OKALOOSA-WALTON JOBS AND EDUCATION PARTNERSHIP, INC.
dba WORKFORCE DEVELOPMENT BOARD OF OKALOOSA and WALTON COUNTIES

MEMORANDUM OF UNDERSTANDING
BETWEEN
WORKFORCE DEVELOPMENT BOARD OF OKALOOSA and WALTON COUNTIES
AND
THE UNIVERSITY OF WEST FLORIDA BOARD OF TRUSTEES

INTRODUCTION

The Workforce Development Board of Okaloosa and Walton Counties is the administrative entity for the Workforce Investement Act (WIA), Welfare Transition Program, Welfare-to-Work (WtW) Program, and the Wagner–Peyser (WP) Labor Exchange Program. As administrative entity and fund recipient, the Workforce Development Board has responsibility for oversight of the JobsPlus One Stop Career Centers in Okaloosa and Walton Counties.

The JobsPlus One-Stop Career Center System provides an integrated delivery of employment and training services for the local community seeking employment services, labor market information, extensive job linkages, services and resources broadened via technology, easier access to training, information sharing, and quality assurances for the universal customer.

There are three (3) full-service One Stop Centers that are currently operational in the Region – Crestview, DeFuniak Springs, and Fort Walton Beach. In addition to the three comprehensive Centers, multiple satellite access sites have been established in all high schools and vocational technical centers in both Counties and at other community-based sites in both Counties.

PARTIES TO THIS MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding (MOU) is hereby entered into by and between the Workforce Development Board of Okaloosa and Walton Counties and the University of West Florida.
PURPOSE OF THIS MOU

The purpose of this MOU is to set forth the general conditions under and by which agencies will participate and contribute to the establishment and attainment of goals, and guidelines for daily operations of the JobsPlus One-Stop Career Center System. This MOU is further intended to establish an agreement between the above mentioned entities concerning their respective roles and responsibilities for the JobsPlus One Stop Career Center System.

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

Parties to this document shall coordinate and perform the activities and services described herein within the scope of legislative requirements governing the parties’ respective programs, services, and agencies. Functions or separateness mandated by state statute or public law will not be violated or abridged in the pursuit of co-location of center partners and/or integration of services within the JobsPlus One-Stop System.

The JobsPlus One Stop Career Center System is designed to accomplish the following:

*To provide universal access to a full array of comprehensive core and intensive employment services including labor market information; other related information on education, training, and support services; assessment; employment preparation; job referrals and job placement services for the residents of Okaloosa and Walton Counties.

*To provide comprehensive employer services to meet the needs of the business communities of Okaloosa and Walton Counties

*To meet and exceed all performance standards established by the Workforce Development Board for attainment of performance outcomes including customer satisfaction

*To eliminate unwarranted duplication of services, reduce administrative costs, develop and practice efficient and effective management of limited financial and human resources resulting in maximizing of local, state, and federal resources
To establish guidelines for creating and maintaining a cooperative and effective working relationship to facilitate joint planning, delivery, and evaluation of services.

To build a workforce development system that will dramatically upgrade Florida's workplace skills while economically benefiting employees, employers, the state, and the nation.

**GOVERNANCE STRUCTURE FOR THE ONE-STOP CENTER**

The Workforce Development Board of Okaloosa and Walton Counties serves as the Administrative Entity for all local Workforce Development functions as defined by federal, state, and local laws and regulations and provides guidance and direction for One-Stop operations, goals, and future growth. The Workforce Development Board is the final decision maker on local issues such as policies and procedures and issues unresolved at lower tiers of operations. Members of the Workforce Development Board of Okaloosa and Walton Counties are appointed by the Local Chief Elected Officials in accordance with the Interlocal agreement to meet the federal and state legislative requirements. The President of the Workforce Development Board of Okaloosa and Walton Counties is elected by the members of the Board.

The One Stop Steering Committee is a standing Council of the Workforce Development Board that meets on a routine basis to review the activities, needs, and performance of the JobsPlus One Stop Career Centers. The One Stop Steering Committee provides JobsPlus One Stop Career Center reports to the Workforce Development Board on a routine basis.

The Workforce Development Board procured the services for One-Stop Operator and Management through a competitive RFP process. As a result of the competition, an award was made to the Workforce Connection, Inc. in partnership with Goodwill Easter Seals of the Gulf Coast to provide management of the one-stop system. The management structure established includes a designated Regional One-Stop Manager and Center Managers for each comprehensive One-Stop Center. The Center Managers report directly to the Regional One-Stop Manager who reports contractually to the Workforce Development Board.

While supervision, evaluation, and all personnel actions of co-located One-Stop partners remain with the organizational structure, functional supervision responsibility resides with the Center Manager. Functional supervision includes day-to-day operations as it affects customer service, appropriate professional appearance and behavior, and day-to-day scheduling. Unresolved issues will be directed to the appropriate supervisor/s for resolution. Programmatic direction and guidance will continue to be provided by the One-Stop partner's organization.
A. WORKFORCE DEVELOPMENT BOARD OF OKALOOSA and WALTON COUNTIES:

As a JobsPlus One-Stop Career Center partner and party to this MOU, the Workforce Development Board of Okaloosa and Walton Counties shall:

1. Provide the facility, maintenance, communications, and connectivity required for access to the designated state and local MIS systems including UWF. Designate office space for use by contracted service providers and other One-Stop partners wishing to provide services in the JobsPlus One-Stop Center/s

2. Establish and ensure application of local policies and procedures regarding hours and days of operation – however, UWF staff assigned to Center will work hours as determined by UWF supervisor.

3. Establish the regional Performance Standards for all contracted and One-Stop services

4. Establish codes of conduct for all One-Stop participating partners

5. Administer and oversee Workforce Investment Act (WIA), Welfare Transition, Welfare-to-Work (WtW), and Wagner Peyser (WP) programs and services within Okaloosa and Walton Counties, Florida, as directed by federal, state, and local authorities

6. Provide, coordinate, and - when necessary – interpret and ensure compliance with federal, state and local laws, regulations, policies and procedures, applicable to the provision of all One-Stop services, including AD

7. Provide and/or facilitate technical assistance and in-service professional development training

8. Promote all community services and agencies participating in JobsPlus One-Stop Centers and System

9. Maintain continuous efforts to expand services/referrals available through the One-Stop System

10. Provide assistance in identifying and providing training as needs are identified
(11) Establish and implement a Continuous Improvement Plan for achieving Customer Satisfaction and Performance Standards to include the Workforce Development Board, Board Staff, One-Stop Steering Council, One-Stop Operator, Contracted Service Providers, and all other One-Stop partners housed in the One-Stop Center.

The Workforce Development Board of Okaloosa and Walton Counties through an open procurement process has contracted with the Workforce Connection, Inc., Inc. In partnership with Goodwill Easter Seals of the Gulf Coast to provide One Stop Operator/Management/ services for the JobsPlus One Stop Career Centers in Okaloosa and Walton Counties. The One-Stop Operator will keep the Executive Director fully advised of all relevant issues and provide timely reports of contracted requirements and all significant One Stop Career Center events and activities.

The responsibilities of the One-Stop Operator include:

(1) Provide overall management of the JobsPlus One Stop Career Centers in the Region, including service strategies, scheduling of activities and staffing, functional supervision of staff, team development and staff training, ensurance of contractual compliance.

(2) The One Stop Regional Manager has the responsibility for training and supervision of the Career Center Managers at each JobsPlus One Stop Career Center.

(3) Provide orientation and facilitate cross-training in core services for each JobsPlus One Stop Career Center team member.

(4) Train and implement all JobsPlus One-Stop team members on policies and procedures for day-to-day operations.

(5) Provide JobsPlus One-Stop Career Center performance and activity reports to the Workforce Development Board Executive Director One Stop on a monthly basis.

(6) Conduct regularly scheduled team meetings at each Career Center, including all partner agencies in the One Stop. These meetings will be for the purpose of clarifying goals, emphasizing mission, resolving any conflicts, reviewing operational procedures for any necessary changes, and fostering positive problem solving and communication among all partners involved. The One Stop Regional Manager will provide to the Board staff a copy of the schedule of the One Stop team meetings and One-Stop Center Managers meetings.
B. UNIVERSITY OF WEST FLORIDA:

As a partner in the JobsPlus One-Stop Career Centers in Okaloosa and Walton Counties, Florida and party to this MOU, the University of West Florida shall:

1. Maintain and provide updated University of West Florida (UWF) information to interested customers as part of the JobsPlus One-Stop Career Center core services.

2. Provide UWF career counseling and advising to program eligible customers.

3. Refer customers demonstrating an interest in or having been screened as potentially eligible for partner agency/organization program services, as appropriate. Referrals and customer-related information may be coordinated/forwarded directly or via electronic linkages.

4. Provide personal office supplies for UWF staff.

5. Coordinate customer needs with JobsPlus One-Stop Career Center partner agencies/organizations to reduce or eliminate duplicated services and, whenever possible, to develop the best mix of services.

6. Ensure UWF staff assigned to the Center will attend, participate in and contribute to JobsPlus Team meetings, and cross training activities as needed and appropriate.

7. Provide the One-Stop Operator with a print out of program performance data on a monthly basis for inclusion in One Stop-Operator report.

8. Comply with JobsPlus common area rules and responsibilities presented in Attachment A.

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

10. The University of West Florida agrees to support the community view of the One-Stop Center(s) as a single organization. While staff members may work for different agencies, under the One-Stop concept, however, all One-Stop partners serve the universal customer. Therefore, all team members must work together to assist our customers while demonstrating friendly and courteous attitudes.
11. Retain management and supervisory authority for all University of West Florida employees assigned to the One-Stop Center and all related personnel functions pertaining to parent agency employee relations.

CONFIDENTIALITY POLICY

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

All JobsPlus Team Members will be explained the confidentiality policies and required to sign an agreement stating they understand the policy and will abide by its terms. These forms will be kept in the files of the One-Stop Coordinator.

1. Security Access – All One-Stop staff using network and management information systems are required to obtain security access from the Workforce Development Board. Personnel requiring security access will need to visit the Work Force Development Board. Personnel requiring security access will need to visit the Workforce Board must be notified of any staff exiting employment no later than the close of business on the last day of employment.

Personnel are responsible for protecting user ids and access passwords from unauthorized uses. Attempting to circumvent network security measures is prohibited. Personnel are prohibited from sharing their user ids with other staff or from using other's user ids.

2. E-mail – All staff will be assigned a jobsplus02 e-mail address. This e-mail address is for official use only and any e-mail sent or received through this address is subject to monitoring and public records requirements. Disciplinary action may be taken if it is determined by the University of West that e-mail is used inappropriately. The University system is separate and will have its own secured access e-mail addresses. The jobsplus02 e-mail address may not be posted on any website without express written consent of the Workforce Development Board.
The use of e-mail or other communication to harass, intimidate, or otherwise annoy another person is prohibited. The potential always exists for e-mail to be sent to those other than the intended recipient. Therefore, no e-mail should be sent that staff would not want viewed by supervisors, management, or the general public.

Staff should avoid including social security numbers in e-mail. If it is necessary to do so, the message must contain the following disclaimer:

This message may contain material that is CONFIDENTIAL under federal and Florida Statutes and is intended to be delivered to only the named addressee. If this information is received by anyone other than the named addressee, the recipient shall immediately notify the sender and obtain instruction as to the disposal thereof. Under no circumstances shall this material be shared, retained or copied by anyone other than the named addressee.

GRIEVANCE PROCEDURES

All state and agency/organization employees have grievance rights and procedures and will comply with those procedures. It is the responsibility of each state and community agency to inform their employees of those rights and responsibilities.

AMENDMENTS/CANCELLATION

Amendments to this MOU must be provided in writing to the One-Stop Steering Committee and must be signed by both the partner named in this MOU and the Workforce Development Board of Okaloosa and Walton Counties. After being reviewed by the Steering Committee, all amendments will be presented to the Workforce Development Board of Okaloosa and Walton Counties for appropriate action.

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

The MOU becomes effective on the date signed by both parties, and remains in effect through midnight, June 30, 2004. This MOU may be renewed in writing on an annual basis beginning July 1, 2004.

AUTHORIZATION FOR SIGNATURE

IN WITNESS WHEREOF: the parties hereto cause this MOU between Workforce Development Board of Okaloosa and Walton Counties and The University of West Florida Board of Trustees for Jobs Plus effective the date executed by their undersigned officials as duly authorized.

WORKFORCE DEVELOPMENT BOARD OF OKALOOSA and WALTON COUNTIES

Signature

Date of Signature

July 20, 2004

UNIVERSITY OF WEST FLORIDA BOARD OF TRUSTEES

Signature

Date of Signature

3/12/04

APPROVED AS TO FORM AND LEGALITY

Signature

UWF ATTORNEY

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Attachment A

Common Area Rules and Responsibilities
JobsPlus One-Stop Career Centers