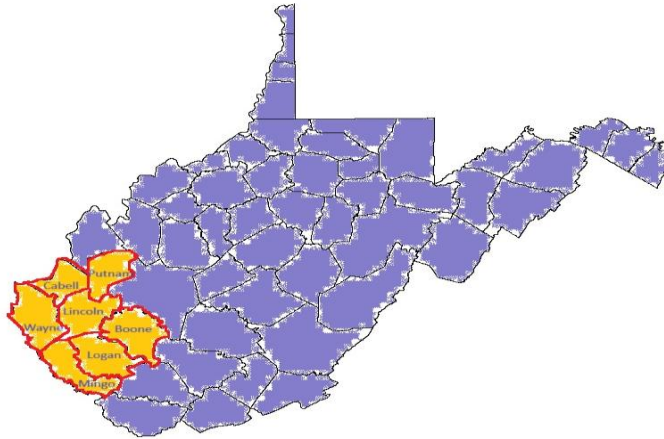




WEST VIRGINIA WORKFORCE DEVELOPMENT SYSTEM MEMORANDUM OF UNDERSTANDING

BETWEEN THE

South Western West Virginia Region 2 Workforce
Development BD, Region 2 Chief Elected Officials,
and Region 2 Partner Network

PROGRAM YEARS 2026-2027

The Workforce Innovation and Opportunity Act (WIOA) of 2014 identifies the One Stop Career Centers, known as American Job Centers, as the Service delivery system for programs funded under WIOA and its partner programs.

This Memorandum of Understanding (MOU) sets forth the terms of agreement for cooperation, consultation, and implementation of the WIOA in the Region 2 Workforce area of WV, serving Boone, Cabell, Lincoln, Logan, Mingo, Putnam, and Wayne counties.



The program is funded with Federal funds in the amount of \$1,995,130.00 under Workforce Innovation Opportunity Act, no non-governmental funding sources are used. Dial 711 for auxiliary aids & services are available upon request to individuals with disabilities. An equal opportunity employer/program. A proud partner of the American Job Center Network. EO Officer: Malissa Dishman- mdishman@wvregion2.org. 304.508.2696.

Memorandum of Understanding

This MOU is executed between the South Western West Virginia Region 2 Workforce Development BD, the American Job Center/ Region 2 Partner Network (Partners), and the Chief Elected Official (CLEO): Mr. John Mandt Jr., Region 2 Local Elected Official. 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 American Job Centers in the Region 2 Workforce area. The Region 2 Workforce Development BD provides local oversight of Workforce programming for the Region 2 Workforce area.

The Region 2 Workforce Development BD, with the agreement of the CLEO, has (competitively) selected HRDF, Inc., as the One Stop Operator for the Region 2 Workforce area, 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 2 Workforce area 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 the Region 2 Workforce area’s high-standard American Job Center network.

The 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 seekers and business customers, as well as to the overall Region 2 community.

System Structure

American Job Centers

The Region 2 Workforce area has two American Job Centers, also known as One Stop Centers that are designed to provide a full range of assistance to job seekers and businesses under one roof. Established under the Workforce Investment Act of 1998 and continued by the Workforce Innovation and Opportunity Act, the centers offer a comprehensive array of services designed to match talent with opportunities.

❖ **Huntington American Job Center (Comprehensive)**

2699 Park Avenue, Huntington, WV 25704	Operating Hours: Monday-Friday 8:00am-4:30pm
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❖ **Logan American Job Center (Affiliate)**

130 Stratton Street, Logan, WV 25601	Operating Hours: Monday-Friday 8:00am-4:30pm
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One Stop Operator

The Region 2 Workforce Development BD selected the One Stop Operator, HRDF, Inc., through a competitive process in accordance with Uniform Guidance¹, WIOA and its implementing regulations, 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 2 Workforce Investment BD website at: <https://www.wvregion2.org/>. The State requires the Local Boards to conduct an open and competitive procurement process for a One Stop Operator, “at least every three years and no later than every four years”.

Functional details are outlined in the Roles and Responsibilities of Partners section, under “One Stop Operator”.

¹ Federal Cost Principles contained in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards at 2 CFR part 200 (Uniform Guidance), including the Office of Management and Budget’s (OMB) approved exceptions for the U.S. Department of Labor at 2 CFR part 2900.

Partners

Partner Program	Partner Organization	Authorization/Category	Signatory Official
Adult Education	Mountain State Educational Services Cooperative	WIOA Title II Adult Education and Family Literacy Act (AEFLA) program	Jan Hanlon, Regional Coordinator
Community College	Mountwest Community & Technical College	Career and Technical Education (CTE) programs at the postsecondary level, authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.)	Terri Frye <i>Vice President for Finance/CFO</i>
Department of Probation, Parole, and Pardon Services	WorkForce WV	Reentry Employment Opportunities (REO) programs authorized under sec. 212 of the Second Chance Act of 2007 (42 U.S.C. 17532) and WIOA sec. 169	Scott Adkins, Director
WV Division of Rehabilitation Services	WV Division of Rehabilitation Services	State Vocational Rehabilitation (VR) program, authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.), as amended by title IV of WIOA	Gentry H Cline, Interim Director
Southwestern Community Action Council	Southwestern Community Action Council	Senior Community Service Employment Program (SCSEP), authorized under Title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.)	Unknown at this time, SCSEP Director
Jobs for Veterans State Grants (JVSG)	WorkForce WV	Jobs for Veterans State Grants (JVSG), authorized under chapter 41 of title 38, U.S.C.	Scott Adkins, Director
Migrant Seasonal Farm Worker	WorkForce WV	Wagner-Peyser Employment Service that includes National Farmworker Jobs Program (NFJP) ² , WIOA Sec. 167	Scott Adkins, Director

² This program is for migrants and seasonal farm workers (MSFWs).

Partner Program	Partner Organization	Authorization/Category	Signatory Official
Temporary Assistance for Needy Families (TANF)	Department of Human Services	Temporary Assistance for Needy Families (TANF), authorized under part A of Title IV of the Social Security Act (42 U.S.C. 601 <i>et seq.</i>) ³	Cree LeMasters, Regional Director - North
Trade Adjustment Assistance (TAA)	WorkForce WV	Trade Adjustment Assistance (TAA), authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 <i>et seq.</i>)	Scott Adkins, Director
Wagner-Peyser Employment Services (ES)	WorkForce WV	Wagner-Peyser Employment Services (ES) program, authorized under the Wagner-Peyser Act (29 U.S.C. 49 <i>et seq.</i>), as amended by title III of WIOA, also providing the state's public labor exchange	Scott Adkins, Director
WIOA Adult, Dislocated Worker, and Youth Programs	South Western West Virginia Region 2 Workforce Development BD	WIOA Title I Adult, Dislocated Worker, and Youth Programs	Melissa Bias, Executive Director
Council of Three Rivers American Indian Center	Council of Three Rivers American Indian Center	Indian and Native American Programs (INA) WIOA sec. 166,29 USC 3221	Kerry Jevsevar, WIOA Program
Unemployment Compensation	WorkForce WV	Unemployment Insurance (UI) programs under state unemployment compensation laws	Scott Adkins, Director

³ Per 20 CFR 678.405(b), the TANF program is not exempt from being a required partner in the American Job Center network in the State of West Virginia. Also note that participants may receive information about/apply for the Supplemental Nutrition Assistance Program (SNAP) through the Department of Health and Human Services partner staff.

Partner Program	Partner Organization	Authorization/Category	Signatory Official
Jobs and Hope	Jobs and Hope	Additional Partner	Deb Harris, Manager
Human Resource Development Foundation	Human Resource Development Foundation	Additional Partner	April Campbell, Executive Director
Coalfield Development	Coalfield Development	Additional Partner	Jacob Hannah, CEO
Point CAFÉ (Recovery Point)	Point CAFÉ (Recovery Point)	Additional Partner	
Charleston Job Corps	Charleston Job Corps	Residential career training and education program for low-income young adults ages 16 through 24.	

Terms and Conditions

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 South Western West Virginia Region 2 Workforce Investment BD and the CLEO.

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

JOB SEEKER SERVICES

Basic Career Services	Individualized Career Services	Training
Outreach, intake and orientation to the information, services, programs, tools, and resources available through the local Workforce system	Comprehensive and specialized assessments of skills levels and service needs	Occupational skills training through Individual Training Accounts (ITAs)
Initial assessments of skill level(s), aptitudes, abilities, and supportive 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	Adult education and literacy Activities, including English language acquisition (ELA), provided in combination with the training Services described above
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)	Referral to training services	On-the-Job Training (OJT)
Access to employment opportunity and labor market information	Group counseling	Incumbent Worker Training
Performance information and program costs for eligible providers of training, education, and Workforce services	Literacy activities related to work readiness	Programs that combine workplace training with related instruction which may include cooperative education
Information on performance of the Local Workforce system	Individual counseling and career planning	Training programs operated by the private sector
Information on the availability of supportive services and referral to such, as appropriate	Case management for customers seeking training Services; individual in and out of area job search, referral, and placement assistance	Skill upgrading and retraining
Information and meaningful assistance on Unemployment Insurance claim filing	Work Experience, transitional jobs, registered apprenticeships, and internship.	Entrepreneurial training
Determination of potential eligibility for workforce partner services, programs, and referral(s)	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	Customized training conducted with a commitment by an employer or group of employers to employ an Individual upon successful completion of the training
Information and assistance in applying for financial aid for training and education programs not provided under WIOA	Post-employment follow-up services and support (<i>This is not an Individualized career service but listed here for completeness.</i>)	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.	Alternative secondary school services, or dropout recovery services, as appropriate
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	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
Education offered concurrently with and in the same context as Workforce preparation activities and training for a specific occupation or occupational cluster.	Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civil behavior, as appropriate
Supportive Services.	Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months
Follow-up Services for not less than 12 months after the completion of participation, as appropriate	Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate
Financial Literacy education.	Entrepreneurial skills training
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	Activities that help youth prepare for and transition to postsecondary education and training

SEE ATTACHMENT A FOR ONE STOP – Individual Partner Responsibilities

Roles and Responsibilities of Partners

The Parties to this agreement will work closely together to ensure that all Region 2 American Job Centers are high-performing workplaces with staff who will ensure quality of Service.

- **All Parties**

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 II 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 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.
- ❖ Section §121(e)(4) of the Workforce Innovation and Opportunity Act (WIOA) and 20 CFR § 678.900 (c) require the use of the Common Identifier as part of the state and local One Stop System. Local Workforce Development Boards (LWDB) are responsible for ensuring that the Common Identifier is displayed at comprehensive and affiliated One Stop Centers, as well as materials used in those centers. The West Virginia State Workforce Development Board (WVSWDB) and the LWDBs shall ensure that all One Stop Centers, comprehensive and affiliate alike, adopt usage of the Common Identifier.

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.
- ❖ In accordance with Public Law 115-31 (Stevens Amendment), all partner public-facing materials that describe or promote programs or activities funded as a whole or in part with federal funds must clearly disclose the source and proportion of that federal funding. This requirement applies regardless of format, medium or audience. Questions and Answers can be found at [DOL Stevens Amendment Desk Aid](#).

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 Elected Official**

The CLEO for the South Western West Virginia Region 2 Workforce Development BD area is: Mr. John Mandt, JR., (Region 2 Local Elected Official Board Member). The CLEO will, at a minimum:

- ❖ In partnership with the Region 2 Workforce Development BD 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,

- ❖ Approve the Region 2 Workforce Development BD budget and Workforce Center Cost Allocation Plan,
- ❖ Approve the selection of the One Stop Operator following the competitive procurement process, and
- ❖ Coordinate with the Region 2 Workforce Development BD to oversee the operations of the Region 2 Workforce area American Job Center network.

◆ **Region 2 Workforce Development BD**

The Local WDB ensures the Workforce-related needs of employers, workers, and job seekers in the Local WDB and/or the region are met, to the maximum extent possible, with available resources. The Local WDB will, at a minimum:

- ❖ In Partnership with the CLEO and other applicable Partners within the Local WDB, 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 CLEO 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 WIB's and their Partners, and that incorporates plans for each of the local areas in the planning region,
- ❖ In collaboration and Partnership with the CLEO and other applicable Partners within the planning region, develop the strategic regional vision, goals, objectives, and Workforce-related policies,
- ❖ In cooperation with the Local CLEO and the other Local WIB's 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 MOU's 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 the Region 2 Workforce Investment area and One Stop Operator.

◆ **Local Workforce Development BD Staff**

Specific responsibilities include, at a minimum:

- ❖ Assist the CLEO and the Local WIB with the development and submission of a single regional plan,
- ❖ Support the Local WIB with the implementation and execution of the regional Mission, goals, objectives, and workforce-related policies, including all duties outlined above,
- ❖ Provided 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.
- ❖ Monitor the performance and contact of the One Stop Operator annually.

◆ **One Stop Operator**

HRDF, Inc. will employ one (1) One Stop Operator for the Region 2 area who will act as “functional leader”.

The One Stop Operator will be responsible for the following:

- ❖ Convening Partnership meetings.

- ❖ Assisting the Partner Network in coordinating the development of training and communication plan for the One Stop System comprehensive and affiliate centers.
- ❖ Leading and convening partners in the design and implementation of functional integration of Services of the One Stop System.
- ❖ Assisting the Region 2 Workforce Development BD with the design and implementation of the One Stop site certification process.
- ❖ Promoting the Services available through the One Stop System, including the development of marketing and outreach materials with support and final approval from the Region 2 Workforce Development BD's Executive & Full Board.
- ❖ Evaluating customer needs and satisfaction data to continually refine and improve Service strategies, including exploring implementing real-time customer feedback model.
- ❖ Serving as a liaison between the Region 2 Workforce Development BD's Executive & Full Board and the Partner Network.
- ❖ Ensuring that the Region 2 WDB's policies and procedures are effectively communicated and carried out through the One Stop System.
- ❖ Coordinating outreach to business and job seeker customers, which includes coordinating the development of marketing, outreach, and labor market information materials with support and final approval of the Region 2 WDB.
- ❖ Working with the Partner Network and the Region IFA WDB to define and provide a means to meet common operational needs, such as training, technical assistance, and additional resources, etc.
- ❖ Facilitating sharing of data and information.
- ❖ Representing the Region 2 Workforce West Virginia Center One Stop System at community meetings to promote services and or discuss partnership opportunities.
- ❖ Ensuring EEO requirements are met, including: coordinating staff training, and assuring EEO posters and processes are in place.
- ❖ Assisting the Region 2 WDB in the coordination and implantation of Rapid Response activities, and serving as the Region 2 WDB representative to those activities.
- ❖ Manage **fiscal responsibilities** and records for the center. This includes assisting the Local WDB with cost allocations and the maintenance and reconciliation of One Stop Center operation budgets.

HRDF, Inc. 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 the Local WIB. South Western West Virginia Region 2 Workforce Development BD is responsible for the negotiated performance measures, strategic planning, budgets, and One Stop Operator oversight (including

monitoring).

◆ Partners

The Region 2 American Job Center (AJC), also known as the One Stop Center, provides a coordinated, customer-centered approach to workforce development. The model integrates services from required partners—**WorkForce West Virginia**, the **Region 2 Workforce Development Board (WDB)**, the **Division of Rehabilitation Services (DRS)**, and **West Virginia Adult Education (WVAE)**—to ensure seamless access to employment, training, and supportive services for all job seekers and employers.

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

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.
- ❖ All Partners will be handicapped accessible.

SEE ATTACHMENT C - REGION 2 WDB AJC CUSTOMER SERVICE DELIVERY MODEL

Data Sharing

The MACC, known in West Virginia as WorkForce West Virginia Management Information System, is the computerized system of record keeping that will include a common data repository for WIOA, Wagner-Peyser, Trade Adjustment Assistance (TAA) and other Title I (B) activities. All partners agree to enter client profiles (job and training seekers), job openings and employer information it receives into WorkForce West Virginia (MACC) to the extent partner module and access become available.

The WorkForce West Virginia system (MACC) or replacement, will be the system of choice for finding employment or obtaining training through the agencies working together to develop common processes through the system.

A process for allocating both future development costs and ongoing operational costs to include regular maintenance and “help desk” type support for the system will be established. It is anticipated that all state agencies accessing and using the WorkForce West Virginia system (MACC) will contribute toward all costs of the MACC based on an agreed upon fair and proportionate allocation determined by system use or overall funding. The local WIB will also contribute proportionately toward the total cost.

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 the Local WIB’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 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 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 2 Workforce Development BD's American Job Center Network,
- ❖ Develop materials, summarize their program requirements, and make them available for Partners and customers,
- ❖ Develop and utilize common intake, eligibility determination, assessment, and registration forms,
- ❖ Provided substantive referrals – in accordance with the Region 2 Workforce

Development BD's Referral Policy – 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.

The Welcome Experience

Upon arrival, customers are greeted by a **Welcome Team** trained in customer service and partner program awareness.

- Staff provide an overview of available services and explain the collaborative nature of the AJC system.
- Customers receive a **Welcome Packet** with information about partner programs, eligibility requirements, and next steps.
- Accessibility accommodations and language assistance are offered immediately to ensure equitable access.

The goal is to create a welcoming, inclusive environment that values every customer's goals and potential.

Getting Started: Intake and Assessment

The intake process is designed to identify customer needs and connect them to appropriate services efficiently.

- **Universal Intake Form:** Collects demographic, employment, and education information shared across partners (One Stop/AJC referral form).
- **Initial Assessment:** Determines job readiness, skill levels, and potential barriers to employment (barriers assessment).
- **Partner Referrals:** Based on assessment results, customers may be referred to:
 - **WorkForce WV** for unemployment insurance, job matching, and labor market information
 - **WV Adult Education** for literacy, GED preparation, or digital skills training
 - **Division of Rehabilitation Services** for individuals with disabilities needing vocational rehabilitation
 - **Region 2 WDB** for training programs, career pathways, and employer engagement opportunities

Summary of Referral Tools

Tool Name	Purpose	User
Universal Intake Form	Identifies initial barriers & goals	All Front-Line Staff
Partner Resource Guide	Directory of "who does what"	All Staff
AJC Referral Form	The formal "Warm Handoff" document	All Front-Line Staff
One-Stop Coordinator	Monitors flow and "closes the loop"	Management
Follow-Up Documentation	Post-employment data & retention	Case Management Staff

SEE ATTACHMENT C - REGION 2 WDB AJC CUSTOMER SERVICE DELIVERY MODEL

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 2 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 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

The South Western West Virginia Region 2 Workforce Development BD will work with the West Virginia 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 the Region 2 Workforce Development BD to

◆ **Communication Accessibility**

post content through its website.

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 accommodation 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 ensure 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

The South Western West Virginia Region 2 Workforce Development BD 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 and recruitment plan for 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,
- ❖ Regular use of social media,
- ❖ Implementation of a One Stop Committee,
- ❖ A partner specific resource guide highlighting services offered, 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 2 Local Customer Grievance and Complaint Management 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 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 Region 2 Workforce Investment BD Chair (or designee) and all Parties to the MOU regarding the conflict within ten business days.

The Region 2 Workforce Development BD 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 two-thirds of the Executive Committee Board Members who are 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 Board Committee must provide a written response and dated summary of the proposed resolution to all Parties to the MOU.

The Region 2 Workforce Development BD Chair will contact the petitioner and the appropriate Parties to verify that all are in agreement with the proposed resolution.

Monitoring

The Region 2 Workforce Development BD 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.

All parties to the MOU further agree to provide information in a timely manner when requested by the Workforce System. These reports may include, but not limited to, information on funding streams, (Federal and State), customers served, performance outcomes, and other items as requested. These reports may be furnished by the West Virginia Legislature and other stakeholders. All agencies agree to share appropriate information.

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 Non-discrimination 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 II and III 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 people or damage to property resulting from negligence on the part of itself, its

employees, their agents, or their 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 the Region 2 Workforce Investment BD and the One Stop Operator have no responsibility and/or liability for any actions of the One Stop Center employees, agents, and/or assignees. Likewise, the Parties have no responsibility and/or liability for any actions of the Region 2 Workforce Investment BD 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(f).

Salary Compensation and Bonus Limitations

Each Party certifies that, when operating grants are funded by the U.S. Department of Labor, it complies with, Implementing the Salary and Bonus Limitations in Public Law 109-234, WIOA section 194(15)(A) and/or South Western West Virginia Region 2 Workforce Investment BD 01 23 Compensation Policy 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 or the lower limit established by the State of West Virginia for those funded under WIOA Title I or the Wagner-Peyser Act.

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 Region 2 Workforce Investment BD 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. Review and Comment

Within two (2) weeks of receipt of the draft MOU, all Parties must review and return feedback to the Region 2 Workforce Investment BD 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. 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. It is the responsibility of the Region 2 Workforce Investment Board Chair (or designee) to ensure all American Job Center Partners to the MOU are aware of the comments and revisions that are needed.

3. Finalized Draft

The Region 2 Workforce Investment BD Chair (or designee) must circulate the finalized MOU and secure Partner signatures within two (2) 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 Region 2 Workforce Investment BD 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 the local WDB of the proposed modification(s).

2. Discussion/Negotiation

Upon notification, the Region 2 Workforce Investment BD 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. This may be done through partner meeting or email.

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 Region 2 Workforce Investment BD 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 an MOU that includes the Region 2 Workforce Investment BD, wherein the new party assumes all of the rights and obligations of the original party. Upon execution, the Region 2 Workforce Investment BD 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 Region 2 Workforce Investment BD Chair (or designee) must ensure that the process in the Dispute Resolution section is followed.

3. Signatures

The Region 2 Workforce Investment BD Chair (or designee) must immediately circulate the modification of MOU and secure Partner signatures within two (2) 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 Region 2 Workforce Development BD 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 the Region 2 Workforce Development BD 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 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 year to ensure appropriate funding and delivery of Services.

Effective Period

This MOU is entered into on July 1, 2026. This MOU will become effective as of the date of signing by the final signatory below and must terminate on June 30, 2027, 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 2 Workforce Development BD's area 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 be 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 the Region 2 Workforce Investment area's high-standard American Job Center network. It includes the following cost categories, as required by WIOA and its implementation 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 an annual 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.

SEE ATTACHMENT B - ONE STOP OPERATING BUDGET

Cost Reconciliation and Allocation Base Update

All Parties agree that 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 the South Western West Virginia Region 2 Workforce Development BD with the following information no later than fifteen (15) days after the end of each quarter, as applicable:

- ❖ Annual cost information and documentation of the actual costs,
- ❖ Updated staffing information (per the first day of the 1st month of each quarter), and
- ❖ Upon receipt of the above information, the Region 2 Workforce Investment BD will:
- ❖ Compare budgeted costs to actual costs,
- ❖ Update the Full Time Equivalent (FTE) allocation bases, and
- ❖ Apply the updated allocation bases, to determine the actual costs allocable to each partner.
- ❖ The Region 2 Workforce Development BD will prepare an updated budget document showing cost adjustments.
- ❖ Partners and Region 2 Workforce Development BD understand the costs contained within the One Stop operating budget are contributed by each individual partner as a Cash, Non-Cash, or In-Kind Contribution.

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 recognize that infrastructure costs are applicable to all partners, whether they are physically located in the American Job Center or not. Each partner's contributions to these costs, however, may vary, as these 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.

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 Update 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 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, for the Region 2 Workforce Investment BD in the 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 WorkForce WV.**

If the Parties cannot reach consensus on methods of sufficiently funding a One Stop Center's infrastructure costs and the amounts to be contributed by each Local Partner program, the Region 2 Workforce Investment BD is required to notify WorkForce WV in accordance with WIOA policy 06-17 (Change 1) Memorandum of Understanding/Infrastructure Guidance.

◆ **Step 2: Negotiation materials provided to Governor.**

The Region 2 Workforce Investment BD 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 Region 2 Workforce Investment BD 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 2 CFR 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 WIB may also provide the Governor with additional materials that they or the Governor find to be appropriate.

◆ **Step 3: WorkForce WV (with Governors Approval) Determinations and Calculations**

WorkForce WV 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 WorkForce WV will notify the Region 2 Workforce Investment BD 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.

Partners may appeal WorkForce WV's determinations of their infrastructure cost contributions in accordance with the process established under 20 CFR 678.750, 34 CFR 361.750, 34 CFR 463.750 and WorkForce WV's WIOA Policy 06-17 (Change 1).

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 on July 1, 2026. This IFA will become effective as of the date of signing by the final signatory below and must terminate on June 30, 2027, unless any of the reasons in the Termination section of the MOU applies.

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 program:
 - 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 the 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 WIB 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. For shared additional costs exclusive of infrastructure, which might include the cost of the One Stop Operator and other service providers that provide services to multiple partners, then these shared costs need to be reconciled using an appropriate cost allocation methodology.

[WIOA sec. 121(i)(2); 20 CFR 678.760(b); 34 CFR 361.760(b); 34 CFR 463.760(b); and TEGL 17-16, RSA TAC 17-3, 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 reflects 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 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 Center from a specialized One Stop Center or an affiliate One Stop Center.

One Stop operating costs include infrastructure costs and additional costs, which are made up of applicable career services, 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 (pp. 3-4)]

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 CLEO's 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 WIB may negotiate umbrella IFA or individual IFAs for one or more of its One Stop 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, CLEO, and Local WIB 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 (pp. 17-18 and Attachment II)]

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 Center; and
- ❖ Non-cash contributions or goods or services contributed by a Partner program and used by the One Stop Center.

Third party In-kind

- ❖ Contributions of space, equipment, technology, non-personnel services, or other items like 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 this agreement, the individual signatory certifies that he or she is authorized to sign on behalf of the Partner organization and that they bind the organization to the faithful performance of this agreement, in its entirety. The signatory also assures on behalf of the Partner organization that it will comply with practices, policies, and procedures regarding client confidentiality, data, security, Drug Free Workplace Policy, Equal Employment Opportunity Regulations, and all required assurances as outlined in the Workforce Innovation and Opportunity Act.

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 one year,
- b) Upon amendment, modification, or termination, or
- c) On June 30, 2027, whichever occurs earlier.

Signature

Date

Printed Name and Title

Partner/Organization Name

Local Contact or Designated Contact -
Name/Phone/Email Address – if different from
Signatory listed above