

EASTERN ARKANSAS CHIEF ELECTED OFFICIALS & ONE STOP OPERATOR AGREEMENT/TITLE I-B SERVICE PROVIDER

The following One-Stop Operator Agreement/Title I-B Service Provider (AGREEMENT) sets forth the terms of agreement for the Eastern Arkansas Chief Elected Officials and the Workforce Development Board of Eastern Arkansas for One-Stop Operator and Title I-B Service Provider Adult, Dislocated Worker, and Youth Programs.

I. Purpose of Agreement

It is the purpose of this AGREEMENT to specify the roles and responsibilities of the One-Stop Operator and the Title I-B Service Provider as they relate to implementing, managing, and operating the One-Stop system in the Eastern Arkansas Workforce Development Area under the Workforce Innovation and Opportunity Act. The One-Stop Operator was selected through a competitive process that was managed and agreed to by the Local Elected Officials. The Local Elected Officials selected the One-Stop Operator and Title I-B Service Provider using competitive procurement and an independent consultant as facilitator of the process.

II. One-Stop Center Commitments

The One-Stop Operator will ensure that each comprehensive One-Stop Center and Affiliate sites operate in a manner that supports the operational policies and procedures of the Workforce Development Board of Eastern Arkansas, the State of Arkansas, and the Workforce Innovation and Opportunity Act of 2014.

Partner organizations operating at, or in association with the One-Stop Center, comprehensive or affiliate, shall sign a Memorandum of Understanding outlining their individual and collective commitments. The Memorandum of Understanding, at a minimum, must include:

- A description of services to be provided through the One-Stop delivery system, including the manner in which the services will be coordinated and delivered through the system;
- Agreement on funding the costs of the service and operating costs of the system, including:
 - Funding of infrastructure costs of One-Stop Centers; and
 - Funding of the shared services and operating costs of the One-Stop delivery system;
- Methods for referring individuals between the One-Stop Operator and partners for appropriate services and activities;

- Methods to ensure that the needs of workers, youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials that are available through the One-Stop delivery system;
- The duration of the Memorandum of Understanding and procedures for amending it; and
- Assurances that each Memorandum of Understanding will be reviewed annually, and if substantial changes have occurred, renewed, to ensure appropriate funding and delivery of services.

The Memorandum of Understanding, infrastructure and resource sharing agreement for each required partner organization further defines the operational commitments of each.

III. One-Stop Operator Role and Function

The Workforce Development Board of Eastern Arkansas must assure that a firewall exists between the One-Stop Operator and the Board and/or its Staff.

The One-Stop Operator must coordinate the service delivery of Core and Required One-Stop Partners and other partners working with the comprehensive and affiliate One-Stop Centers. This includes managing partner responsibilities in the comprehensive Center as defined in the Memorandum of Understanding.

The Workforce Innovation and Opportunity Act Memorandum of Understanding serves the key purpose of defining partner roles and focuses, in part, on the shaping of the workforce system. This includes the sharing of resources, referral agreements, etc. In the end, the overall goal is to ensure efficiency within the Eastern Arkansas workforce system.

The Workforce Innovation and Opportunity Act (WIOA) was signed into law on July 22, 2014, and went into effect July 1, 2015. WIOA supersedes the Workforce Investment Act of 1998, and amends the Adult Education Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973.

The Workforce Innovation and Opportunity Act has two tiers of partners: Core Program Partners and Required Partners.

The Core Program Partners who are required to collaborate and participate in the One-Stop System include: Workforce Innovation and Opportunity Act Adult, Dislocated Workers, Youth; Wagner-Peyser Labor Exchange; Adult Education and Literacy; and Vocational Rehabilitation. Core Program

Partners are in the common performance measures pool and must work closely together to achieve success.

Required Program Partners must participate in the Memorandum of Understanding process and provide coordinated services with the comprehensive One-Stop Center(s). Required Program Partners include the four Core Program Partners as well as: Career and Technical Education, Title V Older Americans, Job Corps, Native American Programs, Migrant Seasonal Farmworkers, Veterans, Youthbuild, Trade Act, Community Services Block Grant, Housing and Urban Development, Unemployment Compensation, Second Change, and Temporary Assistance for Needy Families. In the event any of the Required Partners do not have funding in the Eastern Arkansas local area, their participation is waived.

Providing businesses with the skilled workforce they need to compete in the global, regional, and local economies is central to Arkansas's vision in implementing the Federal Act. Arkansas's workforce system provides a talent pipeline through the establishment of partnerships between State and local entities, businesses, economic development, education, and community stakeholders. To ensure that the workforce system efficiently meets the needs of both the businesses and the jobseekers that it serves. Arkansas's workforce agencies have jointly developed the State's workforce plan with the intent that this vision is carried out in each of the local workforce development areas through their One-Stop Centers.

The One-Stop Operator will be the point of contact regarding issues pertaining to customer complaints that are substantive to the Required Partners operating in the comprehensive and affiliate One-Stop Centers. This will include convening partner meetings on a regular basis as well as stakeholder meetings including all Core Program Partners and advising the Administrative Entity and the Workforce Board Staff on partner operational challenges and successes.

In support of the Workforce Innovation and Opportunity Act Memorandum of Understanding the One-Stop Operator responsibilities will also include:

- Coordinating service delivery among partners;
- Managing hours of operation at the comprehensive Centers;
- Facilitating customer flow, customer service, initial assessment, resource room usage, tracking, and referral processes are carried out as agreed upon in the Workforce Innovation and Opportunity Act Memorandum of Understanding;
- Communicating Board and Administrative policies and procedures to all partners;
- Reporting to the Administration and Board on Center activities; and

- Alerting the Chief Elected Officials if problems arise that need their input.

The One-Stop Operator will submit a written and verbal report on work accomplished and challenges encountered on a quarterly basis to the Workforce Development Board of Eastern Arkansas and to the Chief elected Officials. In addition, the One-Stop Operator will gather data for the Board and Chief Elected Officials from the partners on a quarterly basis including: common measures information, tracking incoming clients, resource room usage, and program specific referrals as outlined in the Workforce Innovation and Opportunity Act Memorandum of Understanding.

IV. Title I-B Service Provider Function

The Workforce Innovation and Opportunity Act of 2014 provides the framework for a national workforce preparation system that is flexible, responsive, customer-focused and locally managed. The Eastern Arkansas Workforce Development Area envisions a system that meets the needs of residents and businesses alike.

WIOA Title I-B Adult and Dislocated Worker Service Delivery Roles and Responsibilities

The Workforce Development Board of Eastern Arkansas will provide jobseeker services for WIOA Title I-B Adults and Dislocated Workers. The Workforce Development Board of Eastern Arkansas will be a Core Program Partner in regard to basic career services and will be the service provider for WIOA Title I-B Adult and Dislocated Worker services including individualized career services and training services.

Adult and Dislocated Worker activities, according to the WIOA, include: eligibility determination, outreach and intake, initial assessment of skills, supportive service needs, job search and placement assistance, career counseling, provision of information on in-demand occupations and non-traditional employment, recruitment and other business services for employers, referrals to other One-Stop partner programs and other available programs in the communities, provision of labor market information, information on supportive services available through other programs, information and assistance with establishing eligibility for financial aid assistance for educational programs other than WIOA, comprehensive skills assessments, in-depth interviewing and evaluation of barriers to employment, development of an Individual Employment Plan, group counseling, career planning, short-term prevocational services, soft skills training, work experience, financial literacy, out-of-area job search, training services, occupational skills training, supportive services, on-the-job training, incumbent worker training, private sector training programs, skill upgrading

and retraining, job readiness training, adult education and literacy activities and follow-up services.

WIOA Title I-B Youth Service Delivery Roles and Responsibilities

Workforce Development Board of Eastern Arkansas must expend at least 75% of youth funds for out-of-school youth and up to 25% for in-school youth based on youth development principles and best practices that support, motivate, and prepare youth for continuing educational achievements, successful transition into adulthood, and long-term success in employment. The service design and implementation strategies must be appropriate, provide a customized mix of services to address individual needs and goals, and lead to attainment of the performance measures for in-school and out-of-school youth.

Under the WIOA, Youth funds contracted to the service provider for eligible youth shall be used to carry out programs that:

1. Provide an objective assessment of the academic levels, skill levels, and service needs of each participant.
2. Provide service strategies for each participant.
3. Provide activities leading to the attainment of a secondary school diploma or its recognized equivalent, or a recognized post-secondary credential.
4. Provide preparation for post-secondary educational and training opportunities.
5. Provide strong linkages between academic instruction and occupational education that lead to the attainment of recognized post-secondary credentials.
6. Provide preparation for unsubsidized employment opportunities, in appropriate cases.
7. Provide effective connections to employers in in-demand industry sectors and occupations of the regional labor market.

Youth programs must provide the fourteen elements listed below either through direct service, community referrals, or direct purchase:

1. 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.
2. Alternative secondary school services, or dropout recovery services, as appropriate.

3. Paid or unpaid work experiences that have as a component academic and occupational education, which may include:
 - a. Summer employment opportunities and other employment opportunities available through the school year;
 - b. Pre-apprenticeship programs;
 - c. Internships and job shadowing; or
 - d. On-the-job training opportunities.
4. Occupational skill training, which shall include priority considerations for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupations in the local area.
5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.
6. Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate.
7. Supportive services.
8. Adult mentoring for the period of participation and a subsequent period, for a total of not less than twelve months.
9. Follow-up services for not less than twelve months after completion of participation, as appropriate.
10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate.
11. Financial literacy education.
12. Entrepreneurial skills training.
13. Services that provide labor market and employment information about in-demand industry sectors or occupations available to the local area, such as career awareness, career counseling, and career exploration services.
14. Activities that help prepare for and transition to post-secondary education and training.

WIOA Title I-B Business Service Delivery Roles and Responsibilities

The focal point of the workforce system is business and industry. The Workforce Development Board of Eastern Arkansas will be the lead and work with a local business services team comprised of partner agencies to provide business development and job development activities. These activities taking place in Eastern Arkansas may include:

1. Access to Facilities – use of Workforce Center facilities by a business for a variety of purposes such as meetings, trainings, orientations, interviews, etc.

2. **Assessments** – any test or assortment of tests used to measure the skills, interests and/or personality traits of a jobseeker, potential employee, or current employee.
3. **Business Education** – seminars, round tables, workshops, focus groups, etc.
4. **Business Information** – information given to a business pertaining to a variety of incentive programs or other information requested that provides a benefit to that business.
5. **Hiring Events** – a customized event for a single employer that assists with recruiting, interviewing, and hiring of one or more positions.
6. **Job Fairs** – event for multiple employers that assists with the recruiting, interviewing, and hiring of one or more positions.
7. **Job Postings** – staff-entered or web-entered job orders approved by staff.
8. **Labor Market Information** – Information on state and local labor market conditions, industries, occupations, and characteristics of the workforce, area business identified skill needs, employer wage and benefit trends, short and long-term industry and occupational projections, worker supply and demand, and job vacancy survey results.
9. **Rapid Response** – a variety of services to businesses that are facing restructuring or downsizing including onsite workshops for employees in transition, job placement assistance, and information on unemployment benefits.
10. **Screening** – any service that involves the initial evaluation of applications or resumes that assist the employer in the recruiting process.
11. **Training and Retraining** – any service provided to a business that involves the training or retraining of current or future employees including on-the-job training, work experience, incumbent worker training, etc.

V. Duration of Agreement

This AGREEMENT will commence on July 1, 2021 and shall remain in full force and effect until June 30, 2025 or until the Eastern Arkansas Workforce Development Area Chief Elected Officials or the Workforce Development Board of Eastern Arkansas withdraw their AGREEMENT.

VI. Budget

For the period July 1, 2021 through June 30, 2025, the One-Stop Operator budget shall not exceed \$81,571.78 unless modified and approved by the Eastern Arkansas Chief Elected Officials. The Eastern Arkansas Chief Elected Officials may adjust subsequent years upon review and approval. Budget

changes in subsequent years must be included through a modification of the AGREEMENT.

One-Stop Operator Budget	PY21	One-Stop Operator Budget Narrative
Salaries	\$48,667.62	Salaries for 1 WDBEA Staff Member
FICA/Medicare	\$3,723.00	Company pays 7.65% of each employee gross salary as required by law
State Unemployment	\$50.00	State unemployment insurance is 5% of the first \$7,000 earned by each employee
Worker's Comp	\$1,100.0	Paid in the event of a work-related injury of staff
Health Insurance	\$8,298.96	Health insurance for staff members
Life Insurance	\$82.20	Life Insurance for 1 WDBEA staff member
Disability	\$1,657.80	Long term disability goes into effect after 90 days
Dental	\$228.00	Dental insurance for 1 staff member. Staff pays approximately 25% of his/her coverage.
Vision	\$110.76	Vision insurance for 1 staff member
Retirement Plan	\$5,353.44	Full-time employee receives 11% of gross salary for retirement after 1 year of service
Contractual	\$7,000.00	IT maintenance and service agreements, general labor contracts, MIP system consulting, update computers
Rent/RSA	\$1,200.00	WDBEA office rent and storage facility
Rent-Equipment	\$1,000.00	Xerox copier and postage machine lease
Supplies	\$500.00	Copy paper, pens, staples, folders, postage, etc.
Telephone/Internet	\$600.00	Office telephone, ISDN and internet access
Staff Training	\$1,000.00	Travel to conduct monitoring, attend meetings or training in the state, national conferences, etc.
Staff Travel	\$1,000.00	Travel to conduct monitoring, attend meetings or training in the state, national conferences, etc.
TOTAL	\$81,571.78	OVERALL BUDGET TOTAL

For the period July 1, 2021 through June 30, 2025, the WDB/WIOA budget shall not exceed \$927,571.15 unless modified and approved by the Eastern Arkansas Chief Elected Officials. Adjustments may be made across line items as deemed necessary and appropriate and reported to the Eastern Arkansas Chief Elected Officials. The Eastern Arkansas Chief Elected Officials may adjust subsequent years upon review and approval. Budget changes in subsequent years must be included through a modification of the AGREEMENT.

WDB/WIOA Budget	PY21	WIOA Budget Narrative
Salaries	\$358,570.79	Salaries for 8 WDBEA Staff Member
FICA/Medicare	\$27,500.23	Company pays 7.65% of each employee gross salary as required by law
State Unemployment	\$346.46	State unemployment insurance is 5% of the first \$7,000 earned by each employee
Worker's Comp	\$4,772.27	Paid in the event of a work-related injury of staff
Health Insurance	\$47,635.10	Health insurance for staff members
Life Insurance	\$569.58	Life Insurance for 8 WDBEA staff members
Disability	\$5,994.66	Long term disability goes into effect after 90 days

Dental	\$1,579.87	Dental insurance for 8 staff member. Staff pays approximately 25% of his/her coverage.
Vision	\$767.48	Vision insurance for 8 staff members
Retirement Plan	\$37,939.16	Full-time employee receives 11% of gross salary for retirement after 1 year of service
Advertising	\$500.00	Meeting notices, request for proposals, legal notices
Audit	\$35,000.00	Annual audit
Board Materials	\$150.00	Meeting rooms, board packets, postage, etc.
Board Travel	\$1,000.00	Travel, hotel lodging and meal costs for board
Board Training/Fees	\$500.00	Board member conference fee, training seminar registration.
Consulting	\$5,000.00	Professional consulting
Contractual	\$20,000.00	IT maintenance and service agreements, general labor contracts, MIP system consulting, update computers
Data Processing	\$1,000.00	Payroll and W-2 processing bank fees, etc.
Dues & Subscription	\$5,000.00	Periodicals, professional and national memberships
Equipment - New	\$2,500.00	Staff equipment replacement
Insurances	\$3,277.00	Property liability/director's officers employee dishonest and bonding
Maintenance/Repairs	\$500.00	Small maintenance jobs that may incur
Miscellaneous	\$500.00	General costs associated with administering the programs
Rent/RSA	\$68,800.00	WDBEA office rent and storage facility
Rent-Equipment	\$10,000.00	Xerox copier and postage machine lease
Supplies	\$4,000.00	Copy paper, pens, staples, folders, postage, etc.
Postage	\$800.00	Postage for mailing contracts, monitoring report responses, monthly bills, etc.
Telephone/Internet	\$11,000.00	Office telephone, ISDN and internet access
Staff Training	\$4,000.00	Local, State, DOL ETA, National Conferences
Staff Travel	\$18,368.55	Travel to conduct monitoring, attend meetings or training in the state, national conferences, etc.
Total Admin and Program	\$677,571.15	Subtotal
Adult	\$100,000.00	ITA's, Work Experience, Supportive Services, Training
Dislocated Worker	\$50,000.00	ITA's, Work Experience, Supportive Services, Training
Youth	\$100,000.00	Year-round youth program to include 14 youth elements and summer work experience component
Total Participant Services & Training	\$250,000.00	Subtotal
OVERALL BUDGET TOTAL	\$927,571.15	OVERALL BUDGET TOTAL

VII. Dispute Resolution

Any disputes shall follow the Eastern Arkansas Workforce Development Board's complaint and grievance policy. All WIOA Title-IB staff and the One-Stop Operator shall be provided a copy of the complaint and grievance policy.

VIII. Amendment

This AGREEMENT may be amended at any time by written, signed consent of the parties.

IX. Severability

Should any part of this AGREEMENT be invalidated or otherwise rendered null and void, the remainder of this AGREEMENT shall remain in full force and effect.

X. Monitoring

The One-Stop Operator and the WDB/WIOA Title I-B Service Provider shall be formally monitored annually by an independent monitor and the results provided to the Eastern Arkansas Chief Elected Officials with copies given to the Administrative Entity and the Eastern Arkansas Workforce Development Board.

XI. Termination

Either party may terminate this AGREEMENT for any reason by providing written notice to the other party 30 days prior to the effective date of termination.

Termination Due to Loss of Funding: In the event the funding streams are discontinued or significantly reduced, the Eastern Arkansas Chief Elected Officials may provide notice of termination to the One-Stop Operator and/or the WIOA Title I-B Service Provider.

Termination for Cause: The Eastern Arkansas Chief Elected Officials may terminate this AGREEMENT, if after following the provisions set forth in this AGREEMENT, it determines that the One-Stop Operator and/or the WIOA Title I-B Service Provider has failed in the performance of the covenants and obligations of this AGREEMENT. The Eastern Arkansas Chief Elected Officials shall notify the One-Stop Operator and/or the WIOA Title I-B Service Provider in writing of the termination and reasons for termination, together with the effective date.

Termination for Convenience: Either party may, without cause, at any time during the term of this AGREEMENT, terminate this AGREEMENT by giving a written notice of its intention to terminate the AGREEMENT upon a specific

date. If the party giving the termination notices does not withdraw the notice in writing, this AGREEMENT shall terminate on the date specified upon expiration of a thirty-day period from the date of the letter.

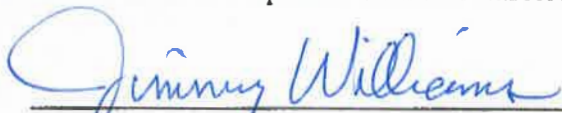
XII. Authority

The undersigned are authorized to execute this AGREEMENT on behalf of the parties. The undersigned entities bind themselves to the performance of this AGREEMENT. It is understood that this AGREEMENT shall not become effective until executed by both parties involved.



Board Chair
Workforce Development Board of Eastern Arkansas

6-21-2021
Date



Local Chief Elected Officials
Eastern Arkansas Workforce Development Area

6-21-21
Date