Memorandum of Understanding

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Memorandum of Understanding
Between One-Stop (WorkForce Center) Partners of
Local Workforce Development Area 5
and
Central Minnesota Local Workforce Development Board
One-Stop Service Delivery System

Legal Authority
The Workforce Innovation and Opportunity Act (WIOA) sec. 121(c)(1) requires the Local Board, with the agreement of the Chief Elected Official (CEO), to develop and enter into a Memorandum of Understanding (MOU) between the Central Minnesota Jobs and Training Services, Inc. Workforce Development Board (LWDB) and the One-Stop Partners, consistent with WIOA Sec. 121(c)(2), concerning the operation of the one-stop delivery system in a local area. This requirement is further described in the WIOA; Joint Rule for Unified and Combined State Plans, Performance Accountability, and the One-Stop System Joint Provisions: Final Rule at 20 CFR 678.500, 34 CFR 361.500, and 34 CFR 463.500, and in Federal guidance.

Additionally, the sharing and allocation of infrastructure costs among one-stop partners is governed by WIOA sec. 121(h), its implementing regulations, and the Federal Cost Principles contained in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance) at 2 CFR part 200.

This MOU is executed between the LWDB, the WorkForce Center System Partners (Partners), and the Chief Elected Official (CEO) Joint Powers Board (JPB). They are collectively referred to as the “Parties” to this MOU.

The purpose of this MOU is to confirm the understanding of the Parties regarding the operation and management of Local Workforce Development Area 5 (LWDA 5) WorkForce Center delivery system and to define the roles and responsibilities as mutually agreed by the Parties for the operation of the WorkForce Center delivery system in LWDA 5 as required under the WIOA of 2014.

Parties to this Agreement include:

**Required Partners.** * indicates core partners required to be co-located in comprehensive WorkForce Centers

<table>
<thead>
<tr>
<th>Partner Name</th>
<th>Program</th>
<th>Program Authority</th>
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<tbody>
<tr>
<td>Central Minnesota Jobs and Training Services, Inc. (CMJTS)</td>
<td>Adult and Dislocated Worker Programs</td>
<td>WIOA Title I – Adult and Dislocated Worker programs*</td>
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<tr>
<td>CMJTS</td>
<td>Youth Program</td>
<td>WIOA Title I – Youth programs*</td>
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<td>Job Corps</td>
<td>Program Name: Job Corps</td>
<td>WIOA Title I – Youth programs*</td>
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<td>Mille Lacs Band of Ojibwe Aanjibimaadizing</td>
<td>Native American Programs</td>
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<td>Central Minnesota East ABE, Glacial Lakes ABE, Granite Falls Region ABE, Metro North ABE-Elk River, St. Croix River Education District (SCRED) Metro East ABE, West Adult Basic Education,</td>
<td>Adult Education and Family Literacy</td>
<td>WIOA Title II – Adult Education &amp; Literacy</td>
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<td>Department of Employment and Economic Development (DEED)</td>
<td>Employment Services &amp; Migrant Seasonal Farmworker Program</td>
<td>WIOA Title III – Wagner-Peyser &amp; Migrant Seasonal Farmworker Programs*</td>
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<td>WIOA Title IV – Rehabilitation Act, Title I – Vocational Rehabilitation Services*</td>
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<td>State Dislocated Worker Program</td>
<td>MN Statute 116L.17 – State Dislocated Worker Program*</td>
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<td>CMJTS</td>
<td>Minnesota Youth Program</td>
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<td>Disabled Veterans’ Outreach Program (DVOP) and Local Veterans Employment Representatives (LVER)</td>
<td>Chapter 41 Title 38, USC – Jobs for Veterans</td>
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<td>DEED</td>
<td>Unemployment Insurance</td>
<td>Unemployment Insurance programs authorized under state law</td>
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<td>Central Minnesota Jobs and Training Services, Inc., DEED, Pine Technical &amp; Community College</td>
<td>Minnesota Family Investment Program (MFIP), Diversionary Work Program (DWP)</td>
<td>Social Security Act – part A of Title IV programs (TANF)</td>
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<td>Experience Works</td>
<td>Senior Community Service Employment Program (SCSEP) serving Renville County</td>
<td>Older Americans Act Title V – Senior Community Service Employment Program (SCSEP)</td>
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<td>DEED</td>
<td>Trade Adjustment Assistance (TAA)</td>
<td>Trade Act Title II, Chapter 2 – Trade Adjustment Assistance (TAA)</td>
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<td>Anoka-Ramsey Community College, Pine Technical and Community College, Ridgewater College</td>
<td>Minnesota State Colleges and Universities System (MnSCU) or Minnesota State System Career and Technical Education</td>
<td>Carl D. Perkins Career and Technical Education</td>
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<td>Lakes &amp; Pines Community Action Council, Minnesota County Action Program, Tri-County Action Program (Tri-CAP), Wright County Community Action, United Community Action Partnership</td>
<td>Community Action Agency</td>
<td>Community Services Block Grant Employment &amp; Training Programs</td>
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<td>Central Minnesota Housing Partnership, Inc.</td>
<td>Community Housing Development Organization</td>
<td>Department of Housing and Urban Development (HUD) – Employment and Training Programs</td>
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<td>Second Chance Act Program</td>
<td>Technology Careers Grant</td>
<td>Minnesota Department of Corrections</td>
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<td>Motivation Education &amp; Training, Inc. (MET)</td>
<td>Senior Community Service Employment Program (SCSEP) serving Chisago, Isanti, Kanabec, McLeod, Meeker, Mille Lacs, Pine, Sherburne, Washington, and Wright counties</td>
<td>Older Americans Act Title V – Senior Community Service Employment Program (SCSEP)</td>
</tr>
<tr>
<td>Motivation Education &amp; Training, Inc. (MET)</td>
<td>National Farmworker Jobs Program (NFJP)</td>
<td>Section 167 of WIOA Title III – Wagner-Peyser and Migrant Seasonal Farmworker programs</td>
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</table>
**Additional Partners**
(e.g., E&T programs administered by the Social Security Administration, such as Ticket to Work and Self-Sufficiency Program; E&T programs administered by the Small Business Administration; programs authorized by the Food and Nutrition Act of 2008, the Rehabilitation Act of 1973, or the National and Community Service Act of 1990; etc.)

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<td>Social Security Administration employment and training programs</td>
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<td>CMJTS, DEED, Pine Technical &amp; Community College</td>
<td>Supplemental Nutrition Assistance Program (SNAP)</td>
<td>Department of Agriculture</td>
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<td>CMJTS</td>
<td>Minnesota Youthbuild Program</td>
<td>Department of Employment and Economic Development (DEED)</td>
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<td>CMJTS</td>
<td>Disability Employment Initiative (DEI) Youth Program (Round 7)</td>
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<td>CMJTS</td>
<td>Pre-Employment and Transition Services</td>
<td>WIOA Titles I and IV</td>
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<td>TANF Innovation Program</td>
<td>Department of Employment and Economic Development (DEED)</td>
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<tr>
<td>CMJTS</td>
<td>National Dislocated Worker Grant Program</td>
<td>United States Department of Labor Employment and Training Administration</td>
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<tr>
<td>Central Minnesota Small Business Development Center (SBDC)</td>
<td>Small Business Development Center</td>
<td>Small Business Administration</td>
</tr>
<tr>
<td>Functional Industries, Inc.</td>
<td>Functional Industries, Inc.</td>
<td>CARF Accreditation</td>
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**Article I: One-Stop System Description**

A. Area’s One-Stop system consists of **1** Comprehensive WorkForce Center and **3** Affiliate WorkForce Centers:

<table>
<thead>
<tr>
<th>COMPREHENSIVE WorkForce Center Name</th>
<th>Address</th>
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<tbody>
<tr>
<td>Monticello WorkForce Center</td>
<td>406 East 7th St., Monticello, MN 55362</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>AFFILIATE WorkForce Center name</th>
<th>Address</th>
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</thead>
<tbody>
<tr>
<td>Cambridge WorkForce Center</td>
<td>140 Buchanan St., Suite 152, Cambridge, MN 55008</td>
</tr>
<tr>
<td>Hutchinson WorkForce Center</td>
<td>2 Century Ave. SE, Hutchinson, MN 55350</td>
</tr>
<tr>
<td>Willmar WorkForce Center</td>
<td>2200 23rd St. NE, Suite 2040, Willmar, MN 56201</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SPECIALIZED Center name</th>
<th>Address</th>
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</thead>
<tbody>
<tr>
<td>CMJTS Forest Lake</td>
<td>19955 Forest Rd. North, Forest Lake, MN 55025</td>
</tr>
<tr>
<td>CMJTS Litchfield</td>
<td>114 N. Holcombe Ave., Suite 170, Litchfield, MN 55355</td>
</tr>
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</table>
For more information, please see DEED’s policy on WorkForce Center Certification Standards: [https://apps.deed.state.mn.us/ddp/PolicyDetail.aspx?pol=464](https://apps.deed.state.mn.us/ddp/PolicyDetail.aspx?pol=464).

### B. Administrative Structure

1. **Chief Elected Officials:** Commissioner Richard Greene, 313 N Main St., Center City, MN 55012; Commissioner Harlan Madsen, 400 SW Benson Ave., Willmar, MN 56201; Commissioner Mike Warring, 555 18th Ave. SW, Cambridge, MN 55008

2. **Administrative Entity:** Central Minnesota Jobs and Training Services, Inc. Workforce Development Board, 406 East 7th St., Monticello, MN 55362

3. **Fiscal Agent:** Central Minnesota Jobs and Training Services, Inc., 406 East 7th St., Monticello, MN 55362

4. **Region 3 Board:** The Region 3 Leadership & Planning Board (R3LPB), on behalf of LWDA 5 and LWDA 17, selected the One-Stop operator, a consortium of One-Stop partners, WIOA Titles: II (Adult Basic Education), III (Job Service), and IV (Vocational Rehabilitation), through a competitive process in accordance with the Uniform Guidance, WIOA and its implementing regulations, and local procurement laws and regulations.

5. **State Workforce Agency:** Minnesota Department of Employment & Economic Development, 332 Minnesota Street, Suite E200, St. Paul, MN 55101

### Article II: Agreement Period

#### A. This MOU will be in effect from July 1, 2017, until June 30, 2020, unless an extension is granted per Section B of this Article.

#### B. A renewal of this MOU will be executed in order to remain compliant with WIOA Section 121(c). In the event that the renewal MOU will not be fully executed and effective on the date this MOU expires, the Parties may submit a request to DEED for an extension to this MOU until such time that a renewal MOU is fully executed. Such decision will be at DEED’s discretion, will be communicated to all Parties in writing, and will require a formal amendment to this MOU.
Article III: Roles and Responsibilities of Partners

A. All Parties to this MOU will work closely together to ensure that the LWDA 5 WorkForce Center System is a high-performing workplace with staff who will ensure quality of services.

Chief Elected Official
The CEO for LWDA 5 is the JPB, comprised of 11 county commissioners representing the 11-counties of Chisago, Isanti, Kanabec, Kandiyohi, Meeker, McLeod, Mille Lacs, Pine, Renville, Sherburne, and Wright. The CEO will, at a minimum:

1. In Partnership with the R3LPB, LWDBs 5 and 17, 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 the R3LPB, LWDBs 5 and 17, and their Partners, and that incorporates plans for the local areas in the planning region,

2. Approve the LWDB budget and WorkForce Center Infrastructure Funding Agreement (IFA),

3. Approve the selection of the One-Stop Operator (OSO) following the competitive procurement process, and

4. Coordinate with the LWDB to oversee the operations of the LWDA 5 WorkForce Center network.

Central Minnesota Jobs and Training Services, Inc. Workforce Development Board (LWDB)
The LWDB ensures the workforce-related needs of employers, workers, and jobseekers in LWDA 5 are met, to the maximum extent possible with available resources. The LWDB will, at a minimum:

1. In Partnership with the CEO and other applicable Partners within the LWDA 5, develop and submit a local plan that includes a description of the activities that shall be undertaken by the LWDB and its Partners, and that aligns its strategic vision, goals, objectives, and workforce-related policies to the regional plan and economy,

2. In Partnership with the CEO, R3LPB, 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 R3LPB, LWDBs 5 and 17, and their Partners, and that incorporates plans for each of the local areas in the planning region,

3. In collaboration and Partnership with the CEO and other applicable Partners within the planning region, develop the strategic regional vision, goals, objectives, and workforce-related policies,

4. In cooperation with the CEO, R3LPB, and LWDBs 5 and 17 within the regional area, design and approve the WorkForce Center network structure. This includes, but is not limited to:
   a. Adequate, sufficient, and accessible One-Stop center locations and facilities,
   b. 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),
c. A holistic system of supporting services, and
d. One or more competitively procured one-stop operators.

5. In collaboration with the R3LPB and the CEO, designate through a competitive process, oversee, monitor, implement corrective action, and, if applicable, terminate the OSO,

6. Approve annual budget allocations for operation of the WorkForce Center network, and

7. Help the OSO recruit operational Partners and negotiate MOUs with new Partners.

**Workforce Development Board Staff**
Specific responsibilities include, at a minimum:

1. Assist the CEO, R3LPB, and LWDBs 5 and 17 with the development and submission of a single local and regional plan,

2. Support the LWDB with the implementation and execution of the regional vision, goals, objectives, and workforce-related policies, including all duties outlined in Central Minnesota Workforce Development Board section, 1-7, above,

3. Provide operational and grant-specific guidance to the OSO, and

4. Oversee negotiations and maintenance of MOUs with One-Stop Partners.

**One-Stop Operator (OSO)**
The R3LPB, on behalf of the Central Minnesota Jobs and Training Services, Inc. LWDB and Career Solutions LWDB, will contract with an OSO who will employ vision, innovation, accountability, and efficient and effective utilization of resources in planning Region 3’s comprehensive WorkForce Centers (Monticello and St. Cloud). The primary role of the OSO is to ensure that services provided through Region 3’s WorkForce Center System meet the needs of its business and jobseeker customers in an efficient and effective manner. Formal leadership, supervision, and performance responsibilities will remain with each staff member’s employer of record. The OSO, through the R3LPB, will, at a minimum, coordinate:

1. Create and maintain a welcoming WorkForce Center (WFC) environment,

2. Facilitate inclusive operating environment (welcoming businesses and other community groups for the benefit of WFC customers and program participants),

3. Lead the process to ensure WFC resource and reception staff are trained and certified in the Reception and Resource Area Certification Program WFC and job searching competencies, specific to the unique needs of each site,

4. Convene regional WFC MOU service provider partner meetings; secure minutes for LWDB 5 and 17 and the R3LPB,
5. Lead and convene partners in the design, integration, and implementation of functional alignment service strategies and Human-Centered Design, in cooperation with the WFC MOU partners, LWDB 5 and 17, and the R3LPB, champion the focus on customer flow and integration of services in the WFC(s); develop a customer flow chart of service delivery for the LWDB 5 and 17, and the R3LPB, with WFC Partner support,

6. Create customer surveys which collect and evaluate customer needs and satisfaction data (quantitative and qualitative) to continually refine and improve service strategies, including exploring the implementation of a real-time customer feedback model,

7. Coordinate a process to determine that services, including workshops, are meeting customer needs and the needs of the Region 3 labor market,

8. Establish integrated service delivery of One-Stop Center staff around common services, primarily those for jobseekers and businesses, to enhance the WFC delivery system,

9. Present data and action plans to the R3LPB and LWDBs 5 and 17 on a quarterly basis,

10. Comply with all policies governing the operations of a One-Stop Center, including ADA requirements, posters, safety requirements, etc.,

11. Work with the LWDBs to recruit additional community service providers and welcome them into the WFC system; sign the MOU Partner Agreement with LWDB 5 and 17 and add them to the cost allocation plans (CAP),

12. Maintain clean and professional resource areas,

13. Address building/facility needs in the LWDB-approved comprehensive centers, and

14. Promote the services available in the One-Stop Centers to the region and its communities.

**Partners**

1. Partners will make services available*, as applicable to the program, in the Local Area’s One-Stop delivery system in accordance with Article IV of this MOU.

2. Assist the CEO, R3LPB, and LWDBs 5 and 17 with the development and submission of local and regional plans,

3. Support the LWDB with the implementation and execution of the regional vision, goals, objectives, and workforce-related policies, including all duties outlined in Central Minnesota Workforce Development Board section, 1-7, above,

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*For a service to be deemed “available,” a Partner must provide access to that service through **at least one** of these methods:  
- Co-located program staff from the required Partners are physically present at the Comprehensive WorkForce Center (WFC).**
Effective communication, information sharing, and collaboration with the OSO for the purpose of making appropriate referrals. Direct access through real-time technology – access through two-way communication and interaction between jobseeker and the partner that results in services being provided. Examples may include:

- Identification of a single point of contact for service delivery at the partner’s program
- Email or instant messaging
- Facilitating phone calls between Partner staff and clients
- Live chat via Skype, FaceTime, or other means

**Monticello has been designated the Comprehensive WFC in LWDA 5. Onsite access in the form of co-location must be provided by these programs:**

- WIOA Title I Adult and Dislocated Worker programs
- State Dislocated Worker
- Wagner-Peyser
- Vocational Rehabilitation Services

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

   Participation in regularly scheduled Partner meetings to exchange information in support of the above and encourage program and staff integration and efficient customer service.

5. Partner staff are routinely trained so they are keenly aware as to how their particular work function supports and contributes to the overall vision of the LWDB, as well as within the WFC system. This enhances their ability to ensure that a direct linkage to partner programs is seamlessly integrated within the WFC.

6. Responsiveness to local and economic conditions, including employer needs, creating a seamless customer-focused One-Stop delivery system.

5. Participate in cost-sharing activities as described in Article VI of this MOU and use a portion of funds made available to each partner’s program—to the extent not inconsistent with the federal law that authorizes each partner program—to:

   a. Create and maintain the One-Stop delivery system (e.g., WFCs); and

   b. Provide the services required under WIOA Section 121(e).

6. Remain as a party to this MOU throughout the Agreement period identified in Article II in order to participate in a One-Stop Center.

7. Participate in the operation of the One-Stop Centers in accordance with the terms of this MOU.

B. In addition to the minimum responsibilities required under WIOA as identified in Section A of this Article, Partner responsibilities include:

1. Provide priority of service to veterans and covered spouses for any qualified job training program pursuant to the Jobs for Veterans Act as prescribed in 38 USC 4215.
2. Compliance with WIOA and all federal, state, and local laws, rules, and policies applicable to Parties in their respective roles under this MOU and as consistent with the rules that govern each partner’s respective program. Each partner expressly agrees to notify the LWDB of any changes to the rules governing its respective program that impact the partner’s performance under this MOU.

3. Each partner must ensure compliance with One-Stop Center policies and procedures published on the DEED policy website.

C. Partners ensure that businesses and jobseekers have access to information and services that lead to positive employment outcomes. Under this MOU, Partners will:

- Prioritize services, as outlined under WIOA, for individuals with barriers to employment. Regional Planning Area 3 identifies populations experiencing inequities in Region 3 to include those in the following social identity categories: veterans and eligible spouses, individuals with criminal history, women, LGBTQ, persons of color, immigrants, older workers, individuals with disabilities, youth, and high-need adults including low-income individuals and individuals who are basic-skills deficient;
- Provide jobseekers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages;
- Support strong regional economies and play an active role in community and workforce development allowing the needs of business and workers to drive workforce solutions;
- Ensure all workforce development activities occur within the context of a regional economy. Services provided should be informed by data on labor market demand in the local area to ensure a positive impact or labor market outcome. This outcome results in a return on investment for the jobseeker’s time and efforts, and for the workforce program resources expended;
- Participate in appropriate strategies for assisting employers, and coordinate business services activities across WFC partner programs, as appropriate; and incorporate an integrated and aligned business services strategy among WFC partners to present a unified voice for the WFC in its communications with employers;
- Participate in rigorous evaluations that support continuous improvement of one-stop centers by identifying which strategies work better for different populations;
- Ensure that high-quality integrated data inform decisions made by policy makers, employers, and jobseekers.

Article IV: Programs, Services, and Activities

A. Partner Services: This identifies the services each required partner will provide and the method(s) of service delivery each partner will use.

**Partner Name:** Central Minnesota Jobs and Training Services, Inc.

**Program Name:** Adult and Dislocated Worker (WIOA Title I)

**Services Provided:** CMJTS offers a variety of program services including career counseling, education assistance, and support services to those in transition, unemployed, or underemployed. Services are tailored to the unique needs of individuals and may include:

- Career planning and counseling
  - Help determine options for in-demand careers
  - Help find a career based on an assessment of individual interests, values, and abilities
  - Assessment of work history, transferrable skills, and previous education to develop an action plan
- **Job search assistance**
  - Research local employment trends
  - Assist in locating jobs and learning up-to-date job search methods
  - Assist in preparing jobseeker résumé and cover and thank-you letters
  - Help with interviewing through coaching and mock-interview practice
  - Access work-based training options like on-the-job, that get jobseekers back to work quickly, earning a wage while gaining marketable skills
  - Job placement assistance, including retention and follow-up services

- **Approve training services**
  - Referral to adult basic education (ABE) to improve reading and math skills, basic computer skills, GED/HS Diploma completion, and English Language Learning
  - Help in locating eligible training providers
  - Tuition assistance for classroom training that supports job goal (e.g., short-term to update current skills or long-term to gain skills in a new field)
  - Occupational skills training, such as an associate degree, certifications, occupational license, or finishing a bachelors

- **Support services**
  - Support services for expenses like transportation, child care, or housing if the need is demonstrated
  - Referral to appropriate community resources

- **Resource room staffing**

**Service Delivery Method:**
Customer-focused and individualized case management in-person, through phone, email, face-to-face, or through social media and other methods of real-time communications technology. Provide guidance and support to customers that seek training, employment, and career advancement. Staff address and provide solutions for a variety of barriers and assessed needs of their customers.

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**Partner Name:** Central Minnesota Jobs and Training Services, Inc.

**Program Name:** Youth (WIOA Title I)

**Services Provided:** Serving young and emerging adults ages 14–24 by providing employment and training services that connect them with careers and help them achieve success. Youth employment specialists work with schools, nonprofits, private businesses, and other agencies to assist young people by connecting them with career pathways and increasing their employability and earning potential. This is achieved by providing or connecting participants with the services they need, such as:

- Tutoring and study skills development
- Work-readiness improvement
- Career pathway and post-secondary training exploration
- Work-based learning opportunities (Paid and unpaid)
- Job shadowing
- Occupational skills training
- Apprenticeship and/or pre-apprenticeship
- Leadership development
- Adult mentoring
- Financial literacy and budgeting assistance
- Entrepreneurial skills development
- Alternative secondary school services
- Financial assistance
- Follow-up services to ensure continued success
Service Delivery Method:
Individualized case management with the occasional addition of group-service delivery. Services are provided to youth at-risk (e.g., disability, parenting, homeless, etc.)

Partner Name: Job Corps
Program Name: Job Corps (WIOA Title I)
Services Provided: The objective of Job Corps is to support responsible citizenship and provide young people, ages 16-24, with the skills that lead to successful careers that will result in economic self-sufficiency and opportunities for advancement in in-demand occupations or the Armed Forces, or enrollment in postsecondary education, including an apprenticeship program. Students get up early and spend the majority of their day receiving academic and hands-on career technical training.

Service Delivery Method:
Participants will be residing, learning and working on a Job Corps center. Individuals will create and commit to a Personal Career Development Plan (PCDP) with the help of Job Corps staff.

Partner Name: AanjiBimaadizing
Program Name: Native American Programs
Services Provided: AanjiBimaadizing (formerly the Department of Labor) provides a comprehensive system of employment assistance, counseling, training and education to promote healthy life choices, appropriate work habits, and relevant skills for success in tribal or non-tribal, public or private work places.
AanjiBimaadizing Employment and Training Program helps eligible individuals through a variety of programs and services including:

- Services for youth
- Youth support services
- Wiidu healthy relationships youth program
- Youth career and work exploration program
- Temporary assistance to needy families (TANF) emergency assistance
- SNAP food support program
- Medical assistance program
- Friends and family childcare assistance
- Adult support services
- Adult gotaamigozi flex labor program
- Adult partial subsidy program
- Career training and development program (adult)

The goal of AanjiBimaadizing is to empower low-income Mille Lacs Band members and their families to end dependency on assistance and to achieve a self-sufficient lifestyle. Services are designed to help members obtain employment in occupations that provide a wage that leads to self-sufficiency.
**Service Delivery Method:**
These services are not entitlements. They require that members work with program counselors to develop the skills to balance life and finances. Individualized case management and group-service delivery in the form of regularly scheduled meetings.

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**Partner Name:** Central Minnesota East ABE, Glacial Lakes ABE, Granite Falls Region ABE, Metro North ABE-Elk River, St. Croix River Education District (SCRED) Metro East ABE, West Adult Basic Education,
**Program Name:** Adult Basic Education (WIOA Title II)
**Services Provided:** Adult Basic Education offers instruction from pre-literacy through advanced level classes including General Educational Development Diploma (GED), Adult Diploma, English as a Second Language (ESL), basic skills enhancement, family literacy, integrated English language and civics education, adult career pathways pre-employment programs, Accuplacer preparation, distance learning and digital literacy. Details regarding possible services provided:
- Assist adults to become literate and obtain the knowledge and skills necessary for employment and economic self-sufficiency;
- Assist adults who are parents or family members to obtain the education and skills that are necessary to becoming full partners in the educational development of their children and lead to sustainable improvements in the economic opportunities for their family;
- Assist adults in attaining a secondary school credential and in the transition to postsecondary education and training, including career pathways; and
- Assist immigrants and other individuals who are English language learners in:
  - Improving their reading, writing, speaking, and comprehension skills in English, as well as mathematics skills; and
  - Acquiring an understanding of the American system of government, individual freedom, and the responsibilities of citizenship.

**Service Delivery Method:**
- Small group
- Independent study
- Distance learning
- Classroom

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**Partner Name:** Department of Employment and Economic Development (DEED)
**Program Name:** Job Service/Wagner-Peyser Act (WIOA Title III)
**Services Provided:**
- Informing jobseekers about WFC services, including eligibility-based employment and training programs.
- Educating jobseekers on how to useMinnesotaWorks.net, DEED’s online job bank, to search for and apply for jobs.
- Offering job search advice and assisting with writing effective résumés in a group setting or one to one.
- Resource room staffing.
- Providing free workshops and training to jobseekers on the fundamentals of a successful job search; including up-to-date strategies using social media and online tools.
- Recommending other community-based resources and service.
- Jobseekers who are veterans receive priority referral to jobs and training, as well as special employment services and assistance.
- Wagner-Peyser staff attend every Unemployment Insurance Reemployment Services and Eligibility Assessments (UI RESEA) workshop and provide follow up services with the intent of having every participant create a viewable résumé in MinnesotaWorks.net.
- RESEA participants also receive information and referrals to eligibility-based programs (such as WIOA Dislocated Worker), orientations to WFC services, and workshop enrollments.

**Service Delivery Method:**
- Job Service staff provides direct assistance with the above services to all area WFCs via regular established scheduling. Itinerant services are provided where staff are not present full-time.
- Services are delivered one-to-one in workshops, online, via phone, and in the resource room.

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**Partner Name:** Department of Employment and Economic Development (DEED)
**Program Name:** Migrant & Seasonal Farmworker (MSFW) Programs
**Services Provided:**
- The Migrant Labor Representative (MLR) staff, while performing outreach, make contacts, assist MSFWs with registrations, job referrals and inform workers of employment services as well as other resources available from all partners in the WFC.
- They distribute bilingual materials that describe these services and also provide the names and addresses of contact persons.
- The MLRs will contact farm workers at their work sites, living areas and gathering places.
- The MLRs collaborate with social service agencies, migrant education centers, health service centers, community agencies, migrant Head Start, migrant legal services and other migrant service providers to enable them to provide outreach and locate farm workers that are missed through WFC outreach efforts.

**Service Delivery Method:**
- Staff provide direct assistance with the above services to all area WFC via regular established scheduling. Itinerant services are provided where staff are not present full-time.
- Services are delivered one-to-one, in workshops, on-line, and by phone.

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**Partner Name:** Motivation Education & Training, Inc. (MET)
**Program Name:** Migrant & Seasonal Farmworker (MSFW) Programs
**Services Provided:** NFJP serves eligible MSFWs and their dependents. Eligible farmworkers are those individuals who primarily depend on employment in agricultural labor that is characterized by chronic unemployment and underemployment.
- Career Services, including outreach, skills assessment, labor market information, job search, program eligibility determination and placement assistance, individual employment plans developed through a case management-based service strategy, group and individual counseling, and short-term prevocational services, such as workplace readiness training. MSFWs can also access the other services of the American Job Center.
- Training Services, including occupational skills and job training, on-the-job training opportunities, programs that combine workplace training with related instruction, skills upgrading and retraining, entrepreneurial training, and other training activities.
- Youth Services, including tutoring, dropout prevention, paid and unpaid work experiences, occupational skills training, certain education, leadership development opportunities, mentoring,
comprehensive guidance and counseling, financial literacy training, and entrepreneurial skills training.

- Related Assistance Services, including short-term direct assistance that helps farmworkers and their family members to retain their agricultural employment or to participate in intensive or training services.
- Housing Assistance helps to meet a critical need for the availability and quality of farmworker housing and supports better economic outcomes for MSFWs and their families. Housing assistance includes direct payments for emergency and temporary housing and for direct investments in housing assistance for MSFWs at their permanent residence. Other indirect assistance includes leveraging services to increase or maintain housing stock available to farmworkers and housing development designed to improve living conditions for underserved farmworker communities.

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**Partner Name:** MN Department of Employment and Economic Development (DEED)

**Program Name:** Vocational Rehabilitation Services (VRS) (WIOA Title IV)

**Services Provided:**

- Outreach, intake and orientation to the services available through the WFC system;
- Referrals to appropriate WFC and community partner programs and resources;
- Information on availability and quality of education and training programs;
- Americans with Disabilities Act compliance information;
- Staff-assisted job development;
- Follow-up services for working individuals;
- Referrals to alternate sources for those not eligible for supportive services;
- Skills required for various jobs;
- Job search and placement assistance including career counseling where appropriate;
- Transition and pre-employment services to students with disabilities;
- Interpreter services for those who are deaf or deaf-blind;
- Physical and mental restoration services;
- Services to help individuals with their independent living;
- Individualized plans for employment; case management; comprehensive and specialized assessment of skill level; and
- Financial assistance for training including entrepreneurialism, vocational skills, and skill upgrading.

**Service Delivery Method:**

- All services are delivered by professional VRS counselors at WFCs throughout the region. Where VRS staff aren’t physically located, itinerant services are conducted on a regularly-scheduled basis.

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**Partner Name:** Central Minnesota Jobs and Training Services, Inc.

**Program Name:** State Dislocated Worker Program

**Services Provided:** CMJTS offers a variety of program services including career counselling, education assistance, and support services to those in transition, unemployed, or underemployed. Services are tailored to the unique needs of individuals and may include:

- Career planning and counselling
  - Help in determining options for in-demand careers
  - Help finding a career based on an assessment of individual interests, values, and abilities
Assessment of work history, transferrable skills, and previous education to develop an action plan

- Job search assistance
  - Research local employment trends
  - Assistance in locating jobs and learning up-to-date job search methods
  - Assistance in preparing jobseeker résumé and cover and thank-you letters
  - Help with interviewing through coaching and mock-interview practice
  - Access work-based training options like on-the-job, that get jobseekers back to work quickly, earning a wage while gaining marketable skills
  - Job placement assistance, including retention and follow-up services

- Approved training services
  - Referral to Adult Basic Education (ABE) to improve reading and math skills, basic computer skills, GED/HS Diploma completion, and English Language Learning
  - Help in locating eligible training providers
  - Tuition assistance for classroom training that supports job goal (e.g., short-term to update current skills or long-term to gain skills in a new field)
  - Occupational skills training such as an associate degree, certifications, occupational license, or finishing a bachelors

- Support services
  - Support services for expenses like transportation, child care, or housing if the need is demonstrated
  - Referral to appropriate community resources

Service Delivery Method:
Customer-focused and individualized case management in person, through phone, email, face-to-face, or through social media and other methods of real-time communications technology. Provide guidance and support to customers that seek training, employment, and career advancement. Staff address and provide solutions for a variety of barriers and assessed needs of their customers.

Partner Name: Central Minnesota Jobs and Training Services, Inc.
Program Name: Minnesota Youth Programs
Services Provided: Serving young and emerging adults ages 14-24 by providing employment and training services that connect them with careers and help them achieve success. Youth employment specialists work with schools, nonprofits, private businesses, and other agencies to assist young people by connecting them with career pathways and increasing their employability and earning potential. This is achieved by providing or connecting participants with the services they need, such as:
- Tutoring and study skills development
- Work-readiness improvement
- Career pathway and post-secondary training exploration
- Work-based learning opportunities (paid and unpaid)
- Job shadowing
- Occupational skills training
- Apprenticeship and/or pre-apprenticeship
- Leadership development
- Adult mentoring
- Financial literacy and budgeting assistance
- Entrepreneurial skills development
- Alternative secondary school services
- Financial assistance
Follow-up services to ensure continued success

**Service Delivery Method:**
Individualized case management with the occasional addition of group-service delivery. Services are provided to youth at-risk (e.g., disability, parenting, homeless, etc.).

---

**Partner Name:** MN Department of Employment and Economic Development (DEED)

**Program Name:** Veterans Employment Program

**Services Provided:** Disabled Veterans' Outreach Program (DVOPs) provide eligible veterans with individualized career services such as job matching and referral to posted job openings, vocational and career guidance, labor market information, plus workshops on resume preparation and conducting effective job searches. DVOPs also refer eligible and qualified veterans to appropriate WIOA-funded training programs and discretionary initiatives, as well as registered apprenticeship programs throughout the state.

Local Veterans' Employment Representatives (LVERs) specialize in promoting veterans to employers, building the capacity by educating one-stop partners on current law, changing regulations, and the value veterans bring to an employer.

**Service Delivery Method:**
Veteran customers can access Veterans Employment Services via point of entry – WFC. LVER and DVOP staff travel throughout the LWDA 5 area can be present in the WFC. Veterans staff will travel by appointment to itinerant offices to meet with the veterans. In addition, veterans staff can be reached via phone and email for questions regarding Veterans Employment Services.

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**Partner Name:** MN Department of Employment and Economic Development (DEED)

**Program Name:** Unemployment Insurance Programs

**Services Provided:** Direct services to applicants regarding UI claims will be provided online and over the phone via the UI Call Center. On an itinerant basis UI staff will hold RESEA sessions for UI applicants within SWDA 5 where those individuals are called in to develop a re-employment plan and are also made aware of all the services available to them at the WFCs.

**Service Delivery Method:**
Direct services to UI applicants regarding filing for benefits are available online or over the phone via the UI Call Center. RESEAs are provided in person by group sessions periodically on an itinerant basis.

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**Partner Name:** Central Minnesota Jobs and Training Services, Inc., DEED, Pine Technical & Community College

**Program Name:** Minnesota Family Investment Program (MFIP) and Diversionary Work Program (DWP); Temporary Assistance for Needy Families (TANF)

**Services Provided:** Staff provide case management services for individual assessment, vocational counseling, employment plan development, placement assistance, support/coordination of services, completion of high school diploma/GED, and referral to other programs and services. Customers have access to a broader range of services through the cooperation of the TANF program in the workforce delivery system.
Service Delivery Method:
Service delivery is in person at the WFC, specialized center, or in another location in the customers community.

Partner Name: Experience Works
Program Name: Senior Community Service Employment Program (SCSEP)
Services Provided: SCSEP participants gain work experience in a variety of community service activities at local nonprofit and public facilities, including schools, hospitals, daycare centers, and senior centers. The program provides community service hours to public and nonprofit agencies, allowing them to enhance and provide needed services. These sites are referred to as “host agencies.” Participants work an average of 20 hours a week, and are paid the highest of federal, state or local minimum wage, or the comparable wage for similar employment. This training serves as a bridge to unsubsidized employment opportunities for participants.

Service Delivery Method:
Service delivery will vary by participant but can include both onsite and meetings at the host agency or within the customer’s community.
County served: Renville

Partner Name: Motivation Education & Training, Inc. (MET)
Program Name: Senior Community Service Employment Program (SCSEP)
Services Provided: SCSEP participants gain work experience in a variety of community service activities at local nonprofit and public facilities, including schools, hospitals, daycare centers, and senior centers. The program provides community service hours to public and nonprofit agencies, allowing them to enhance and provide needed services. These sites are referred to as “host agencies.” Participants work an average of 20 hours a week, and are paid the highest of federal, state or local minimum wage, or the comparable wage for similar employment. This training serves as a bridge to unsubsidized employment opportunities for participants.

Service Delivery Method:
Service delivery will vary by participant but can include both onsite and meetings at the host agency or within the customer’s community.
Counties served: Chisago, Isanti, Kanabec, McLeod, Meeker, Mille Lacs, Pine, Sherburne, Washington, Wright

Partner Name: MN Department of Employment and Economic Development (DEED)
Program Name: Trade Adjustment Assistance (TA)
Services Provided: The TAA Program provides assistance to workers who have been adversely affected by foreign trade. The TAA Program seeks to provide adversely affected workers with opportunities to obtain the skills, credentials, resources, and support necessary to become reemployed. If a worker is a member of a worker group certified by Department of Labor (DOL), that worker may be eligible to receive the following benefits and services at a local WFC:
- Education
- Job Search
- Relocation
- Wage Subsidy for Workers 50
- Health Coverage Tax Credit

**Service Delivery Method:**
To be TAA eligible, clients must have been laid off from a company that has been certified through the US DOL as trade affected. Once that determination has been made, the MN TAA office receives a worker list from the trade affected employer. That worker list is uploaded into the State of Minnesota’s database and workers are notified of their eligibility. To access TAA benefits, the worker must be enrolled in the Dislocated Worker Program.

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**Partner Name:** Anoka-Ramsey Community College (Cambridge Campus), Pine Technical and Community College, and Ridgewater College (Hutchinson and Willmar Campuses)

**Program Name:** Carl D. Perkins Career and Technical Education

**Services Provided:** Develop more fully the academic, career, and technical skills of secondary and post-secondary students who elect to enroll in career and technical education (CTE) programs. Career training, including short-term occupational training and two- and four-year degrees. Certificate programs offered include administrative specialist, pharmacy technician, athletic coaching, business computer applications, business communication, business generalist, computer help desk specialist, computer network security, computer programming, fitness specialist, network support and administration, retail management, and small business accounting. Multiple 2-year degrees are available, including the Associate of Arts, Associate of Applied Science, Associate of Fine Arts, and Associate of Science degrees. Bachelor’s degrees offered on the Cambridge Campus include psychology (through Concordia University), Nursing (through Bemidji State), special education (through Minnesota State-Moorhead), and business (through Concordia University).

**Service Delivery Method:**
Service delivery will vary by program but can include both on campus and distance (online) learning.

---

**Partner Name:** Lakes & Pines Community Action Council, Minnesota County Action Program, Tri-County Action Program (Tri-CAP), Wright County Community Action

**Program Name:** Community Services Block Grant Employment & Training Programs

**Services Provided:** Each local Community Action Agency provides a unique combination of programming to meet locally determined objectives. Well known programs may include:
- Asset development
- Child development program and referrals
- Emergency shelter
- Family crisis services
- Housing construction
- Various family nutrition programs
- Case management
- Circles of support
- Energy assistance
- Financial literacy education
- Head Start programs
- Tax credit outreach and education
- Weatherization and energy conservation

Community Action Agencies serve counties by constantly changing to provide fast, flexible, local solutions for the increasingly diverse mix of Minnesotans experiencing poverty. Minnesota Community Action Agencies do not duplicate services, they work in collaboration and partnership with other community services.

**Service Delivery Method:**
Phone calls, emails, and in-person delivery of services. Tri-CAP is physically present at the majority of WFCs in their eight-county service area (Mille Lacs, Sherburne, Stearns, Wright, Kanabec, Isanti, Chisago, and Pine in LWDA 5). Staff prefer meeting with clients one-to-one and can be flexible to meet the needs of the participants.

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**Partner Name:** Central Minnesota Housing Partnership, Inc.
**Program Name:** Housing and Urban Development (HUD) Employment & Training Programs
**Services Provided:** Rental Rehabilitation Deferred Loan Program (RRDL), Small Cities Development Program (SCDP), Continuum of Care (CoC), Homebuyer Education, and Rental Properties (In your area include Braham Heights, Braham/Isanti; Tower Terrace Townhomes, Cambridge/Isanti; Groundhouse Apartments, Ogilvie/Kanabec; Northcrest Townhomes, Mora/Kanabec; West Birch Townhomes, Princeton/Mille Lacs; Johnson Apartments, Pine City/Pine; Meadow View Townhomes, Zimmerman/Sherburne; Shoreline Commons, Howard Lake/Wright; and Waverly Community Homes, Waverly/Wright.)

**Service Delivery Method:**
Phone: 320-259-0393 or 888-203-9301; Website: [www.cmhp.net](http://www.cmhp.net). Contact the office to complete a needs assessment for referral to the appropriate services.

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**Partner Name:** Minnesota Department of Corrections (DOC), Education Unit
**Program Name:** Second Chance Act Program
**Services Provided:** Second Chance Act grant – Technology-based career education supporting successful reintegration to provide career training to incarcerated individuals to increase the post-release employability of the incarcerated population in technology-based jobs. Collaborative partners include: Ready for Success, Dress for Success, Metro Transit, EMPLOY, and Resource Inc. Offender programming funded by the grant includes training toward a Certified Production Technician (CPT) certification and completion of the nationally validated Manufacturing Skills Standards Certification (MSSC). In addition, a solar panel installation program, which leads to the completion of a Solar Installer Certificate, will be implemented.

**Service Delivery Method:**
Training is provided to offenders inside the MN DOC prisons: Faribault, Red Wing, and Shakopee, and county jails: Steele County and Goodhue County.
B. **Additional Partner Services:** WIOA Section 121(b)(2)(B) describes the types of programs that may be included as “additional” programs in the One-Stop Delivery System. This section identifies the services each additional partner will provide and the method(s) of service delivery each partner will use.

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**Partner Name:** Central Minnesota Jobs and Training Services, Inc.

**Program Name:** Ticket to Work (TTW)

**Services Provided:** TTW is a free and voluntary program that can help Social Security beneficiaries go to work, get a good job that may lead to a career, and become financially independent, while they keep their Medicare or Medicaid. As part of TTW, Employment Networks (ENs), with the Social Security Administration (SSA), provide employment support services to beneficiaries, or “Ticket holders.” After receiving these services and supports, the Ticket holder may return to work and ultimately become self-sufficient. Program services include career counseling, assessment, job search assistance, approved training services, support services, and work incentive/benefits planning.

**Service Delivery Method:**
Individualized case management. Staff help customers understand the ticket to work program and benefits to returning to work.

---

**Partner Name:** Central Minnesota Jobs and Training Services, Inc., DEED, Pine Technical & Community College

**Program Name:** Supplemental Nutrition Assistance Program (SNAP)

**Services Provided:** The Employment & Training (E&T) program and its components assist SNAP participants in gaining skills, training, work, or experience that will increase their ability to obtain regular employment. The components of an E&T program are designed to help SNAP clients move promptly into employment.

**Service Delivery Method:**
Customer-focused and individualized case management in person, through phone, email, face-to-face, or through social media and other methods of technology. Providing guidance and support to customers that seek training, employment, and career advancement, staff address and provide solutions for a variety of barriers and assessed needs of their customers.

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**Partner Name:** Central Minnesota Jobs and Training Services, Inc.

**Program Name:** Minnesota Youthbuild Program

**Services Provided:** Paid training in construction-related trades, career pathway exploration assistance, and work-readiness improvement.

**Service Delivery Method:**
Individualized case management as well as group learning, construction, and service projects. Services provided to youth who have dropped out of school or are at-risk of dropping out of school.
Partner Name: Central Minnesota Jobs and Training Services, Inc.
Program Name: Disability Employment Initiative (DEI)
Services Provided: Work-based learning opportunities (paid and unpaid), financial assistance with occupational training, career pathway exploration assistance, work-readiness improvement, organization of integrated resource teams to build and organize supports around the participant so they may reach their “individualized guideposts to success.” Services are provided to youth and adults (minimum age of 14) who have disabilities.

Service Delivery Method:
Individualized case management with Integrated Resource Team meetings, facilitated by the participant, as appropriate.

Partner Name: Central Minnesota Jobs and Training Services, Inc.
Program Name: Pre-Employment and Transition Services
Services Provided: Job, career, and post-secondary exploration assistance, work-readiness training, and instruction that will support self-advocacy. Also paid work opportunities and individualized case management via the Minnesota Youth Program (all participants co-enrolled into MYP).

Service Delivery Method:
Group services with the addition of individualized case management via the Minnesota Youth Program (all participants co-enrolled with MYP)

Partner Name: Central Minnesota Jobs and Training Services, Inc.
Program Name: TANF Innovation Program
Services Provided: Work-based learning opportunities (paid and unpaid), financial assistance with short-term occupational training (6 weeks or less), career pathway exploration assistance, work-readiness improvement

Service Delivery Method:
Individualized case management. Services provided to youth receiving MFIP cash assistance, or to youth whose parents are receiving MFIP cash assistance.

Partner Name: Central Minnesota Jobs and Training Services, Inc.
Program Name: National Dislocated Worker Grant Program (NDWG)
Services Provided: NDWG programs provide employment and training services for dislocated workers and other eligible populations and disaster relief employment. Co-enrollment of NDWG participants into the Dislocated Worker program for ongoing career and training services, if needed upon completion of NDWG services.

Service Delivery Method:
Customer-focused and individualized case management in person, through phone, email, face-to-face, or through social media and other methods of real-time communications technology. Providing guidance and support to customers that seek training, employment, and career advancement, staff address and provide solutions for a variety of barriers and assessed needs of their customers.
Partner Name: Central Minnesota Small Business Development Center (SBDC)
Program Name: Small Business Development Center
Services Provided: SBDCs provide a wide assortment of technical assistance and resources to small businesses and aspiring entrepreneurs. The primary focus of SBDCs is to foster local and regional economic development through job creation and retention. This is accomplished through SBDCs’ support of business growth, sustainability, and the enhanced creation of new business entities.

The SBDC program is one of our nation’s largest small business assistance programs within the federal government, made up of a unique mix of SBA federal funds, state and local governments, and private sector resources. SBDCs are often hosted by leading universities and state economic development agencies and are funded in part through a partnership with the Small Business Administration.

SBDCs serve all populations and many types of business owners, including women, minorities, and veterans – including reservists, active duty, disabled personnel, and those returning from deployment. They also assist personnel with disabilities, youth, and individuals in low- and moderate-income urban and rural areas.

- Business plan development
- Manufacturing
- Financial packaging and lending
- Importing and exporting
- Disaster recovery
- Procurement and contracting
- Market research

Service Delivery Method:
SBDCs offer no cost, one-on-one, long-term professional business advising, low-cost training, and other specialized services. The Central Minnesota SBDC hosted by St. Cloud State University prides itself in having the capability to adjust services offered to meet the evolving needs of the hundreds of small businesses located throughout central Minnesota.

Partner Name: Functional Industries, Inc.
Program Name: Functional Industries, Inc.
Services Provided: Functional Industries offers job placement and retention services to individuals who are seeking employment. Our community employment services enable individuals to choose, obtain, and retain integrated employment in their community. Participants are age 16 and older. The majority of persons served meet the eligibility criteria for county, state, or federal funding and program costs are paid by one or more of these entities. Private pay is also an option. Participants are not required to enroll in pre-placement or other vocational training as a prerequisite to obtaining employment. Our goal is to assist the individual in finding and retaining employment that is consistent with their interests, abilities, and resources.

Service Delivery Method:
Varies by program. For general referral questions call 763-233-5191 and for mental health referral questions call 763-233-5133.
**Partner Name:** State Services for the Blind of Minnesota  
**Program Name:** State Services for the Blind (SSB)  

**Services Provided:** Provides a variety of counseling, training, job skills, and job placement services for individuals who have a significant vision loss that makes it hard to get and keep a job. SSB offers tools and training for employment and for helping seniors remain independent and active. As Minnesota’s accessible reading source, we also transcribe books and other materials into alternative formats, including audio and braille. We assist Minnesotans who are blind, Deafblind, losing vision, or who have another disability that makes it difficult to read print.

**Service Delivery Method:**  
Services vary according to individual needs. SSB counselors work with you to determine which services you will need to reach your job goal. Together you then develop a plan for reaching that goal.

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**Article V: Method of Referral**

Pursuant to WIOA Section 121(c)(2)(A)(iii), the Parties agree that the referral of individuals between the One-Stop Partners’ for the services and activities described in Article IV will be performed using the following methods:  
Referral to most programs covered under WIOA is simply a matter of the case manager deciding which program (or group of programs) among the options available will best meet each customer’s needs. If other Partners’ programs seem appropriate, the case manager will initiate referral procedures according to procedures set by the receiving partner or provide information to the participant.

<table>
<thead>
<tr>
<th>Partner Name</th>
<th>Program</th>
<th>Referral Methods</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department of Employment and Economic Development (DEED)</td>
<td>Employment Services/Wagner-Peyser Act (WIOA Title III)</td>
<td>Regular Wagner-Peyser staff meetings ensure staff understand all WIOA programs, regulations, and eligibility requirements. Customers using the resource room are made aware of all programs available within the WFC’s and appropriate referrals are made based on customer needs. All customers that attend workshops, Reemployment Services and Eligibility Assessments, and one-to-one visits are made aware of all programs available in the WFC.</td>
</tr>
<tr>
<td>Department of Employment and Economic Development (DEED)</td>
<td>Unemployment Insurance</td>
<td>All individuals can be referred directly to the UI website (<a href="http://www.uimn.org">www.uimn.org</a>) or the UI Call Center (651-296-3644 for the Twin Cities, 1-877-898-9090 for Greater MN). UI Call Center wait times average around a little over 30 seconds.</td>
</tr>
<tr>
<td>Department of Employment and Economic Development (DEED)</td>
<td>Trade Adjustment Assistance</td>
<td>TAA eligible workers can seek services at any WorkForce Center or through any provider but and must be enrolled in the Dislocated Worker Program. TAA has priority of service so all WorkForce centers should enroll any</td>
</tr>
<tr>
<td>Department of Employment and Economic Development (DEED)</td>
<td>Veterans Employment Program</td>
<td>The Minnesota Veterans Questionnaire is currently used in all WFC as a standard process to identify and refer eligible veterans for employment services. We ask all customers that come to the WFC if they ever served in the US Military. If the answer is yes, we ask them to complete the Veterans Questionnaire. Non-JVSG staff do the initial assessment/review of the questionnaire and make appropriate referrals based on the responses on the questionnaire. If the veterans answered “Yes” to any of the questions in the questionnaire, then they are identified with significant barriers to employment (SBE) and will be referred to the local DVOP. If the DVOP is not available and the SBE veteran is in crisis and has an immediate need, then WFC staff will refer them to the designated service provider to enroll them in case management. If the veterans answered “No” to all the questions, then they are deemed non-SBE and will be referred to WFC services. The completed questionnaire can be scanned and emailed to the LVER in the area.</td>
</tr>
<tr>
<td>Department of Employment and Economic Development (DEED)</td>
<td>Vocational Rehabilitation Services (WIOA Title IV)</td>
<td>Individuals are offered an orientation to our program and given application materials. If they choose to apply, they meet with one of our professional VRS counselors to determine eligibility and proceed from there.</td>
</tr>
<tr>
<td>Experience Works</td>
<td>Senior Community Service Employment Program (SCSEP)</td>
<td>Participants must be at least 55 years old, unemployed, and have a family income of no more than 125% of the federal poverty level. Referrals are received from numerous agencies and people, additionally, recruitment is continuous in the communities served. Referrals are made to other agencies as indicated by assessments, requested by customer, or observed.</td>
</tr>
<tr>
<td>Central Minnesota Jobs and Training Services, Inc. (CMJTS)</td>
<td>Title I WIOA Adult and Dislocated Worker Programs, State Dislocated Worker Program</td>
<td>Referral is made by any WFC staff after assessments and other indicators reflect that such services are required by a jobseeker to retain or obtain employment. Referrals are received in person, via email communication, or over the phone at (800) 284-7425.</td>
</tr>
<tr>
<td>Central Minnesota Jobs and Training Services, Inc. (CMJTS)</td>
<td>Title I WIOA Youth Program, Minnesota Youth Program</td>
<td>Contact Central Minnesota Jobs and Training Services, Inc. at (800) 284-7425.</td>
</tr>
<tr>
<td>Central Minnesota East ABE, Glacial Lakes ABE, Granite Falls Region ABE,</td>
<td>Adult Basic Education</td>
<td>ABE providers have existing MOU agreements with individual workforce partners; verbal referrals occur between partners.</td>
</tr>
</tbody>
</table>
**Article VI: Funding/Resource Sharing**

**A. One-Stop Funding/Resource Sharing Requirements**

1. WIOA section 121 (c) and 20 CFR 662.270 require that the funding arrangements for services and operating costs of the One-Stop Centers must be described in this MOU.

2. The methodologies described herein must be allowable under each partner’s respective program and under all applicable federal and state rules—including the Office of Management and Budget (OMB) Circulars applicable to each partner’s type of organization. Per 66 Fed. Reg. 29638, this MOU must identify:

   a. The shared One-Stop Center costs.

   b. The methodologies that will be used to determine each party’s proportionate “fair” share of those costs.

   c. The methodologies that will be used to allocate each party’s fair share of costs across the cost categories.

   d. The method(s) each party will use to fund its fair share of costs, which may include cash contributions, contributions of staff time, equipment, and/or other resources, or in-kind contributions from a third party.
B. **One-Stop Operating Costs**

1. The Parties to this MOU agree to the concept 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:

   a. Establishes and maintains the local workforce delivery system at a level that meets the needs of the jobseekers and businesses in the local area,

   b. Reduces duplication and maximizes program impact through the sharing of services, resources, and technologies among Partners (thereby improving each program’s effectiveness),

   c. Reduces overhead costs for any one partner by streamlining and sharing financial, procurement, and facility costs, and

   d. Ensures that costs are appropriately shared by One-Stop Center Partners by determining contributions based on the proportionate use of the One-Stop centers and relative benefits received and requiring that all funds are spent solely for allowable purposes in a manner consistent with the applicable authorizing statutes and all other applicable legal requirements, including the Uniform Guidance.

2. The shared One-Stop Center(s) operating costs, the projected cost amounts, and each party’s method of funding its fair share of those costs are identified in the cost sharing agreements, which are attached to this MOU and hereby incorporated. The Parties of this MOU agree to the concept of cost sharing agreements; however, any infrastructure funding agreements will require separate signatures from partner leadership.

C. **Changes to cost sharing agreements**

1. All Parties expressly understand and agree that the initial costs listed in the cost sharing agreements will be subject to change as actual costs are incurred and paid throughout the effective period of this MOU.

2. Updates to the cost sharing agreements will require an amendment to this MOU.

3. Any time a cost sharing agreement is modified, the LWDB must provide all Parties with notice of the modification and a copy of the modified Agreement.
Article VII: Termination/Separation

A. **MOU Termination:** This MOU will remain in effect until the end date specified in Article II, Section A, unless:

1. All Parties mutually agree to terminate this MOU.
2. WIOA regulations are repealed.
3. Local area designations are changed.

B. **Partner Separation:** As stated in the Recitals, WIOA Section 121(c) mandates the execution of this MOU between the LWDB and partners. However, any single partner may request to terminate its participation as a party to this MOU. In such an event, the LWDB will provide written notice within sixty (60) days of the request to all remaining partners. The LWDB will amend this MOU per Article VIII if the termination request is granted. The termination of one or more partner’s participation as a party will not result in a termination of this MOU unless the number or contribution of the terminating partner(s) is so substantial that it necessitates the negotiation of a new MOU.

C. **Effect of Termination:** Per WIOA Section 121 and 65 Fed. Reg. 49294, 49312, any partner that terminates its role as a party to this MOU is no longer eligible to participate as a partner in the One-Stop system and will not be permitted to serve on the LWDB as a One-Stop Partner representative.

D. **Partner Disqualification:** An entity identified as a required partner at the time of execution of this MOU that subsequently loses funding or the authority to administer the federal or state program in the Area and therefore no longer qualifies as a required partner under WIOA Section 121 must send written notice of the change in status to the LWDB as soon as possible. LWDB will forward the notice to DEED. In such an event, a formal amendment to this MOU per Article VIII will be required. The entity may continue as an additional partner if mutually agreed by the LWDB, chief elected officials, and the remaining partners.

Article VIII: Amendment

A. When a Partner wishes to amend the MOU, the Partner must first provide written notification to all signatories of the existing MOU and outline the proposed amendment(s). This MOU may be amended upon mutual agreement of the Parties consistent with federal, state, or local laws, plans, or policies; or for one or more these reasons:

1. The addition or removal of a partner from this MOU.
2. Removal or addition of program responsibilities for any partner that administers more than one federal program.
3. An extension of the effective ending date per Article II, Section B.
4. A change in the OSO or fiscal agent or a change in the physical location of a One-Stop Center.
5. A change in the services, service delivery methods currently utilized, or referral methods.
6. A change in a cost-sharing agreement.
7. If funding cuts by one or more programs are so substantial that One-Stop operations cannot continue as specified herein and a new MOU must be negotiated.
B. All Parties agree that amendments need only be signed by authorized representatives of the LWDB, the CEOs, and the affected partner(s). All amendments will involve the following process:

1. The Partner seeking an amendment will submit a written request to the LWDB that includes:
   a. The requesting Partner’s name
   b. The reason(s) for the amendment request
   c. Each Article and Section of this MOU that will require revision
   d. The desired date for the amendment to be effective
   e. The signature of the requesting Partner’s authorized representative

2. If the request is approved, the LWDB will notify the remaining Partners of the intent to amend and will provide a copy to each Partner thirty (30) days from the date of the notice (unless another timeframe is specified in the notice) to review the anticipated changes and to submit a response to LWDB. Failure by a Partner to respond within the prescribed timeframe will be deemed that Partner’s approval of the proposed changes.

3. In the event that a remaining Partner has questions and/or concerns regarding the proposed amendment, the Partner must list its questions and/or concerns in writing and submit the list to LWDB within the specified timeframe.

4. The LWDB will review the listed questions/concerns and will issue a response within thirty (30) days of receipt of the list. If the LWDB deems it necessary, the listed questions/concerns will be sent to all other Partners and/or a meeting with the affected Partners will be scheduled to discuss the proposed changes and to achieve consensus on a final amendment draft.

5. The final, approved amendment draft will be signed by authorized representatives of the affected Partners, then submitted to LWDB for the final signature.

6. The LWDB will distribute signed copies of the fully executed amendment to all Parties and to DEED upon execution.

C. This writing constitutes the entire agreement among the Parties with respect to each party’s role and responsibility in the LWDA’s One-Stop system. All Parties agree that any amendments to any applicable laws or regulations cited herein will result in the correlative modification of this MOU without necessitating a formal, written amendment.

D. All Parties agree to communicate details of the amendment to their respective staff members whose responsibilities may be impacted by changes and further agree to ensure that their respective staff members are referencing or utilizing the most current version of the MOU and attachments in the performance of responsibilities under this MOU.
Article IX: Confidentiality

A. All Parties expressly agree to abide by all applicable federal, state, and local laws regarding confidential information.

B. Each party will ensure that the collection and use of any information, systems, or records that contain personal identifying data will be limited to purposes that support the programs and activities described in this MOU as part of the One-Stop service delivery system.

C. Each party will ensure that access to software systems and files under its control that contain personal identifying information will be limited to authorized staff members who are assigned responsibilities in support of the services and activities provided as part of the One-Stop system and who must access the information to perform those responsibilities. Each party expressly agrees to take measures to ensure that no personal identifying information is accessible by unauthorized individuals.

Article X: Dispute Resolution

A. WIOA emphasizes full and effective partnerships between LWDBs, CEOs, and One-Stop partners. LWDBs and partners must enter into good-faith negotiations. LWDBs, CEOs, and One-Stop partners may also request assistance from a state agency responsible for administering the partner program, the governor, state WDB, or other appropriate parties on other aspects of the MOU.

B. LWDBs and One-Stop partners must establish, in the MOU, how they will fund the infrastructure costs and other shared costs of the One-Stop Centers. If agreement regarding infrastructure costs is not reached when other sections of the MOU are ready an interim infrastructure funding agreement may be included instead, as described in § 678.715(c). Once agreement on infrastructure funding is reached, the LWDB and One-Stop partners must amend the MOU to include the infrastructure funding of the One-Stop Centers. Infrastructure funding is described in detail in subpart E of this part.

C. The LWDB must report to the state WDB, governor, and relevant state agency when MOU negotiations with One-Stop Partners have reached an impasse.

1. The LWDB and partners must document the negotiations and efforts that have taken place in the MOU. The state WDB, One-Stop partner programs, and the governor may consult with the appropriate federal agencies to address impasse situations related to issues other than infrastructure funding after attempting to address the impasse. Impasses related to infrastructure cost funding must be resolved using the state infrastructure cost funding mechanism described in § 678.730.

2. The LWDB must report failure to execute an MOU with a required partner to the governor, state WDB, and the state agency responsible for administering the partner’s program. Additionally, if the state cannot assist the LWDB in resolving the impasse, the governor or the state WDB must report the failure to the Secretary of Labor and the head of any other federal agency with responsibility for oversight of a partner’s program.
Article XI: Limitation of Liability

To the extent permitted by law, each party agrees to be responsible for any liability that directly relates to any and all of its own acts or omissions or the acts or omissions of its employees. In no event will any party be liable for any indirect or consequential damages caused by actions or omissions of another party or by the employees of another party.

Article XII: General Provisions

The laws and regulations listed in this Article XII are generally applicable to most publicly funded programs administered by DEED. The laws and regulations listed herein do not encompass all of the laws and regulations that govern the Parties in their respective roles under this MOU. All Parties expressly agree to comply with the federal laws and regulations listed below unless the laws and regulations that govern their particular program state otherwise:

A. Jobs for Veterans Act. As stated in Article III (B) 1, each party agrees to provide priority of service to veterans and covered spouses for any qualified job training program pursuant to 38 USC 2813.

B. Americans with Disabilities. Each party, its officers, employees, members, and subcontractors hereby affirm current and ongoing compliance with all statutes and regulations pertaining to The Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973.

C. Drug-Free Workplace. Each party, its officers, employees, members, subrecipient(s) and/or any independent contractors (including all field staff) associated with this MOU agree to comply with 29 CFR 94 and all other applicable state and federal laws regarding a drug-free workplace and to make a good faith effort to maintain a drug-free workplace. Each party will make a good faith effort to ensure that none of each party's officers, employees, members, and subrecipient(s) will purchase, transfer, use, or possess illegal drugs or alcohol, or abuse prescription drugs in any way while working or while on public property.

D. Ethics Laws. Each party certifies that by executing this MOU, it has reviewed, knows and understands the State of Minnesota’s ethics and conflict of interest laws. Each party further agrees that it will not engage in any action(s) inconsistent with Minnesota Ethics laws.

Article XIII: Partial Invalidity

This MOU will be governed, construed, and enforced in accordance with all applicable federal, state, and local laws. Should any portion of this MOU be found unenforceable by operation of statute or by administrative or judicial decision, it is the intention of the Parties that the remaining portions of this MOU will not be affected as long as performance remains feasible with the absence of the illegal or unenforceable provision(s).

Article XIV: Counterpart

This agreement may be executed in one, or more than one counterpart and each executed counterpart will be considered an original, provided that the counterpart is delivered by facsimile, mail courier or electronic mail, all of which together will constitute one and the same agreement.
MEMORANDUM OF UNDERSTANDING
FOR
LOCAL WORKFORCE DEVELOPMENT AREA #5
ONE-STOP OPERATIONS

Signature Page

By signing below, all Parties mutually agree to the terms prescribed herein.

Central Minnesota Jobs and Training Services, Inc, Workforce Development Board
Trish Taylor, LWDB Chair

Signature Date

Central Minnesota Jobs and Training Services, Inc. Joint Powers Board Chief Elected Official
Commissioner Richard Greene

Signature Date

MN Department of Employment and Economic Development (Wagner-Peyser, Veteran Services, Trade Adjustment Assistance)
May Thao-Schuck, Director

Signature Date

MN Department of Employment and Economic Development (Vocational Rehabilitation Services)
Kim Peck, Director

Signature Date

MN Department of Employment and Economic Development (Unemployment Insurance)
Rick Caliguiri, Director

Signature Date

MN Department of Employment and Economic Development (State Services for the Blind)
Carol Pankow, Director

Signature Date

Adult Education and Literacy
Pam Moriarity, LWDB ABE Representative

Signature Date

Experience Works
Andrea Bridgewater, Director of Program Operations

Signature Date

Carl D. Perkins Career & Technical Education

Printed Name and Title

Signature Date

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Cindy Labanzat, SCSEP Operations Manager

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Arianna Bolter, NFJP State Specialist, MN

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| Signature | 4/18/18 |

| Experience Works |
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| Signature | Date |

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