

**Memorandum of Understanding
for
Workforce Innovation and Opportunity Act (WIOA)**

Kentucky Career Center (One-Stop) Operations
Cumberlands Workforce Development Board

2022-2024

**Memorandum of Understanding
for
Workforce Innovation and Opportunity Act (WIOA)**

Local Workforce Development Area: Cumberland

Kentucky Career Center (a.k.a. American Job Center/ One-Stop) Operations

Vision: The CWDB's vision is to provide a skilled workforce through education and training that supports the current and future needs of business and industry and enhances the economic prosperity of the citizens of the regional communities.

Mission: The CWDB is a community-focused organization dedicated to connection employers to employees and promoting a healthy economy in Adair, Casey, Clinton, Cumberland, Green, Laurel, McCreary, Pulaski, Rockcastle, Russell, Taylor, Wayne and Whitley Counties. We seek to provide citizens with training, educational, and work-based opportunities and the support to secure sustainable employment that leads to a livable wage and provide employers with a skilled workforce.

Purpose of this MOU: The purpose of this Memorandum of Understanding (MOU) is to define the roles and responsibilities of each partner as mutually agreed by the parties for the operation of the Kentucky Career Center (KCC) Service Delivery System in WIOA Local Workforce Area Cumberland as required under the Workforce Innovation and Opportunity Act (WIOA). The following items in this section highlight several of the WIOA references / requirements related to the MOU.

- A. WIOA Section 121(c) requires that each Local Workforce Development Board (LWDB), with the agreement of the Area's Chief Elected Official (CEO), develop and enter into a MOU (between the local board and the one-stop partners), with all the entities that serve as partners in the KCC Delivery System that operates in each LWDB's local area. Appropriate funding and delivery of services provided pursuant to this MOU will be reviewed not less than once every 2-year period starting from the effective date of this MOU.
- B. WIOA Section 121(b) (1) (A) (iii) mandates all entities that are required partners in a local area to enter into a MOU with the LWDB in the respective area pursuant to WIOA Section 121(c).
- C. WIOA Section 121(b) (1) identifies the federal programs and requires that the services and activities under each of those programs must be made available through each local area's KCC Delivery System. The entities that receive the federal funds for each of these programs and/or have the responsibility to administer the respective programs in the Area are required partners under WIOA Section 121(b) (1).
- D. WIOA Section 121(b)(2) prescribes how entities that provide programs other than those required under WIOA Section 121(b)(1)(B) may participate in a local area's KCC Delivery System as "additional partners" and provide the services available under their programs through the KCC Delivery System.
- E. Per WIOA Section 121(b)(2)(A) both required and additional partners are included as parties to the MOU. Therefore, all entities that participate in an Area's KCC Delivery System as KCC partners, whether required or additional, must be parties to this MOU and must abide by the terms prescribed herein and by all applicable federal, state, and local rules, plans, guidance, and policies as applicable and authorized under the Partner's program and in keeping with federal guidelines.
- F. WIOA Section 121(b)(1)(A)(iv) indicates that the requirements of each partner's authorizing legislation continue to apply under the KCC Delivery System and that participation in the KCC

Delivery System is in addition to other requirements applicable to each partner's program under each authorizing law.

- G. The Department of Labor (DOL) is the federal agency responsible for the administration of the workforce development programs—including WIOA.
- H. The DOL recognizes the Kentucky Education and Workforce Development Cabinet (EWDC) as the agency responsible for the administration and oversight of workforce development and employment-related programs in the Commonwealth of Kentucky—including WIOA.

Parties to the Agreement include: **(Attachment A)**

Definitions

- A. **Administrative Entity:** Entity(ies) designated by the CEO to coordinate and administer WIOA activities and services within a local area on the LWDB's behalf and in accordance with all applicable federal, state, and local laws, regulations, rules, guidance, policies, plans, and the terms of this MOU.
- B. **Chief Elected Official:** Identified in WIOA Section 3 Definitions(9) as the chief elected officer of a unit of general local government in a local area or the individual(s) designated under a local agreement pursuant to WIOA Section 107(c)(1)(B).
- C. **Career Services:** The services, which shall be available, at a minimum, to individuals who are adults or dislocated workers through the KCC Delivery System in each local area. The career services that must be provided as part of the KCC Delivery System are listed in WIOA Section 134(c)(2).
- D. **Cost Allocation:** Per 66 Fed. Reg. 29639, cost allocation is the measurement of actual costs in relation to the benefit received in order to determine each partner's fair share of KCC operating costs.
- E. **Employer Services:** As mentioned in WIOA Section 116(b)(2)(i)(VI), local areas shall provide services to employers through the KCC Delivery System to assist businesses and organizations with meeting their workforce talent needs (both current and future).
- F. **Fair Share:** The portion of KCC operating costs allocated to each partner in proportion to the benefits the partner receives from participation in the KCC system.
- G. **Fiscal Agent:** An entity appointed by a local area's CEO in accordance with WIOA Section 107(d)(12)(B)(i)(II) & (III) to be responsible for the administration and disbursement of WIOA and other funds allocated for workforce development activities in the local area. WIOA Section 107(d)(12)(B)(i)(II) provides that designation of a fiscal agent does not relieve the CEO from his/her liability for any misuse of grant funds.
- H. **Governor's Kentucky Workforce Innovation Board (KWIB):** Established by the Kentucky Governor under Executive Order 2009 438 dated May 12, 2009, to assist the Governor in creating an integrated statewide strategic plan for workforce development, which will link workforce policies, education and training programs, and funding streams with the economic needs of Kentucky and its regions and in complying with the provisions and requirements of WIOA Section 101.
- I. **In-Kind Contributions:** 66 Fed. Reg. 29639-29640 defines these types of contributions as donations from third parties that are not to be confused with contributions to the KCC by partner

programs of such things as space, equipment, staff, or other goods and services for which the partner program incurs a cost. In-kind contributions may include funding from philanthropic organizations or other private entities or through other alternative financing options, to provide a stable and equitable funding stream for on-going KCC Delivery System operations. WIOA 121(c)(2)(A)(ii)(I)

- J. **Local Area:** A local workforce investment area designated by the Governor, under WIOA Section 106, subject to Sections 106 (c)(3)(A), 107(c)(4)(B)(i), and 189(i).
- K. **Local Workforce Development Board (LWDB):** The board created by the CEO pursuant to WIOA Section 107 with responsibility for the development of the local plan and for oversight of the workforce development activities in the local area.
- L. **Additional Partner:** Per WIOA 121 (b)(2), an entity that carries out a program not identified as required under WIOA, that is approved by the LWDB and the CEO, may be included as KCC partner in a local area.
- M. **Memorandum of Understanding (MOU) Agreement Period:** The MOU must not be for a period to exceed two years. Additionally, WIOA 121(c)(2)(v) provides the duration of the MOU and the procedures for amending the MOU during the duration of the MOU, and assurances that such memorandum shall be reviewed not less than once every 2-year period to ensure appropriate funding and delivery of services.
- N. **Kentucky Career Center / One-Stop Delivery System:** The KCC Delivery System is essential a collaborative effort among public service agencies, non-profit organizations and private entities that administer workforce investment, educational, and other human resource programs to make the variety of services available under those programs more accessible to eligible job seekers and employers. The Kentucky Career Center is a proud member of the national American Job Center network.
- O. **Kentucky Career Center One-Stop Operator:** An entity or consortium of entities designated in Accordance with WIOA Section 121(d) to operate a KCC site and to perform KCC Service Delivery activities in accordance with all applicable federal, state, and local laws, regulations, rules guidance, policies, plans, and the terms of this MOU.
- P. **Required Partner:** An entity that carries out one or more of the programs or activities identified under WIOA Section 121(b)(1) and is required under that Section to participate in the KCC Delivery System and to make the career services under its program or activity available through the KCC system.
- Q. **Resource Sharing:** Per 66 Fed. Reg. 29639, Resource Sharing is the cash and/or resource each partner will contribute to fund its fair share of costs for operation of the KCC system. This can include “in-kind” contributions from third parties to partner programs. The LWDB, CEO and KCC partners may fund the costs of infrastructure of KCCs through methods agreed on by the LWDB, CEO and KCC partners through an Infrastructure Funding Agreement (IFA) which will require participation from onsite KCC partners. See Attachment O for more details.
- R. **Training Services:** Services to adults and dislocated workers as described in WIOA Section 134(c)(3). Per WIOA 134(c)(3)(D), these may include occupational skills training, including training for nontraditional employment, on-the-job training, incumbent worker training programs that combine workplace training with related instructions, which may include cooperative education programs, private-sector training programs, skill upgrading and retraining, apprenticeships, entrepreneurial training, transitional jobs, job-readiness training, adult education and literacy activities in combination with a training program, or customized training.
- S. **WIOA:** The Workforce Innovation and Opportunity Act (WIOA) amends the Workforce Investment

Act of 1998 to strengthen the United States workforce development system through innovation in, and alignment and improvement of, employment, training, and education programs in the United States, and to promote individual and national economic growth, and for other purposes.

- T. **WIOA Local Plan:** Per WIOA Section 108, the Local Plan is a comprehensive 4-year plan developed by each LWDB, in partnership with the chief elected official and submitted to the Governor. The plan shall support the strategy described in the State Plan. At the end of the first 2-year period of the 4-year local plan, each local board shall review the Local Plan, and the local board, in partnership with the chief elected official, shall prepare and submit modifications to the Local Plan to reflect changes in labor market and economic conditions or in other factors affecting the implementation of the Local Plan. Plans identify the respective local area's current and projected workforce investment needs, the KCC Delivery System, performance standards, and strategies to address the workforce investment needs in consideration of performance standards per WIOA Section 116.
- U. **WIOA State Plan:** The term "State plan", used without further description, means a unified State plan under section 102 or a combined State plan under section 103.

Article I: Kentucky Career Center System Description

A. Overview & General Description

1. All LWDBs are required to establish and operate local KCC Service Delivery Systems in accordance with WIOA Section 121, with the WIOA State Plan, and with the WIOA Local Plan for their respective local areas.
2. WIOA Section 134(c) lists the services and activities that must be provided through the KCC delivery system. WIOA Section 107(d) gives the LWDBs the responsibility for oversight of the KCC delivery system in each local area and requires the LWDBs to describe the activities and functions of the KCC Service Delivery System and to prescribe the guidelines for carrying out these responsibilities in the Local WIOA Plan.

Area's KCC system - Attachment B

Administrative Structure – Attachment C

Article II: Agreement Period

This MOU will be in effect from **July 1, 2022** through **June 30, 2024**. This MOU will be reviewed during this term to ensure appropriate funding and optimal customer services are maintained. If additional negotiations, discussions, and/or signatures are being pursued, partners will continue to operate under the umbrella of this agreement. The MOU and accompanying Infrastructure Funding Agreement (IFA) may be updated as needed, in response to program, funding, and/or staffing changes as well as adjustments made in response to customer (job seeker/ employer) needs.

Article III: Partner Responsibilities

- A. WIOA Section 121(b)(1)(A) lists the minimum responsibilities of all required partners under WIOA.
- B. For consistency, all Partners will assume the responsibilities identified below, unless inconsistent with the federal law and regulations that authorize the Partner program or as otherwise specified in this Article:

1. Make career services provided under the Partner's program available to individuals through the Area's KCC Delivery System in accordance with Article IV of this MOU.
 2. Participate in infrastructure 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 consistent with the federal law that authorizes each partner program – to:
 - a. Maintain the KCC Delivery System; and
 - b. Provide career services per WIOA Section 134(c)(2).
 3. Participate in the operation of the KCC system in accordance with the terms of this MOU and with the requirements of authorizing laws per WIOA Section 121(b)(1)(B).
- C. 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, regulations, rules, guidance, policies and plans 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 LWDB, or One-Stop Operator acting on behalf of 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 by its staff members who work in the KCC with KCC Policies and Procedures. Should a conflict exist between the KCC's personnel policies and a partner's personnel policies, the partner's policies will prevail.
 4. Use of common practices and procedures; forms and documents; software systems, applications, and/or web-based interfaces (i.e. KEE Suite, Kentucky Labor Exchange, Salesforce/ KIBES, CMS, WIA.net, Google Drive/ Docs, local and state KCC websites, etc.) as designated by state, federal, or local administrative entities; and other forms of media as agreed to by all parties in the performance of KCC services and activities and functions that support the KCC Service Delivery System.

Article IV: Programs, Services, & Activities

- A. WIOA Section 121(b)(1)(B) identifies the programs, services and related activities that must be provided through the KCC Delivery System in each local area. WIOA Section 121(c)(2) requires this MOU to include a description of the services that will be provided through the Area's KCC Service Delivery System and to identify the service delivery method(s) each partner will use to deliver the services. This MOU will also identify the career services, training, and employer services that each partner will provide to ensure that all parties' responsibilities are clearly identified herein.
- B. The Kentucky Career Center Services document, which is Attachment M to this MOU, and hereby incorporated, lists and describes the career, training, and employer services and the array of service delivery methods.

Required Partner Services: Attachment D

Additional Partner Services: Attachment E

Partner On-site Representation Schedule - Attachment F

Article V: Method of Referral

Pursuant to WIOA Section 121(c)(2)(A)(iii), the parties agree that the referral of individuals between the KCC Operator(s) and the partners for the services and activities described in Article IV will be performed using the following methods:

Method of Referral: Attachment G

Article VI: Resource Sharing/Infrastructure Funding

A. Kentucky Career Center Infrastructure Funding Agreement (IFA, formerly the Resource Sharing Agreement (RSA):

1. WIOA 121(c)(2)(A)(ii) requires that the funding arrangements for services and operating costs of the KCC Service Delivery System are based on benefit received and 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 applicable to each partner's type of organization. Note: The IFA/RSA helps ensure the proportionate resource sharing for all partners **onsite** at a local Kentucky Career Center. The IFA must identify:
 - a. The shared KCC costs.
 - b. The methodologies that will be used to determine each party's proportionate "fair" share of 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. Kentucky Career Center Operating Costs:

The shared KCC operating costs, the projected cost amounts, and each party's method of funding its fair share of those costs are identified in the Kentucky Career Center IFA, which is included as Attachment O to this MOU and hereby incorporated. The methodologies that will be used to determine each party's fair share of KCC operating costs and to allocate each party's fair share are as follows:

- a. Onsite space utilization;
- b. Identification of Shared Costs and Shared Cost budget/expenses;
- c. Proportionate Share and Cost Allocation; and

- d. Resource Sharing (may include cash contributions, contributions of staff time, equipment, in-kind, and other resources).

C. Program Costs/Services:

1. Costs allowable under and allocable to more than one partner program may be considered shared costs that are allocated among the eligible partner programs, if such the partner programs' governing statutes do not prohibit action. The manner(s) in which the parties agree to address costs chargeable to more than one partner program must be described in this MOU.
2. All IFA parties expressly agree to use the following methodologies to determine if a particular cost is chargeable to more than one partner program and to address costs found to be chargeable to more than one partner in accordance with the following:

Methodology to Determine Shared Service Costs: **[Described in Attachment H]**

Treatment of Costs Chargeable to More than One Partner Program: **[Described in Attach I]**

D. Budget Tracking:

1. All parties expressly understand and agree that the initial costs listed in the KCC (IFA) included as Attachment O will be subject to change as actual costs are incurred and paid throughout the effective period of this MOU. 29 CFR 97.20(b) (4) requires a comparison of actual costs to budgeted costs. Local workforce development areas will determine actual costs in accordance with local procedures and will submit the actual expenditures of all partners on at least an annual basis or more frequently as deemed necessary by the KY Workforce Investment Board (KWIB).
2. Updates to the IFA will not require an amendment to this MOU unless such updates reflect an increase in the total budget amount. Authorized representatives of LWDB and all affected partners will sign an amendment for this purpose. LWDB will ensure that all partners receive a copy of the amendment and revised budget once the amendment is fully executed.

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. Funding cuts by one or more federal programs are so substantial that KCC operations cannot continue as specified herein and a new MOU must be negotiated;
 3. WIOA regulations or statute is repealed; or
 4. Local area designations are changed.
- B. **Partner Separation:** WIOA Section 121(c) mandates the execution of this MOU between the LWDB and partners. However, any single partner may terminate its participation as a party to this MOU for convenience upon thirty (30) days written notice to the LWDB. In such an event, the LWDB will provide written notice to all remaining partners and will amend this MOU per Article VIII. 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:** Any partner that terminates its role as a party to this MOU is no longer eligible to participate as a partner in the local KCC system. In addition, the terminated partner may also be ineligible to serve on the LWDB as a partner representative.
- D. **Partner Disqualification:** An entity identified as a required partner at the time of execution of this MOU that subsequently loses federal funding or the authority to administer the federal program in the Area and therefore no longer qualifies as a required partner under WIOA Section 121(b)(1) and must send written notice of the change in status to the LWDB as soon as possible. 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, CEO, and the remaining partners

Article VIII: Amendment

- A. This MOU may be amended upon mutual agreement of the parties as consistent with federal, state, or local laws, regulations, rules, plans, guidance, or policies or for one or more of the following 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;
 - 4. A change in the KCC Operator or Fiscal Agent or a change in the physical location of a KCC; and/or
 - 5. A change in the services, service delivery methods currently utilized, referral methods, methods to determine fair share, or methods to allocate costs.
- B. All parties agree that amendments for the reasons listed in Paragraphs 1 and 2 of Section A need only be signed by authorized representatives of the LWDB, the CEO, and the affected partner(s). Amendments for the reasons listed in all other Paragraphs of this Article or for any changes that will affect the responsibilities of all parties, require the signatures of all parties. All amendments will involve the following process:
 - 1. The party seeking an amendment will submit a written request to the LWDB that includes:
 - a. The requesting party'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 party's authorized representative.
 - 2. If the request is approved, the LWDB will notify the remaining parties of the intent to amend and will provide each remaining party 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 party to respond within the prescribed timeframe will be deemed that party's approval of the proposed changes.

3. In the event that a remaining party has questions and/or concerns regarding the proposed amendment, the party must list its questions and/or concerns in writing and submit the list to LWDB within the specified timeframe
 4. LWDB will review the listed questions/concerns and will issue a response within fifteen (15) days of receipt of the list. If LWDB deems it necessary, the listed questions/concerns will be sent to all other parties and/or a meeting with all parties will be scheduled to discuss the proposed changes and to achieve consensus on a final amendment draft.
 5. The final, approved amendment will be signed by authorized representatives of the affected partners, and then submitted to LWDB for the final signature.
 6. LWDB will distribute copies of the fully executed amendment to all parties upon execution.
- C. This writing constitutes the entire agreement among the parties with respect to each party's role and responsibility in the Area's KCC Service Delivery 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 and to adhere to the same standards of confidentiality as State employees—including, but not limited to:
1. 29 USC 2935(a)(4) - as amended by WIOA - Reports, Recordkeeping, Investigation.
 2. 29 U.S.C. 2871(f)(3) - as amended by WIOA – regarding complying with confidentiality.
 3. 20 CFR Part 603 – Safeguards and security requirements regarding disclosed information under Unemployment Compensation.
 4. 42 USC 503(d)– regarding state laws governing UI operations.
 5. 20 CFR 617.57(b) – regarding disclosure of information under the Trade Act.
 6. 29 U.S.C.A. 491-2(a)(2) - as amended under WIOA – regarding information to be confidential under the Wagner Peyser Act.
 7. The Privacy Act (5 USC 552a).
 8. The Family Educational and Privacy Rights Act (20 USC 1232g)
 9. 34 CFR 361.38 – regarding use and release of personal information of Vocational Rehabilitation Services participants.

10. HIPAA: 45 CFR 164.500 – 164.534.
 11. KRS 194A.060 and KRS 205.175 Information regarding a public assistance applicant or recipient must be kept confidential and may not be released, except as authorized by law.
 12. KRS 341.190(3) regarding use and disclosure of Unemployment Compensation records.
 13. KRS 151B.280(5) and attendant administrative regulation(s) regarding confidentiality of employment and service records that directly or indirectly identify a client or former client.
 14. KY Education and Workforce Development Cabinet Policy EDU-05 regarding disclosure of security breach of computerized personal information data.
 15. KRS 61.870 - 61.884 regarding release of and access to confidential personal information.
 16. Kentucky's Personal Information Security and Breach Investigation Procedures and Practices Act, KRS 61.931, KRS 61.932, KRS 61.933, and KRS 61.934.
 17. 2 CFR 200.303 regarding reasonable measures to safeguard protected personally identifiable information.
- B. Each party will ensure that the collection and use of any information, systems, or records that contain personally identifiable information (e.g. address, social security numbers, date of birth, wages, employer information, and barriers to employment, etc.) will be limited to purposes that support the programs and activities described in this MOU as part of the KCC Service Delivery System.
- C. Each party will ensure that access to software systems and files under its control that contain personally identifiable information will be limited to authorized staff members who are assigned responsibilities in support of the services and activities provided as part of the KCC Service Delivery System and who must access the information to perform those responsibilities. Each party expressly agrees to take measures to ensure that no personally identifiable information is accessible by unauthorized individuals.
- D. Each party that receives Personal Information as defined by Kentucky's Personal Information Security and Breach Investigation Procedures and Practices Act, KRS 61.931, KRS 61.932, KRS 61.933, and KRS 61.934, (the "Act"), shall secure and protect the Personal Information by complying with all requirements applicable to non-affiliated third parties set forth in the Act. The parties shall notify the Education and Workforce Development Cabinet (EWDC), as soon as possible but not to exceed seventy-two (72) hours, of any suspected breach of Personal Information provided by or stored on behalf of EWDC. Notification shall be made to EWDC's Security Incident Response Team at EDU.SecurityRequest@ky.gov. The parties shall also notify the Executive Director of the Office of Unemployment Insurance within the Kentucky Labor

Cabinet, as soon as possible, but not to exceed seventy-two (72) hours, of any suspected breach involving unemployment insurance information. The parties hereby agree to cooperate with the Commonwealth in complying with the response, mitigation, correction, investigation, and notification requirements of the Act. The parties further agree to undertake a prompt and reasonable investigation of any breach as required by KRS 61.933. If upon conclusion of an investigation of a security breach of Personal Information as required by KRS 61.933, it is determined the breach was caused by employees or agents of a specific party, that party agrees to bear the costs of the notification, investigation, and mitigation of the security breach. In accordance with KRS 61.932(2) (a), the parties shall implement, maintain, and update security and breach investigation procedures that are appropriate to the nature of the information disclosed and that are at least as stringent as the security and breach investigation procedures and practices established by the Commonwealth Office of Technology.

(See

<https://technology.ky.gov/ciso/Pages/InformationSecurityPolicies.StandardsandProcedures.aspx>

Article X: Impasse—Dispute Resolution

- A. For purposes of this MOU and for KCC-related issues, each party expressly agrees to participate in good faith negotiations to reach a consensus. However, should a dispute arise among any parties to this MOU in negotiations to amend or renew this MOU or in matters pertinent to local KCC operations or activities not addressed in this MOU, all parties agree to utilize the process cited in Attachment J.
- B. The Executive Directors of applicable state agencies will designate an individual to negotiate and resolve any impasses involving state-level partners.

Impasse-Dispute Resolution – Attachment J

- C. In the event that all reasonable attempts to resolve the impasse at the local level are unsuccessful, the LWDB will report the impasse to the Department of Workforce Investment as the MOU oversight agency, which will intervene with the parties to resolve the disputed issue(s).
- D. This MOU is legally binding. Therefore, if all reasonable attempts to resolve any impasse are unsuccessful, the document may be enforced in court.

Article XI: Indemnification Clause/ Limitation of Liability

All parties to this MOU recognize the partnership consists of various levels of government, not-for-profit, and for-profit entities. Each party to this agreement shall be responsible for injury to persons or damage to property resulting from negligence on the part of itself, its employees, its agents, or its officers. Provided, however, in the event the party is a state agency or subcontracts for services with a state agency subject to the jurisdiction of the Kentucky Claims Commission pursuant to KRS 49.040 through KRS 49.170, the state agency's tort liability shall be limited to an award from the Kentucky Claims Commission up to the jurisdictional amount. No partner assumes any responsibility for any other party, state or non-state, for the consequences of any act or omission of any third party.

Article XII: Governing Law

This MOU will be construed, interpreted, and enforced according to the laws of Commonwealth of Kentucky. All parties shall comply with all applicable State and Federal laws and regulations, and local laws to the extent that they are not in conflict with State and Federal requirements.

Article XIII: General Provisions

The laws and regulations listed in this Article XII are generally applicable to most publicly funded programs administered by the Department of Workforce Investment. 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 4215.

- B. **Americans with Disabilities Act.** 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, 42 USC 12101 et seq., and Section 504 of the Rehabilitation Act of 1973, as amended, 29 USC 794.
- C. **Pro-Children Act.** If any KCC activities call for services to minors, each party agrees to comply with the Pro-Children Act of 1994 (20 USC 7183) that requires smoking to be banned in any portion of any indoor facility owned, leased, or contracted by an entity that will routinely or regularly use the facility for the provision of health care services, day care, library services, or education to children under the age of eighteen (18).
- D. **Drug-Free Workplace.** Each party, its officers, employees, members, sub-recipient(s) and/or any independent contractors (including all field staff) associated with this MOU agree to comply with Drug-Free Workplace Act, 41 USC 8101, 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 its officers, employees, members, and sub-recipient(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.
- E. **Ethics Laws.** Each party certifies that by executing this MOU, it has reviewed, knows and understands the Commonwealth of Kentucky's ethics and conflict of interest laws, which includes the Governor's Executive Order 2008- 454 and its amendment pertaining to ethics. Each party further agrees that it will not engage in any action(s) inconsistent with Kentucky ethics laws or the aforementioned Executive Order.

Article XIV: Choice of Law and Forum

The laws of the Commonwealth of Kentucky shall govern all questions as to the execution, validity, interpretation, and performance of this MOU. Furthermore, the parties hereto agree that any legal action, which is brought, based on this MOU and in which a state agency is a party shall be filed in the Franklin Circuit Court of the Commonwealth of Kentucky. All parties shall bear their own costs and attorney's fees related to any dispute arising out of this MOU. 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 illegal or unenforceable provisions(s).

Article XV: Counterpart

This agreement may be executed in one or more than one counterpart and each executed counterpart will be considered an original, if the counterpart is delivered by facsimile, mail courier or electronic mail, all of which together will constitute the same agreement.

Kentucky Career Center Memorandum of Understanding Attachments

Attachment A:	Parties to the Agreement
Attachment B:	Kentucky Career Centers (listing)
Attachment C:	Administrative Structure/Functional Organization Chart
Attachment D:	Required Partner Services
Attachment E:	Additional Partner Services
Attachment F:	Partner On-Site Representation Schedule
Attachment G:	Method of Referral
Attachment H:	Methodology to Determine Shared Service Costs
Attachment I:	Treatment of Costs Chargeable to more than One Partner Program
Attachment J:	Impasse – Dispute Resolution
Attachment K:	Non-Discrimination and Equal Opportunity
Attachment L:	Kentucky Career Center Services
Attachment M:	Monitoring and Continuous Quality Improvement
Attachment N:	Local Workforce Development Board Strategic Plan Elements
Attachment O:	KCC Career Center Budget Planning and Reconciliation and Infrastructure Funding Agreements (IFA's)
Attachment P:	Signature Pages

LWDB	Cumberlands Workforce Development Board
CEO Name(s)	Steve Kelly - Pulaski County Judge Executive

Required Partners

Partner Name	Program	Program Authority
Lake Cumberland Area Development District	WIOA Title I – Adult, Dislocated Worker and Youth Programs, Trade Training, One-Stop Operator, KCCGO, HUD-approved / certified programs	WIOA Title I – Adult, Dislocated Worker, and Youth Programs, Department of Housing and Urban Development (HUD) – Employment and Training Programs (WIOA 121 (b)(1)(B)(xi))
KCTCS and Office of Career and Technical Education	Post-Secondary Vocational Education	Career & Technical Education Programs - Postsecondary Vocational Education – Carl D. Perkins Vocational and Applied Technology Education Act (20 USC 2301)
KY Cabinet for Health and Family Services, Dept. for Community Based Services	SNAP E&T, KY Works (TANF) eligibility services	Programs authorized under the Social Security Act title IV, part A (TANF)
KY Career Development Office (CDO)	WIOA Title III- Wagner-Peyser, Trade- TAA/TRA, Veterans' Workforce Programs	WIOA Title III – Wagner-Peyser Act Programs (29 USC 49), Trade Act Title II, Chapter 2 – Trade Adjustment Assistance (TAA) (19 USC 2271),– Veteran’s Workforce Programs – Chapter 41 of title 38, United States Code; WIOA 121(b)(1)(B)(viii)
KY Office of Vocational Rehabilitation	WIOA Title IV- Rehabilitation Independent Living Services, Assistive Technology, Mobility, Bi-optic Driving, Transition, Supported Employment, Job Placement, Ticket to Work	Rehabilitation Act, Title IV, Parts A & B – Rehabilitation Services Commission (29 USC 720)
Lake Cumberland Community Action Agency	Community Services Block Grant, Childcare, Bridge Program, Housing, Energy Assistance, Transportation	Community Services Block Grant Employment & Training Programs (42 USC 9901 <i>et seq.</i>), WIOA Title 1
Native American Program	*N/A- not stationed in South Eastern KY	WIOA Title I – Native American Programs (29 USC 2911, 29 USC 2919)
Kentucky Farmworker Program Migrant worker programs	Employment Assistance, Training, OJT’s, Assessments, Support Services, Placement Services	WIOA Title I – Migrant and Seasonal Farm Worker Programs (29 USC 2912, 29 USC 2919)

Cumberlands Workforce Development	Employment Assistance, Training, Placement Service, Supportive Services	Second Chance Act of 2007 programs, authorized under section 212 (42 U.S.C. 17532)
Office of KY Adult Education	Assessment, Work Pre-Screening, GED Preparation, Testing, Credential Attainment, Postsecondary Transition, Upskilling/Reskilling & Integrated Training & Education	WIOA Title II Education and Literacy (WIOA 121(b)(1)(B)(iii))
Career Development Office	Gold Card Initiative, Hiring Kentucky's Hero's, Help for Wounded Veterans, WOTC	Veteran's Workforce Programs – Chapter 41 of title 38, United States Code; WIOA 121(b)(1)(B)(viii)

*Council of Three Rivers American Indian Center (Native American Program) has an onsite presence at the KY Career Center in Lexington, Kentucky. Program materials will be made available in LCADD Career Centers Cumberlands job seekers will be referred as appropriate. LCADD Center staff will receive annual training on Council of Three Rivers programming.

Additional Partners

Partner Name	Program	Program Authority
Goodwill Industries of Kentucky	Work Ready Certificate/Soft Skills Training, Resume building, Interviewing Skills, Application Assistance, Job Development, Assistance with Identifying a Career Path, Resource Linkage, ETC.	Amy Luttrell, President/CEO 1325 South 4 th Street Louisville, KY. 40208
Kentucky Chamber	Talent Pipeline Management	Coordinate with Sector Partnerships
Lake Cumberland Housing Agency, Inc.	Affordable Housing, Employment and Education opportunities	Department of Housing and Urban Development (HUD) – Employment and Training Programs (WIOA 121 (b)(1)(B)(xi))
South KY Economic Development	Economic Development & Business Loans	Location of Businesses & loans to provide working capital.
Pine Knot Job Corp	Academic training, Technical Training, Housing, Leadership	WIOA Title I – Job Corps (29 USC 2881-2900, 29 USC 2901)
Office of Unemployment Insurance	Unemployment Benefits	Department of Workforce Investment
Dept. of Community Based Services	TANF, KY Health/Medicaid, SNAP, Foster Care, Protection and Permanency	Social Security Act – Part A, Title IV (TANF),(42 USC 601 et. seq),subject to subparagraph (C)

Location Code	KY Career Center Name/service area	Address	Center Category	KCC Manager or Lead Site Representative* (if applicable)
1	KCC Somerset	410 East Mt. Vernon Street Somerset, KY. 42501 Phone: 606-677-4124	Comprehensive	Jessica Gleason CDO
2	KCC Campbellsville	1311-C East Broadway Campbellsville, KY. 42718 Phone: 270-465-0739	Affiliate Site	Jenny Hughes WIOA
3	KCC Monticello	1500 North Main St. Monticello, KY. 42633 Phone: 606-348-0075	Affiliate Site	Joe Stephens CDO
4	KCC Columbia	969 Campbellsville Road Columbia, KY. 42728 Phone: 270-384-1741	Affiliate Site	Amy Dennis WIOA
5	KCC Albany	2353 North HWY 127 Albany, KY. 42602 Phone: 606-387-8082	Affiliate Site	Kim Gibson WIOA
6	KCC Corbin	103 North Side Plaza Corbin, KY. 40701 Phone: 606-528-3460	Affiliate Site	Nora Williams WIOA
7	KCC Mt. Vernon	150 Main Street Mt. Vernon, KY. 40456 Phone: 606-256-2001	Affiliate Site	Susan Dixon WIOA/AE
8	KCC Liberty	1031 Hustonville Street Liberty, KY. 42539 Phone: 606-787-1405	Access Point	Leslie Sandusky WIOA
9	KCC Burkesville	213 Upper Street Burkesville, KY. 42717 Phone: 270-864-9316	Access Point	Kim Gibson & Larry Hatfield WIOA
10	KCC London	100 University Drive London, KY. 40741 Phone: 606-330-2115	Access Point	Sandy Birkholz WIOA
11	KCC Russell Springs	2384 Lakeway Drive Russell Springs, KY. 42642 Phone: 270-866-8435	Access Point	Marsha Wells WIOA
12	KCC Whitley City	2 South Main Street Whitley City, KY. 42653 Phone: 606-376-8211	Access Point	Charlotte Smith WIOA
Note: KCC locations and access points may be added/adjusted in response to customer (job seeker/ employer) and community needs.				

Local Administrative Entities

	Function/ Role(s)	Entity Name & Contact	Address	Email
1.	Chief Elected Official	Steve Kelley Pulaski County Judge Executive	100 North Main Street Suite 202 Somerset, KY 42501	skelley@pulaskigov.com
2.	CWDB Director	Myra Wilson	2384 Lakeway Drive P.O. Box 1570 Russell Springs, KY 42642	myra@lcadd.org
3.	Fiscal Agent	Lake Cumberland ADD	2384 Lakeway Drive P.O. Box 1570 Russell Springs, KY. 42642	waylon@lcadd.org
4.	KCC/ One-Stop Operator	Lake Cumberland ADD	2384 Lakeway Drive P.O. Box 1570 Russell Springs, KY. 42642	waylon@lcadd.org
5.	KCC/ One-Stop Lead Direct Services Provider	Lake Cumberland ADD	2384 Lakeway Drive P.O. Box 1570 Russell Springs, KY. 42642	waylon@lcadd.org
6.	Workforce Board Chair	Sam Brown	1 South Creek Drive Monticello, KY. 42633	ptmpts@windstream.net

State Administrative Entity

1.	State Workforce Agency	Kentucky Education and Labor Cabinet Beth Brinly, Deputy Secretary	500 Mero Street, 4 th Floor Frankfort, KY 40621	Beth.Brinly@ky.gov
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Kentucky Career Center Cumberland's Functional Organization Chart

Marsha Wells
WIOA Program Director

Beverly Grimes
Administrative Assistant

Shirley Egger
Receptionist

Lisa Gosser
Business Services Coordinator

Michelle Whitis
Business Services Liaison

Barbara Miller
WIOA Quality Coordinator

Karen Miller
One Stop Operator

Amy Dennis
Trade/Rapid Response Coordinator
WIOA Career Manager

Jenny Hughes
Office Manager
WIOA Career Manager

Charlotte Smith
Kim Gibson
Tammy Walker
WIOA Career Managers

Larry Hatfield
Leslie Sandusky
Jennifer Burton
WIOA Career Managers

Cassie Bertram
WIOA Career Manager

Required Partner Services

ATTACHMENT D

The following table identifies the services each required partner will provide and the method(s) of service delivery each partner will use. The services are identified by the corresponding numbers listed for each service in **Attachment N**. The service delivery methods are identified by the codes listed in the KCC Services Document.

Partner Name	Program Name (from Attachment A)	KCC/ One-Stop Services (Enter Number from Attachment N)			Service Delivery Method (Attachment N)	Location Code (Attachment C)
		Career	Training	Employer		
Lake Cumberland Area Development District	WIOA Title 1 – Adult Dislocated Worker and Youth; KCC/ One-Stop Operator, Trade.	1-12	1-12	1 - 12	FT@1,2,8,11 PT @ 3,4,5,6, 7,9,10,12 T,A,B,P	1 - 12
KCTCS and Office of Career & Technical Education	Career and Technical Education Programs- Post-Secondary Vocational Education – Carl D. Perkins Vocational and Applied Technology Education Act Workforce Solutions	1,5,8,10,11,12	1,5,8,10,11,12	1, 5, 8,10,11,12	T,A,B,P	
KY Career Development Office	Unemployment Insurance	1-12		1-12	FT @ 1 T,A,B,P	1
KY Career Development Office	Trade Act, Title II, TAA WIOA Title III Wagner-Peyser Veterans Workforce Program, Business Services Team	1-12	1-12	1-12	FT @ 1 & 3 T,A,B,P	1, 3
KY Office of Vocational Rehabilitation/ Office for the Blind	Vocational Rehabilitation – All services provided are for eligible persons with disabilities.	1-12	1-12	1 -12	FT @ 1 & 2 T,A,B,P	1, 2,
Lake Cumberland Community Action Agency	Community Services Block Grant, Headstart, Adult Day Services ,Community Collaboration for Children,				T,A,B,P	

	Weatherization, Energy Assistance, KUHEA, Emergency Food & Shelter, Wintercare.					
Pine Knot Job Corp	Job Corp	1-12	1-12	1-12	FT @ 1 T,A,B,P	1
KY Adult Education	Adult Education and Literacy (WIOA 121(b)(1)(B)(iii)) – Title II	1-12	1-12	1-12	FT @ 2,4,5,6 PT @ 7 T,A,B,P	2,4,5,6,7

Additional Partner Services
ATTACHMENT E

Additional Partner Services: WIOA Section 121(b)(2)(B) describes the types of programs that may be included as “additional” programs in the KCC delivery system. The table above identifies the services each additional partner will provide and the method(s) of service delivery each partner will use. The services are identified by the corresponding numbers listed for each service in the KCC Services document. The service delivery methods are identified by the codes listed in the KCC Services Document.

Partner Name	Program Name (from Attachment A)	Services (Enter Number from Attachment N)			Service Delivery Method (Attachment N)	Location Code (Attachment B)
		Career	Training	Employer		
KY Cabinet for Health and Family Services, Dept. for Community Based Services	Programs authorized under the Social Security Act title IV, part A KY Works (TANF), SNAP E&T				T,A	
Lake Cumberland Housing Agency, Inc.	Department of Housing and Urban Development (HUD) Housing, Employment and Education Opportunities.	1,3,4,5,8,9,11,12			T,A,B	
Department of Community Based Services	TANF, KY Health/Medicaid, SNAP, Foster Care, Protection and Permanency				T,A	
Senior Community Service Employment Program (SCSEP) Goodwill Industries of Kentucky	Employment Assistance, Work Experience, Training, Assessments, Placement Assistance, OJT's	1-12	1-12	1-12	PT sporadic T,A,B,P	1,2,3,4,5
Kentucky Farmworker Program	Employment Assistance, Training, OJT's, Assessments, Support Services, Placement Assistance.	1-12	1-12	1-12	FT @ 2 T,A,B,P	
South Kentucky Economic Development	Economic Development, Business Loans.	1-12	1-12	1-12	T,A	
Department of Justice – Second Chance Reentry Program	Training, Support Services, Placement Assistance, Basic needs.	1-12	1-12	1-12	FT @ 11 T,A,B,P	11
Native American Program Council of Three Rivers	Training, Support Services, Placement Assistance.	Not located in Cumberlands area	N/A	N/A	N/A	N/A

Goodwill Industries of Kentucky	Work Ready Certificates, Soft Skills Training, Resume Building, Interviewing Skills, Application Assistance, Job Development, Career Path Assistance	1-12	1-12	1-12	T,A,B,P	
Kentucky Chamber of Commerce	Talent Pipeline	1-12	1-12	1-12	T,A,B,P	
Somerset Community College/KCTCS	Occupational Training, Job Placement Assistance	1-12	1-12	1-12		
Campbellsville University	Occupational Training, Job Placement Assistance	1-12	1-12	1-12		
Lindsey Wilson College	Occupational Training, Job Placement Assistance	1-12	1-12	1-12		

Kentucky Career Center Cumberlandds				
Partner Onsite Representation Schedules				
Somerset – (Comprehensive)				
Partner	# of Staff	Weekly staff hours (estimated)	# of FTE's	% of Total FTEs
CDO Wagner Peyser	5	172.50	4	13%
UI	8	300	8	26%
Veteran	1	37.5	1	3%
WIOA	3	90	2	6.5%
OVR	13	487.50	13	42%
Job Corps	1	37.5	1	3%
Security Guards	2	80	2	6.5%
TOTALS	33	1205	31	100%
Campbellsville (Affiliate)				
Partner	# of Staff	Weekly staff hours (estimated)	# of FTE's	% of Total FTEs
WIOA	3	112.50	3	27.3%
OVR	3	112.50	3	27.3%
Adult Ed	3	112.50	3	27.3%
Ky. Farmworkers	1	37.5	1	9.00%
Unemployment Insurance Investigator	1	37.5	1	9.00%
TOTALS	11	412.50	11	100%
Monticello (Affiliate)				
Partner	# of Staff	Weekly staff hours (estimated)	# of FTE's	% of Total FTEs
CDO	1	37.5	1	50%
WIOA	1	37.5	1	50%
TOTALS	2	75	2	100%
Columbia (Affiliate)				
Partner	# of Staff	Weekly staff hours (estimated)	# of FTE's	% of Total FTEs
WIOA	1	22.50	0	0
Adult Ed	3	75.00	1	100%
TOTALS	4	97.50	1	100%

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<i>Albany (Affiliate)</i>				
Partner	# of Staff	Weekly staff hours (estimated)	# of FTE's	% of Total FTEs
WIOA	1	30.00	0	0
Adult Ed	2	75.00	2	100%
TOTALS	3	105.00	2	100%

<i>Corbin (Affiliate)</i>				
Partner	# of Staff	Weekly staff hours (estimated)	# of FTE's	% of Total FTEs
WIOA	1	37.5	1	50%
Adult Ed	3	75.00	1	50%
TOTALS	4	112.50	2	100%

<i>Mt. Vernon (Affiliate)</i>				
Partner	# of Staff	Weekly staff hours (estimated)	# of FTE's	% of Total FTEs
WIOA	.05	18.75	0	50%
Adult Ed	.05	18.75	0	50%
TOTALS	1	37.5	0	100%

<i>Liberty (Access Point)</i>				
Partner	# of Staff	Weekly staff hours (estimated)	# of FTE's	% of Total FTEs
WIOA	1	37.5	1	100%
TOTALS	1	37.5	1	100%

<i>Burkesville (Access Point)</i>				
Partner	# of Staff	Weekly staff hours (estimated)	# of FTE's	% of Total FTEs
WIOA	2	15	0	100%
TOTALS	2	15	0	100%

<i>London (Access point)</i>				
Partner	# of Staff	Weekly staff hours (estimated)	# of FTE's	% of Total FTEs
WIOA	1	30	1	100%
TOTALS	1	30	1	100%

<i>Russell Springs (Access Point)</i>				
Partner	# of Staff	Weekly staff hours (estimated)	# of FTE's	% of Total FTEs
WIOA	4	127.50	3	100%
TOTALS	4	127.50	3	100%

<i>Whitley City (Access Point)</i>				
Partner	# of Staff	Weekly staff hours (estimated)	# of FTE's	% of Total FTEs
WIOA	1	22.50	0	100%
TOTALS	1	22.50	0	100%

Note: above information is subject to change, based on partner staffing, location, and funding updates.



Standard Operating Procedures (SOP)

Delivery, Customer Flow, and Referral

Purpose

To create a unified procedure that will help build a standard of excellence in customer service by providing accurate and timely assistance. All mandatory partners/functional teams will collaborate to ensure the best possible seamless service.

Procedure

When the customer enters the reception area, the Resource Navigator (RN) greets them in a professional manner and asks the reason for their visit. If the customer has an appointment, they are directed to the appropriate staff. If they do not have an appointment, the RN will ask Veteran Status to determine priority of service and provide the customer with a packet of information covering the variety of programs/services offered through the Kentucky Career Center.

The RN will hand off the customer to the Employment Specialist (ES) for a brief, informal assessment to help determine the customer's workforce goals/ interest/needs/and barriers through a series of structured questions.

If they are a first time customer, the ES will assist them in registering and or updating their information in Kentucky Labor Exchange. If job ready, the ES will provide current jobs available in the area. The ES will encourage the customer to meet with a Career Coach (CC).

The Career Coach will provide basic information on the local job market including "in demand" jobs. Based on the conversation, the career coach will determine if the customer is eligible for other partner services. If the customer is interested in meeting with another partners/providers the CC introduces them or sets up an appointment with appropriate staff/partner.

If the customer's needs cannot be effectively addressed through the myriad of programs/services onsite at the KCC, staff will assist the customer with identifying services/resources through community partners and provide up to date contact information and referrals.

Upon exiting the KCC, staff will encourage the customer to complete a satisfaction survey.

Staff recognize the Kentucky Career Center Orientation (KCCO) comprehensive overview of services as a best practice, and will encourage the customer to register for KCCO.

For submission purposes, the proportionate share for all KCC onsite partners is currently calculated using square footage/space utilization. As the IFA will illustrate, appropriate allocation methodology adjustments will be made according to updates on partner/staffing levels, lease agreements/updates, new or discontinued programs, etc. UPDATE: per guidance from the Kentucky Education and Workforce Development Cabinet, the comprehensive IFA will be completed/ stored/updated via the Commonwealth SharePoint site.

For submission purposes, the proportionate share for all partners is currently calculated based on space utilization as outlined in the IFA) referenced in Attachment O and completed/submitted via the state's SharePoint site. As the IFA serves as a working/living, appropriate allocation methodology adjustments will be made according to updates on partner/staffing levels, lease agreements/updates, new or discontinued programs, etc.

Impasse- Dispute Resolution

The parties to this MOU agree to communicate openly and directly, and that every effort will be made to resolve any problems or disputes in a cooperative manner. The following guidance is provided to support a unified, collaborative approach to dispute resolution:

1. Consensus Decision-Making

The KCC Operators, Leadership Team, and Partners agree to utilize a consensus-oriented, decision-making process whenever possible for all major decisions regarding center operations.

2. Center-level Dispute Resolution Procedures

For disputes that cannot be resolved through communication between the parties, the following procedure will be initiated:

- a. Disputes at the center will be resolved through partner-communication and, if needed, with support of the KCC Operator.
- b. If a partner is not satisfied by the outcome, that partner can provide additional information and request re-examination of the issue to the KCC Operator. The Operator will provide a response to the partner within fourteen (14) business days.
- c. If the partner continues to be dissatisfied with the response/outcome, the issue will be referred to the local Workforce Investment Board Director and, if needed, the Chairperson to assist with dispute resolution.

The following reflects the KCC and CWDB statement on EEO:

The CWDB embraces the need for diversity, equity and inclusion to be a component of everything we do. These priorities are outlined in our diversity, equity and inclusion action plan, which includes:

Staff, customers, or partners who feel they have experienced discrimination, should report this information to

EEO Officer Tony Meeks at tony@lcadd.org

One-Stop Operator Karen Miller at karenm@lcadd.org or the

Workforce Investment Board Director Myra Wilson at myra@lcadd.org

Career Services: Career Services offered through the KCC include:

Career services include those services requiring minimal staff assistance and services requiring more staff involvement, generally provided to individuals unable to find employment through basic career services and deemed to be in need of more concentrated services to obtain employment; or who are employed but deemed to be in need of more concentrated services to obtain or retain employment that allows for self-sufficiency.

1. **Eligibility Determination:** This is the process of obtaining and documenting information about an individual's circumstances and comparing that information with the criteria set by an agency or program to decide if the individual qualifies for participation.
2. **Outreach, Intake, and Orientation:** Outreach activities involve the collection, publication, and dissemination of information on program services available and directed toward jobless, economically disadvantaged, and other individuals. Intake is the process of collecting basic information, e.g., name, address, phone number, SSN, and all other required information to determine eligibility or ineligibility for an individual's program. Orientation, whether offered in a group setting, one-on-one, or electronically, is the process of providing broad information to customers in order to acquaint them with the services, programs, staff, and other resources at the Kentucky Career Center (KCC), affiliate, and access points.
3. **Initial Assessment:** For individuals new to the workforce system, initial assessment involves the gathering of basic information about skill levels, aptitudes, abilities, barriers, and supportive service needs in order to recommend next steps and determine potential referrals to partners or community resources.
4. **Job Search, Placement Assistance, and Career Counseling:** Job Search helps an individual seek, locate, apply for, and obtain a job. It may include but is not limited to: job-finding skills, orientation to the labor market, resume preparation assistance development of a job search plan, job development, referrals to job openings, placement services, job search workshops, vocational exploration, relocation assistance, and re-employment services such as orientation and skills determination. Pre-layoff Placement Assistance is a service that helps people to identify and secure paid Employment that matches their aptitude, qualifications, experiences, and interests. Career Counseling is a facilitated exploration of occupational and industrial information that will lead to a first, new, or a better job for the individual.
5. **Employment Statistics-Labor Market Information (LMI);** Collect and report data about employment levels, unemployment rates, wages and earnings, employment projection's, jobs, training resources, and careers: see Kentucky LMI at <https://kystats.ky.gov/>. The local Workforce Investment Board Data Specialist will also be a resources in this area.

6. **Eligible Provider Performance and Program Cost Information:** Collect and provide information on:
 - a. Eligible training service providers (described in WIOA Section 122).
 - b. Eligible youth activity providers (described in WIOA Section 123).
 - c. Eligible adult education providers (described in WIOA Title II).
 - d. Eligible post secondary vocational educational activities and vocational educational activities available to school dropouts under the Carl Perkins Act (20 USC 23).
 - e. Eligible vocational rehabilitation program activities (described in Title I of the Rehabilitation Act of 1973). **Local Performance Information:** Collect and provide information on the local recent performance measure outcomes.
 - f. **Supportive Services' Information:** Collect and provide information on services such as transportation, childcare, dependent, care, housing, and needs-related payment that are necessary to enable an individual to participate in employment and training activities.
7. **Unemployment Compensation / Insurance Support Services:** General information on filing an Unemployment Insurance (UI) claim; access to telephone, on-line, and/or email resources for technical UI support and troubleshooting.
8. **Eligibility Assistance:** Provide guidance to individuals on eligibility for other programs and on financial aid assistance for training and education programs that are available in the local area.
9. **Follow-Up Services:** Services provided to participants who are placed in unsubsidized employment, for not less than 12 months after the first day of the employment. These services assist those individuals to maintain employment or qualify for promotions with that employment.
10. **Comprehensive and Specialized Assessments:** A closer look at the skills levels and service needs that may include:
 - a. Diagnostic Testing and use of other assessment tools; and
 - b. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
11. **Individual Employment Plan Development:** Working with individuals to identify their employment goals, the appropriate achievement objectives, and the appropriate combination of services that will help the individual achieve those goals.
12. **Individual Counseling and Career Planning:** For individuals who receive training Under Rehabilitation Act, Title IV Parts A & B Rehabilitation Services Commission (29 USC 720).
13. **Case Management:** For participants who receive training services under WIOA Section 134(d)(4).

14. **Short-Term Prevocational Services:** Can include development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.

Training Services:

Services offered through a training provider to help individuals upgrade their skills, earn degrees and certifications, or otherwise enhance their employability through learning and education. Types of training services include:

1. **Occupational Skills Training:** An organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate or advanced levels.
2. **On-the-Job Training (OJT):** Training by an employer that is provided to a paid participant while engaged in productive work that is limited in duration, provides knowledge or skills essential to the full and adequate performance of the job, and reimburses the employer for the costs associated with training. The OJT trainee often calculated based on a percentage of the trainee's wages.
3. **Workplace and cooperative education:** Programs that combine workplace training with related instruction that may include cooperative education programs.
4. **Skills upgrading and retraining:** Courses that prepare persons for entrance into a new occupation through instruction in new and different skills demanded by technological changes. These courses train incumbent workers in specific skills needed by that business or industry and that lead to potential career growth and increased wages. This includes courses that develop professional competencies that are particularly relevant to a vocational/occupational goal. It must be demonstrated that the training will result in the workers' acquisition of transferable skills or an industry-recognized certification or credential.
5. **Entrepreneurial training:** Classes offered through SPEDA, Young Entrepreneurial Academy offered by the Somerset/Pulaski County Chamber of Commerce. Located at The Center for Rural Development is a Small Business Development Office to assist those wanting to pursue entrepreneurship.
6. **Job-readiness training:** Offered through Goodwill Industries of Kentucky and RESEA classes provided by Career Development Office for those individuals receiving unemployment benefits.
7. **Office of Adult Education:** Services or instruction below the postsecondary level for individuals who are not enrolled or required to be enrolled in secondary school under state law and lack basic educational skills to enable the individuals to function effectively in society and on a job. Services include, but are not limited to, one-on-one instruction, coursework, or workshops that provide direction for the development and ability to read, write, speak in English, compute, and solve problems, at levels of proficiency necessary to function in society or on the job.
8. **Customized training:** Training that is designed to meet the special requirements of an employer or the employer to employ an individual upon

successful completion of the training conducts group of employers and that with a commitment and for which the employer pays for a portion of the cost of training.

Employer Services:

Kentucky's workforce programs are designed to meet the needs of employers in relation to the economic needs of their region. A qualified, adaptable labor market is the primary objective for workforce development in Kentucky. The local Kentucky Career Center Business Service Team (BST) coordinates, promotes, conducts outreach and/or provides access to workforce partners and resources designed for employer customers. The following are examples of Employer Services provided:

1. **Employer needs assessment:** Evaluation of employer needs, particularly future hiring and talent needs.
2. **Job posting:** Receiving and filling of job openings; searching resumes; providing access to a diverse labor pool.
3. **Applicant pre-screening:** Assessing candidates according to the employer's requirements and hiring needs; referring candidates based on their knowledge, skills, and abilities relative to the employer requirements.
4. **Recruitment and placement assistance:** Raising awareness of employers and job openings and attracting individuals to apply for employment at a hiring organization. Specific activities may include posting of employer announcements, provision of job applications, and hosting job fairs and mass recruitments.
5. **Training assistance:** Providing training resources to enable employers to upgrade employee skills, introduce workers to new technology, or to help employees transition into new positions. Examples include the following: work-based training, classroom training, On-the-Job Training, Incumbent Worker Training, cohort training, etc.
6. **Labor Market Index (LMI) information and analysis:** Access information on labor market trends, statistics, and other data related to the economy, wages, industries, etc.
7. **Employer information and referral:** Provision of information on topics of interest to employers such as services available in the community, local training providers, federal laws and requirements, tax information, apprenticeship programs, human resource practices, alien labor certification, incentive programs such as WOTC or the Federal Bonding Program, etc.
8. **Rapid Response and Layoff Aversion:** Provision of services to prevent downsizing or closure, or to assist during layoff events. Strategies may include incumbent worker training to avert lay-offs, financing options, employee ownership options, placement assistance, worker assessments, establishment of transition centers, labor-management committees, peer counseling, etc.

Service Delivery Method

Code	Method Description
FT	On-Site Staff Full Time
PT	On-Site Staff Part Time
C	Contracted Service On-Site Full Time
C/PT	Contracted Service On-Site Part Time
C/Off	Contracted Service Off-Site
T	Access Via Telephone
A	Access Via Automated System or Web-Based Interface
B	Brochure/Handout/ Printed Collateral
P	Materials/ posting at KCC
O	Other
NA	Not Applicable

Agency/ Organization Monitoring

The CWDA acknowledges and appreciates the existing internal and external monitoring practices of each partnering organization/agency under this MOU. This MOU is not intended to alter, replace, or directly affect those existing practices, but rather, support the respective monitoring and Continuous Quality Improvement (CQI) efforts of each organization for the overall benefit of the local Kentucky Career Center system.

Local, State, and Federal Monitoring of WIOA Programs

For certain WIOA- Title I programs (e.g. Adult, Dislocated Worker, Youth, Employment Service, etc.), the LWDA staff, officials from the State and Local administrative entities, and/or the U.S. Departments of Labor, Education, and Health and Human Services may conduct fiscal and/or programmatic monitoring to ensure the following:

- Federal awards are used for authorized purposes in compliance with law, regulations, and State guidance or policies,
- Those laws, regulations, guidance, and policies are enforced properly,
- Performance data are recorded, tracked, and reviewed for quality to ensure accuracy and completeness,
- Outcomes are assessed and analyzed periodically to ensure that performance goals are met.
- Appropriate procedures and internal controls are maintained, and record retention policies are followed, and
- All MOU terms and conditions are fulfilled.

All Parties to this MOU may be invited and/or requested to participate in programmatic and/or fiscal monitoring conducted by the above entities, when appropriate.

Continuous Quality Improvement (CQI)

The CWDB and KCC practice ongoing CQI efforts to ensure that the local workforce development system is effective, innovative, collaborative, efficient, customer-centered, and data-driven. This effort is led by the LWDA and supported by the KCC Continuous Quality Improvement Committee, overseen by the One-Stop Operator, and made up of all KCC core partners. This Committee tracks KCC customer flow/ volume/ outcomes, recommends strategies to improve system-wide effectiveness, and pursues relevant opportunities for leveraging and maximizing workforce resources/ partnerships, while reducing duplication/ redundancy.

The Strategic Plan developed with input from CWIB board members and community leaders drives the work of the CWIB, its workforce development partners and the local Kentucky Career Center system.

Cumberlands WIB Strategic Plan Employer Services

Implement a workforce centered strategy to address high demand, high wage occupation shortages in the region through active participation with employers and stakeholders. Increase workforce opportunities across the region, and provide new entrance into the workforce. The CWDB will utilize education, training and employment resources for the benefit of our citizens and current and future employers by:

- Conducting labor market research;
- Making data driven decisions
- Nurturing partnerships
- Collaborating with regional economic development initiatives
- Being financially sound
- Increase employer participation through Work Experience, OJT, and Apprenticeship.
- Continue to develop Business Services teams to be the point of contact for workforce services and provide support for businesses.
- Utilize employer data projections to assist in developing a talent pool.

Education

Prepare individuals to enter and advance along the talent pipeline by aligning with P-12, adult and post-secondary education to provide lifelong opportunities in this ever changing workforce.

- Align and integrate education P-12, Adult Education, and post-secondary education to provide career progression to prepare them for work in the future.
- Encourage school systems to increase the dual-credit and credentialing programs, allowing student to graduate with market-relevant credentials and connections to local industries.
- Increase awareness of market-relevant career pathways among students, educators, career counselors and parents.
- Facilitate and support High School student workforce preparation.

Workforce Participation

Increase regional workforce participation by creating opportunities, incenting workforce participation, and removing barriers to employment.

- Continue developing and promoting virtual outreach efforts through digital platforms, press releases, and direct communication with partners.
- Develop unique strategies to reach focus populations.
- Support and strengthen workforce partnerships with employers, non-profits, and social services to capitalize on

employment opportunities and barriers to employment for individuals.

- Develop and implement strategies for employers to remove employment barriers.

Organization and Resource Alignment

- Implement a framework that monitors and forecasts our ability to meet goals and programming metrics.
- Convene partners, community leaders and business representatives to gather input and strengthen relationships across our workforce area.
- Continue to explore and identify diversified funding opportunities aligned with our goals to improve our region.

Infrastructure Funding Agreements (IFAs) are tools to determine, document, and (when possible) help reconcile all proportionate KCC cost sharing through inter-agency collaboration and negotiation. IFAs are living/working documents to serve as a companion to the MOU and intentionally designed to allow for ongoing updates and modifications. Required partners in the IFA include those entities that have an **onsite** presence/operation/ staff member(s) at a local Kentucky Career Center. These agreements will be subject to ongoing updates and/or negotiations to allow adaptability to change, modifications, and/or adjustments to partners, staffing, funding sources, customer needs, and capacity.

NOTE: The complete IFA documentation is entered, stored, and updated via the Commonwealth of Kentucky's IFA SharePoint site, administered by the KY Career Development Office (CDO) (<https://edupublic.ky.gov/sites/WFITrade/default.aspx>).

The following KCC partners have indicated that they will have an onsite operation/presence, including staff members, at one or more Kentucky Career Center locations in the local area (and thus will be required participants in the IFA for each appropriate location) during the time frame of this MOU:

- KY Career Development Office (WIOA Title III)
- KY Career Development Office (Trade Act Title II)
- KY Career Development Office (WIOA 121(b)(1)(B)(viii))
- KY Office of Vocational Rehabilitation (WIOA Title IV)
- Adult, Dislocated Workers, Youth, Trade Training, KCCGO (Title I)
- Skills U / Kentucky Adult Education (WIOA Title II)
- Job Corps (WIOA Title I)
- Kentucky Farmworker Program (WIOA Title I)
- Second Chance Act-Reentry Programs Section 212(42 U.S.C. 17532)

Note: additional partners may be added/ removed to/from the IFA due to programmatic, funding, staffing, or other changes at any time during this agreement.

One-Stop Budgets and Partner Contributions are listed on the subsequent pages and include *estimated* operational costs and contributions and support the infrastructure costs associated with the local Kentucky Career Center system. Information is provided by the listed onsite partners and may be subject to change based on staffing, funding, local, state, federal, and/or programmatic update.

MEMORANDUM OF UNDERSTANDING FOR Local Workforce Investment Area: Cumberland KENTUCKY CAREER CENTER OPERATIONS

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Signature Date

CWDB Chairperson

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Signature Date

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Waylon Wright, Executive Director Printed Name & Title

Signature Date

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Lindsey Wilson College

Dean Adams, Executive Vice-President
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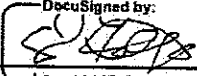
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Waylon Wright 6/8/2022
Signature 7B2CC354A2 Date

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Dept of Workforce Development/ Education
And Labor Cabinet

Beth Brinly, Deputy Secretary
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Office of Adult Education

Dr. John Gregory, Executive Director
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Goodwill Industries of Kentucky

Rena Sharpe, Chief Operating Officer
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Signature Date

Goodwill Senior Community Service
Employment Program

Rena Sharpe, Chief Operating Officer
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Southeast Kentucky Economic Development

Brett Traver, Executive Director
Printed Name & Title

Signature Date

Pine Knot Job Corp

Michelle Zagumny, Center Director
Printed Name & Title
MICHELLE
ZAGUMNY
Digitally signed by MICHELLE
ZAGUMNY
Date: 2022.12.19 11:40:46 -05'00'

Signature Date

Signature Pages

ATTACHMENT P

**MEMORANDUM OF UNDERSTANDING
FOR
Local Workforce Investment Area: Cumberland
KENTUCKY CAREER CENTER OPERATIONS**

Signature Page

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

Chief Local Elected Official

Steve Kelly, Pulaski County Judge Executive
Printed Name & Title

Signature _____ Date _____

CWDB Chairperson

Sam Brown, Board Chair
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Lake Cumberland Area Development District

Waylon Wright, Executive Director
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Signature _____ Date _____

Somerset Community College (KCTCS)

Dr. Carey W. Castle, President
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Signature _____ Date _____

Office of Vocational Rehabilitation

Cora McNabb, Executive Director
Printed Name & Title
DocuSigned by:
Cora McNabb 11/7/2022
Signature Date

Kentucky Office for Career & Technical Ed.

Dr. Beth Hargis, Associate Commissioner
Printed Name & Title
Signature Date

Kentucky Farmworker Program

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Angie Travis 6/7/2022
Signature E2D6442A Date

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