-type: none"> <li>▪ EACC / CRTI / MSCC / PCC-UA</li> <li>▪ WDBEA</li> <li>▪ Experience Works</li> </ul> <ul style="list-style-type: none"> <li>▪ National Caucus/Black Aging</li> <li>▪ DWS (TAA, VETS, Arkansas Job Links)</li> </ul>
Labor Market Information (Internet/Hard Copy)	<ul style="list-style-type: none"> <li>▪ EACC / CRTI / MSCC / PCC-UA</li> <li>▪ Voc. Rehab.</li> <li>▪ Job Corps</li> </ul> <ul style="list-style-type: none"> <li>▪ WDBEA</li> <li>▪ DWS</li> </ul>
Training Program Information	<ul style="list-style-type: none"> <li>▪ American Indian</li> <li>▪ DHS</li> <li>▪ Voc. Rehab.</li> <li>▪ AHDC</li> <li>▪ EACC / CRTI / MSCC / PCC-UA</li> <li>▪ Experience Works</li> </ul> <ul style="list-style-type: none"> <li>▪ National Caucus/Black Aging</li> <li>▪ Job Corps</li> <li>▪ SB</li> <li>▪ WDBEA</li> <li>▪ DWS</li> </ul>
Skills Assessments Information	<ul style="list-style-type: none"> <li>▪ EACC / CRTI / MSCC / PCC-UA</li> <li>▪ WDBEA</li> </ul> <ul style="list-style-type: none"> <li>▪ VA (Disabled Veterans Only)</li> <li>▪ DWS</li> </ul>
WOTC & Other Tax Credits	<ul style="list-style-type: none"> <li>▪ WDBEA</li> </ul> <ul style="list-style-type: none"> <li>▪ DWS</li> </ul>
Access to Economic Development Information	<ul style="list-style-type: none"> <li>▪ AR Workforce Centers</li> <li>▪ WDBEA</li> </ul> <ul style="list-style-type: none"> <li>▪ DWS</li> </ul>
Information Regarding UI, Wage & Hour, Child Labor, Taxation, etc.	<ul style="list-style-type: none"> <li>▪ DWS</li> </ul>
Job Order In-take	<ul style="list-style-type: none"> <li>▪ DWS</li> </ul>

## Intensive Services to Employers

Intensive Services	Agencies	
<b>Specialized Testing and Assessments</b>	<ul style="list-style-type: none"> <li>▪ EACC / CRTI / MSCC / PCC-UA</li> <li>▪ Experience Works</li> <li>▪ National Caucus/Black Aging</li> </ul>	<ul style="list-style-type: none"> <li>▪ Voc. Rehab.</li> <li>▪ Job Corps</li> <li>▪ WDBEA</li> </ul>
<b>Specialized Seminars</b>	<ul style="list-style-type: none"> <li>▪ EACC / CRTI / MSCC / PCC-UA</li> <li>▪ WDBEA</li> </ul>	<ul style="list-style-type: none"> <li>▪ DWS</li> </ul>
<b>Career Planning for Employees (i.e. Continued Education Plan)</b>	<ul style="list-style-type: none"> <li>▪ EACC / CRTI / MSCC / PCC-UA</li> <li>▪ WDBEA</li> </ul>	<ul style="list-style-type: none"> <li>▪ DWS</li> </ul>

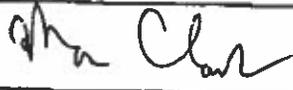
## Training Services to Employers

Intensive Services	Agencies	
<b>On-The-Job Training</b>	<ul style="list-style-type: none"> <li>▪ DHS</li> <li>▪ WDBEA</li> <li>▪ Experience Works</li> <li>▪ National Caucus/Black Aging</li> </ul>	<ul style="list-style-type: none"> <li>▪ Job Corps</li> <li>▪ DWS (TAA, VETS, Arkansas Job Links)</li> </ul>
<b>Customized Training</b>	<ul style="list-style-type: none"> <li>▪ EACC / CRTI / MSCC / PCC-UA</li> <li>▪ WDBEA</li> </ul>	<ul style="list-style-type: none"> <li>▪ DWS (TAA)</li> </ul>
<b>Skills Upgrading</b>	<ul style="list-style-type: none"> <li>▪ EACC / CRTI / MSCC / PCC-UA</li> </ul>	<ul style="list-style-type: none"> <li>▪ WDBEA</li> </ul>

## Signatures

I agree to participate and support the Arkansas Workforce Center System in Eastern Arkansas and my organization is committed to be an active participant in the planning, development and implementation of a seamless, integrated service delivery system and provide services in a manner consistent with state and local Certification standards.

Agency:	Workforce Investment Board of Eastern Arkansas
Partner Representation:	
Name/Title:	Mark Clark, WIBEA Chair
Address:	PO Box 1388, West Memphis, AR 72303
Telephone:	870-733-0601
Fax:	870-735-0618
Email:	
Web Address:	

Authorizing Signature: 

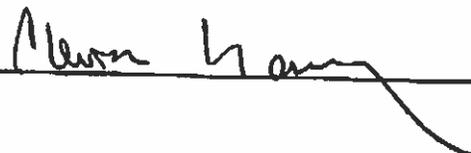
Date: 07/01/07

Agency:	Workforce Investment Board of Eastern Arkansas
Partner Representation:	
Name/Title:	Jim Keasler, WIBEA CEO Chair
Address:	PO Box 1388, West Memphis, AR 72303
Telephone:	870-733-0601
Fax:	870-735-0618
Email:	
Web Address:	

Authorizing Signature: 

Date: 07/01/07

Agency:	Arkansas Human Development Corporation
Partner Representation:	Migrant and Seasonal Farmworkers
Name/Title:	Clevon Young/Executive Director
Address:	300 South Spring St., Suite 800, Little Rock, AR 72201
Telephone:	501-374-1103
Fax:	501-374-1413
Email:	cyoung@arhdc.org
Web Address:	

Authorizing Signature: 

Date: 07/01/07