

MEMORANDUM OF UNDERSTANDING

between

CAREERSOURCE BROWARD

and

AARP FOUNDATION,

July 1, 2023 to June 30, 2026

This Memorandum of Understanding is entered into by and between CareerSource Broward (CSBD), on behalf of the Broward Workforce Development Board, Inc., (BWDB) and on behalf of the CareerSource Council of Elected Officials (CSBD Council), as their administrative entity, and AARP Foundation under the Workforce Innovation and Opportunity Act (WIOA) Pub. L. 113 – 128, 29 U.S.C. 3101.,

RECITALS

WHEREAS WIOA Section 121(c)(1) requires that the BWDB, in concert with the CSBD Council, enter into a Memorandum of Understanding (MOU) consistent with WIOA Section 121(c)(2) with AARP Foundation; and

WHEREAS, the MOU must describe how the AARP Foundation will coordinate to operate the One-Stop Delivery System (OS Delivery System) in the Broward Workforce Development Area under WIOA; and

WHEREAS, the MOU must describe how AARP Foundation will support the infrastructure and operating costs of the OS Delivery System in the Broward Workforce Development Area; and

WHEREAS, the MOU must be the product of discussion and agreement between the BWDB and the CSBD Council, as represented by CSBD and the AARP Foundation in accordance with 20 CFR 678.500 (a); and

WHEREAS, CSBD representing the BWDB and the CSBD Council has met with and worked with the AARP Foundation and the One-Stop Operator (OSO) to develop the terms of this MOU;

NOW THEREFORE, in consideration of the premises and the mutual covenants herein contained, the parties hereto agree as follows:

I. Purpose

- a. The purpose of this MOU is to describe how the AARP Foundation will coordinate their funding streams, resources, and personnel to serve their mutual customers through the comprehensive One-Stop Career Center (OS Center) located at 7550 Davie Road Extension, Hollywood, FL 33024 and its affiliate centers located at 2610 Oakland Park Blvd., Oakland Park, FL 33311 and 4941 Coconut Creek Pkwy, Coconut Creek, FL 33063.
- b. The description shall include:
 1. The services to be provided through the OS (One-Stop) Delivery System.

2. The manner in which services will be coordinated and delivered among the AARP Foundation through the OS Delivery System.
3. The manner in which the costs of maintaining and delivering services through the OS Delivery System will be shared as expressed in an Infrastructure Funding Agreement (IFA) agreed to by all the parties.
4. The methods of referral between the one stop centers and the AARP Foundation to ensure the most effective and highest quality services for their mutual customers.

II. Name and Location of the Comprehensive One-Stop Center

The BWDB and the CSBD have established one comprehensive OS Center to serve job-seekers and employers in the Broward Workforce Development Area which is the South Center located at: 7550 Davie Road Extension, Hollywood, FL 33024.

III. The Parties to the MOU

This MOU is the result of a collaborative agreement between the CSBD Council and AARP Foundation.

a. The One-Stop Legislative Partners (One Stop Partners)

One-Stop Legislative Partner	Represented By
WIOA Title I Adult, Dislocated Worker and Youth Programs	The CSBD Council and the BWDB
WIOA Title III Wagner-Peyser Employment Service	The State of Florida Department of Economic Opportunity
WIOA Title V Older Americans Act	The AARP Foundation
Veterans Employment and Training	The State of Florida Department of Economic Opportunity
Trade Adjustment Assistance Act	The State of Florida Department of Economic Opportunity
Unemployment Insurance	The State of Florida Department of Economic Opportunity
Temporary Assistance for Needy Families/WTP	The State of Florida Department of Economic Opportunity
Supplemental Nutrition Assistance Program (SNAP)	The State of Florida Department of Economic Opportunity

- b. The One Stop partners not participating in this MOU are the Migrant and Seasonal Farm Workers Program, Youth Build, the Native American Programs, and Housing and Urban Development Employment and Training. These agencies are not currently providing employment and training services in the Broward Workforce Development Area.

IV. The One Stop Partners Vision and Goals

CSBD and the One Stop Partners met with the OS Operator (OSO) selected by the BWDB and the CSBD Council, to develop a vision and common goals for the OS Delivery System on September 14, 2022. Providers were given several weeks to edit/modify the goals as needed and provide feedback to the OSO. The vision and goals form the foundation of this MOU as follows:

a. The OS Partner Vision

The strategic vision for WIOA implementation is to enhance alignment of workforce, education and economic development systems through improved service integration that provides businesses with skilled, productive, and competitive talent and Broward County residents with employment, education, and training that reduce welfare dependence and increase opportunities for economic self-sufficiency, high skill and high wage careers, and lifelong learning.

b. The OS Partner Goals

To achieve the shared vision, the One Stop Partners have developed and agreed to the goals listed below.

1. Promote accountable, transparent, and data driven workforce investment through performance measures, monitoring and evaluation that informs strategies, drives operational excellence and empowers an effective and efficient workforce delivery system
2. Bring together citizens, employers, and educational providers to develop programs to support high-quality education, training, and employment services to meet regional workforce needs.
3. Encourage employers by engaging and identifying their needs and educating and connecting them to the workforce system to produce innovative workforce solutions.
4. To align Broward County community services to maximize employment and work opportunities for targeted populations comprised of veterans, youth, individuals with disabilities, older workers and returning citizens.

c. Goal Implementation

To implement these goals, the one stop partners including AARP Foundation, in cooperation with the OSO, are committed to:

1. Meeting twice a year to discuss continuous improvement of the OS Delivery System.
2. Reviewing the MOU annually and during the last meeting of each program year for the purpose of modifications which shall be made by consensus.
3. Maintaining minutes of the meetings to ensure follow up. Minutes shall be the responsibility of the OSO.

V. OS Partner and OS Center Values

- a. The WIOA Title I staff and One Stop partners situated at the Comprehensive OS Center and other One Stop partners connected through technology share a common belief that:
 1. Infusing a sense of achievement in their job-seekers through skills attainment and employment results in a workforce ready to meet the future.
 2. Employers will invest in the local workforce area when a skilled workforce is available to them.
- b. This is accomplished through:
 1. Providing customers with easy access to integrated basic career services, individualized career services, training services, placement and follow-up
 2. The welcome process in the OS Center as well as the welcome process for each technologically connected OS Partner location
 3. The intake process which includes a referral and follow up process that ensures each customer will receive career services appropriate to their needs
 4. The initial skills assessment
 5. Available services
 6. Pathways to a wide range of training services to improve customer employment opportunities through skill upgrading, skill validation, and credentialing
- c. The One Stop partners coordinate services with services available only through the OS Center. One Stop partners can sequence or co-enroll customers so they can receive basic literacy skills and skills advancement through a traditional classroom or a work-based training option.
- d. OS Delivery Services include individualized informational presentations for area businesses that provide information on Work Opportunity Tax Credits, Opportunity Zones, Federal Bonding, On-the-Job Training, Registered Apprenticeships, staffing services through Job Order Listings and scheduled recruitments in the OS Centers.

VI. One-Stop Partner Services

a. History

1. In 2019 the BWDB and CSBD Council approved the issuance of a request for quotes (RFQ) for an OSO.
2. Three proposals were received and reviewed by CSBD staff for responsiveness. A Review Committee comprised of BWDB members reviewed the proposals, interviewed proposer representatives, rated and ranked the proposals and recommended Workforce Guidance Associates, LLC to the BWDB and CSBD

Council.

3. In 2022 the BWDB and CSBD Council approved the issuance of a new request for quotes (RFQ) for an OSO.
4. One proposal was received and reviewed by CSBD staff for responsiveness. A Review Committee comprised of BWDB members reviewed the proposals, interviewed proposer representatives, rated and ranked the proposals and recommended Workforce Guidance Associates, LLC to the BWDB and CSBD Council.

b. Access to Skills Attainment

1. A primary objective of the Florida Governor, and therefore of the One Stop partners is to increase the self-sufficiency of Broward County citizens and residents. To accomplish this, the AARP Foundation work with customers to assist them in following a career pathway that includes skill attainment. Skill attainments command higher wages.
2. Skilled workers can expect to find businesses and jobs located around centers of an available and able workforce

c. The Provision of Integration of Services

1. Comprehensive integrated services are offered to customers of the OS Centers or by referral to an OS Partner.
2. Customers of the OS Centers first access Wagner Peyser services through CSBD guided and co-located employment service staff. Employment service staff offer one-on-one services to customers. Customers who need more than minimal assistance, access to workshops, or job search resources are referred to WIOA funded Title I OS Center staff.
3. Customers meet with OS Center staff on a one-on-one basis so their needs can be assessed, and they can be directed to products and services within the OS Delivery System to help them meet their individual employment and skill attainment goals.
4. OS Partner staff participate in cross-training on programs offered through the OS Centers and in the community so they can make appropriate and meaningful referrals.
5. The OSO shall meet with the AARP Foundation and the other one stop partners at a minimum of twice a year to review cross referrals, barriers to services, and new discretionary grants offering additional opportunities.
6. The One Stop partners shall review technology solutions and make recommendations to enhance services offered.

d. Responsibilities of the AARP Foundation

1. The AARP Foundation agrees to share in the planning, implementation, and operation of the OS delivery System and OS Center with the assistance of the OSO, as provided for herein.
2. All one stop partners agree to assist and participate in capacity building and professional development opportunities for all staff to ensure an understanding of OS Partner programs.

e. A Description of the Comprehensive OS Center Services

1. The One Stop partners are committed to an integrated, coordinated system which reduces duplication and encourages cost efficiencies while expanding services to our customers.
2. The One Stop partners are committed to offering priority of services to veterans, public assistance recipients, low-income individuals, and individuals who are basic skills deficient when providing basic career services, individualized career services, and training services.
3. The chart below details each One Stop partners' participation in the development of all components of the MOU.

OS Partner	Services to be provided through the OS Centers or via Technology Connection
WIOA Title I Adult, Dislocated Worker and Youth Programs A core partner.	Integrative Staffing Group is the procured staffing company that employs the WIOA Title I Adult, Dislocated Worker and Youth Program staff located in the OS Centers. All One Stop partners have a direct linkage to Title I services through the referral process.
WIOA Title IV Vocational Rehabilitation (VR) A core partner	WIOA Title IV VR is co-located at the Comprehensive OS Center and follows the mall approach which calls for a lease with CSBD. AARP Foundation can refer customers through the OS Delivery System or the established referral process. All One Stop partners participate in OS Partner meetings and have a representative on the BWDB.

OS Partner	Services to be provided through the OS Centers or via Technology Connection
<p>WIOA Title III Wagner-Peyser Employment Service.</p> <p>A core partner</p>	<p>WIOA Title III Wagner-Peyser Employment Service staff are co-located and guided by the One-Stop Manager at the OS Centers. DEO allocates funds to local boards for the guidance and management of Wagner Peyser staff. CSBD cost allocates these funds for infrastructure and operation of the OS Centers. CSBD funded Title I staff and employment service staff provide access to self-help or minimal assistance services as needed including assistance to employers with job orders, matching, and placement. One Stop partners' customers can register for Wagner Peyser services online, come into an OS Center or participate in the referral process. Employment service staff attend the One Stop partners' meetings.</p>
<p>SCSEP Title V Older Americans Act</p>	<p>WIOA Title V Older Americans Act. AARP FOUNDATION staff are co-located in the Comprehensive OS Center and have a lease with CSBD in accordance with the mall approach. Some Title V participants also have a Work Experience assignment in the OS Center. The Urban League of Palm Beach County (ULPB) participates through technology, and they assign a specific case manager to work on referrals and cross referrals. All One Stop partners can link to Title V services through the referral and cross referral process. Title V staff participate in OS Partner meetings.</p>
<p>Veterans</p>	<p>Veterans Representatives are co-located at all OS Centers. Veterans Representatives see customers on a walk-in and by appointment basis. Veterans' staff participate in the referral and cross referral process. They also participate in One Stop partner meetings. CSBD is allocated funds by DEO to guide and manage the staff. Their participation in the funding of the infrastructure and operation of the OS Delivery System is done through cost allocation of the DEO allocation to CSBD</p>

OS Partner	Services to be provided through the OS Centers or via Technology Connection
Community Service Block Grant (CSBG)	One Stop partners link to CSBG services through the technology and referral process. CSBG staff participate in the OS Partner meetings. CSBG is managed by Broward County and often contributes to the CSBD Summer Program. The OS Center and CSBG connect through technology by assigning a specific case manager. Support services available are key for eligible WIOA Adults and Dislocated Worker participants after exit during follow-up
Trade Adjustment Assistance Act	Trade Adjustment Assistance Act (Trade Act) staff are co-located in OS Center and funded through an allocation from DEO. Their participants are co-enrolled in WIOA Title I Dislocated Worker programs. Like Dislocated Worker programs participants are referred and cross referred among One Stop partners. Staff participate in OS Partner meetings. Funds are cost allocated to cover their share of costs in the OS Center.
Unemployment Insurance (UI)	All Wagner-Peyser and WIOA Title I staff are trained to give basic UI information to customers and help with UI claims. There are dedicated phone lines in the OS Center for customers who need additional assistance. Funds are awarded to CSBD by DEO and cost allocated to cover their share of costs in the OS Center.
Supplemental Nutrition Assistance Program (SNAP) Employment and Training Services	All One Stop partners have a direct link to SNAP services through the referral process. There are specific staff assigned to provide SNAP case management. Funds are awarded to CSBD by DEO and cost allocated to cover the SNAP share of costs in the OS Center.
Second Chance Act	This program is administered by OIC of South Florida and they participate through technology and assigns a specific case manager to work on referrals and cross referrals. All One Stop partners can link to Second Chance services through the referral and cross referral process. Second Chance staff participate in OS Partner meetings.

4. The One Stop partners worked diligently to map services provided to job-seekers and business customers in the CSBD workforce development area. The chart above details how each OS Partner provides services through the OS Delivery System.
5. CSBD has three infrastructure options: 1. Co-location using a “mall approach”, 2. a technology approach, and 3. cost allocation for all OS Partner funds administered by CSBD.
 - i. The Mall Approach - Using a mall approach for the One Stop partners who co-locate at an OS Center provides infrastructure support through a type of lease arrangement. Each OS Partner is responsible for taking care of their own needs within their space. These One Stop partners budget at the beginning of the year for the space they occupy. They commit to that space regardless of whether their funds are reduced or staffing decreases or increases, the dedicated space stays the same for the duration of the year as it would in a mall lease. The lease charge is stable for the year. The OS Partner is responsible for all costs related to their space.
 - ii. The Technology Approach - The technology approach is also impervious to funding increases and decreases. It is a minimal cost so the One Stop partners don't have to struggle with budget concerns. These One Stop partners commit to maintaining a page or partial page on the CSBD website
 - iii. The Cost Allocation Approach – Cost allocation is not an agreed to method. It is required for all OS Partner grant funds awarded by DEO to CSBD and the other local boards. If awarded discretionary grants, CSBD allocates a portion of the costs to support the OS infrastructure and operations.
6. One Stop partners not co-located, regardless of funding, agree to assign a position to be the main contact for inquiries regarding OS Partner programs and for a “warm hand off” of a participant through referral. Technology connections include the phone, Zoom or similar technology allows for intakes and assessment to occur concurrently for more than one program and may take place in the OS Center regardless of the OS Partner's location.
7. One Stop partners commit to a position, not a person, so personnel changes have little impact on the referral of participants among the One Stop Partners.
- f. A detailed WIOA services matrix has been created for the OS Center. The service matrix includes the One Stop partners along with current contact information for questions and referrals. Each OS Partner has also listed the services they provide.

VII. Data Sharing

- a. WIOA, federal, and state laws determine safeguards specific to the databases of the various OS Partner funding streams.
 1. The AARP Foundation agrees:

- i. To share data in accordance with the State of Florida Shared Data Confidentiality Policy
- ii. To share data and technology as appropriate in serving job-seekers. This may include obtaining signed releases to be able to share information among the necessary One Stop partners to deliver needed services
- iii. To maintain the confidentiality of participants' information
- iv. To safeguard Personal Identifying Information (PII) used to track participants prior to sharing participant information
- v. To notify the appropriate OS Partner in the event of a breach

VIII. Procurement of the OSO

- a. CSBD followed the process established in 2 CFR Part 200.318-326, U.S. Department of Labor's Training and Employment Guidance Letter 35-10, and DEO guidance in procuring and selecting their OSO.
- b. The OSO was selected through a competitive process. The OSO communicates regularly with the One Stop partners to plan, address continuous improvement, monitor referrals and accessibility among the One Stop partners.
- c. One Stop partners agree that the OSO shall be responsible for:
 1. Coordinating required services delivery in the OS Center and ensuring that the services are being delivered to OS Center customers
 2. Serving as a liaison between the WIOA Title I staff and One Stop partners
 - 3.
 4. Reviewing the MOU annually to ensure it is up to date
 5. Monitoring One Stop partners' adherence to the terms of the MOU
 6. Facilitating and/or delivering training to ensure the AARP Foundation staff is aware of basic services offered by each of the One Stop partners
 7. Continuously work on improving the OS Delivery System by focusing the One Stop partners on coordination and integration of OS Partner services
 8. Ensuring CSBD Career Center services are market-driven and that labor market information is available and accessible
 9. Monitor One Stop partners referrals
 10. Convene biannual OS Partner meetings, setting the agenda, recording minutes, and working with the One Stop partners on "next steps"

- d. The OSO may not:
 - 1. Participate in the development or submission of the local 4-year plan.
 - 2. Be responsible for oversight of themselves.
 - 3. Manage or participate in the OSO procurement process.
 - 4. Select or terminate themselves or service providers.
 - 5. Negotiate local performance.
 - 6. Develop the CSBD budget.

IX. Administration and Operations Management

- a. CSBD provides oversight over the procured OSO by:
 - 1. Attending partner meetings and participating in partner activities
 - 2. By reviewing quarterly reports provided by the OSO detailing the OSO activities which must include:
 - i. Coordination of OS Center required career services with the One Stop partners
 - ii. Educating all the One Stop partners regarding universally available basic career services
 - iii. Monitoring service delivery to ensure services meet customer expectations
 - iv. Serving as liaison between the One Stop partners to ensure each OS Partner has an equal voice regarding effective ways to deliver OS workforce services
 - v. Facilitating OS Partner and Business Services staff joint meetings to plan and deliver joint partner recruitment and job fairs
 - vi. Coordination with other community organizations to participate in community events for outreach and to publicize available One Stop partners' workforce services

X. Shared Funding Process for Infrastructure Costs

- a. OS Operating Budget
 - 1. This is determined by a negotiation between the BWDB as represented by CSBD and the One Stop partners to determine how the costs and operating costs of the OS Center will be supported as expressed in the Infrastructure Funding Agreement (IFA) which is a part of and incorporated into this MOU in accordance with WIOA § 121(c)(1), 20 CFR 678.500(b)(2)(i), 34 CFR 361.500(b)(2)(i), and 34 CFR 463.500(b)(2)(i)).
 - 2. All One Stop partners were a part of the discussions agreeing to the methodology presented. Individual one-on-one negotiations were conducted to finalize discussions and to iron out the details. CSBD has successfully negotiated to arrive

at a cash contribution from each OS Partner.

3. It is the belief of the BWDB that:
 - i. All One Stop partners must contribute cash to support the OS Center.
 - ii. People and organizations value what they pay for.
 - iii. A low-cost solution must be available to ensure every mandatory and non-mandatory approved OS Partner can participate.
4. CSBD has offered 2 options to the One Stop partners, 1) the mall approach and 2) the technological approach. CSBD cost allocates grant awards as appropriate to ensure grants bear their fair share.
 - i. CSBD fiscal staff determined the cost of maintaining the OS Center rent, utilities, common space, and related costs and arrived at a cost per square foot. Co-located One Stop partners were presented with the inclusive cost per square foot for the space that they occupy. All co-located One Stop partners pay for the square feet they occupy based on the calculation as determined by the CSBD fiscal staff. All formula grants, DEO allocations for co-located and managed partners, and discretionary grants, regardless of whether they are WIOA or another funding stream, are charged their fair share of the maintenance of the OS Center through cost allocation and funding decisions as determined by the CSBD President/CEO and Senior Vice President Fiscal Sr. VP Fiscal.
 - ii. CSBD uses a "Mall" approach for determining the costs attributable to co-located AARP Foundation. Each co-located One Stop partner is responsible for covering their service delivery operating costs as if they were leasing space in a "Mall".
 - iii. CSBD Fiscal staff worked with CSBD IT staff to calculate the cost of a presence on the CSBD website, including utilities, maintenance, updates, and space and were able to establish an annual cost of \$215.49 per provider for a page on the CSBD website.
 - iv. All non-co-located One Stop partners are technologically connected as stated in the "One-Stop Operations Guidance for the American Job Center" ETA OWI 1/18/17, the One Stop partners "uses technology to achieve integration and expanded service offerings" and by "making available a direct linkage through technology to a program staff member who can provide meaningful information or services" pursuant to TEGL 16 -16 20 CFR 678.305(d), 34 CFR 361.305(d), and 34 CFR 463.305(d).
 - v. **Exhibit 1** is a matrix of all One Stop partners participant staff contacts by person/position, email, regular mail, and phone contact. One Stop partners technologically connected may connect to participants via telephone, ZOOM, TEAMS or GOTOMEETING applications which allow for face-to-face interface and joint case management and counseling sessions as needed

and appropriate. Generally, the initiating OS Partner uses their license to connect to the other OS Partner.

5. As described herein:
 - i. The technology approach is impervious to funding increases and decreases.
 - ii. CSBD is able to offer a minimal cost solution - One Stop partners don't have to struggle with budget concerns as budgets increase and decrease.
 - iii. One Stop partners commit to a page and the cost of its maintenance on the CSBD website.
 - iv. One Stop partners not co-located, regardless of funding assign a position to be the main contact for inquiries regarding OS Partner programs and for a "warm hand off" of a participant through referral. Technology connections also include the phone for quick contacts and offers Zoom or similar technology for face-to-face intakes and assessment.
 - v. One Stop partners commit to indicate a position and/or a staff person as the designated contact, so personnel changes have little or no impact on the referral of participants among One Stop partners.
 - vi. Cost is stable.
 6. Other Contributors - At this time only mandatory partners are participating in the OS Delivery System.
- b. Funding of Services and Operating Costs/Infrastructure Funding Agreement
1. Per 20 CFR 678.700-755 and 678.760; 34 CFR 361.700-755 and 361.760; and 34 CFR 463.700-755 and 463.760, One Stop partners must contribute to the infrastructure costs and operating costs of the OS Center based on their proportionate use. Because One Stop partners contributions must be an allowable expenditure in accordance with each One Stop partner. One Stop partners' program guidelines as well as under 2 CFR 200 et al, the One Stop partners developed options that allowed each agency to meet their WIOA obligation while complying with their program requirements.
 2. By the authority vested in the signatory for each OS Partner, the OS Partner agrees to the methodology for infrastructure funding as described herein.

XI. Conflict Resolution

- a. AARP Foundation has agreed to the conflict resolution process described herein for disputes arising out of this agreement as follows:
 1. In the event of a dispute, the AARP Foundation will first negotiate in good faith to identify possible solutions to resolve the dispute.
 2. If the dispute cannot be resolved the matter will be forwarded to DEO as the

Governor's representative, for assistance.

- b. When providing services through the OS Delivery System, the AARP Foundation will ensure enforcement of non-discrimination and equal opportunity policies. If a violation occurs, the proper chain of command will be followed, and the staff member's employer of record will be called upon to help resolve any issue.

XII. The OS System Referral Process

- a. In accordance with WIOA, the One Stop partners have agreed on how referrals and cross referrals will be accomplished between the AARP Foundation.
 1. The vision of the One Stop partners as expressed through this MOU is to utilize a referral process which will:
 - i. Provide customers with seamless access to services across all programs
 - ii. Provide job-seekers and employers with the information they need to be successful
 2. Access to Services: To accomplish the vision, the One Stop partners agree to include in their assessment process consideration of services available through each of the One Stop partners including universal or basic career services available to the general public.
 3. As described above the OS Center provides access to the programs and services of all the required One Stop partners. This is accomplished by the following steps:
 - i. Customers are guided to the job search tools of the resource center.
 - ii. Employment service or WIOA staff provide general assistance or identify the appropriate OS Partner service.
 - iii. Individuals needing referral are then guided to access the appropriate OS Partner program by being directed to a co-located OS Partner or being assisted to immediately connect to a non-collocated OS Partner through technology via phone and /or a web-based video conferencing platform such as Zoom for an initial assessment. The OS Centers also provide direct linkage via email to OS Partner program staff.
 - iv. In accordance with the agreed upon OSO's responsibility, OSO program staff are trained sufficiently to familiarize them with all services available through all the One Stop partners. This ensures the staff have the competency and skills necessary to assist participants when applying for program benefits or services.
 - v. All required OS Partner program staff, in accordance with training facilitated by the OSO, shall be sufficiently knowledgeable about the other OS Partner programs and services to screen an applicant to determine appropriate referrals.
 - vi. To the extent possible referring staff shall directly contact the recipient of the

referral to facilitate seamless delivery of services and shall inform the customer regarding what to expect as a result of the referral to ensure a “warm handoff.”

- b. A special referral process has been agreed to by the One Stop partners for Unemployment Insurance (UI). In accordance with WIOA, UI claimants, must be provided with “meaningful” assistance when filing UI claims. This is critical to the One Stop partners as well, as often they are also assisting the unemployed.
 - 1. All OS Center staff receive training sufficient to familiarize them with the online claims filing system. Staff must be able to explain claimants’ rights and responsibilities so they can understand the UI publications and correspondence.
 - 2. OS Partner customers coming in or referred to the OS Center for UI meaningful assistance receive:
 - i. OS Center on-site assistance from resource room staff trained in filing UI claims.
 - ii. Phone or other technology provided assistance, as long as the assistance is by trained and available staff.
 - iii. Access to a priority phoneline for claimants to speak directly with UI staff with little to no wait.
 - iv. An electronic feedback system which staff can access to refer potential UI eligibility issues to the UI staff for investigation.
 - 3. Other UI assistance beyond filing assistance is provided by state UI staff.
 - 4. The One Stop partners agree to the following definition of meaningful services. It is the provision of the contact information necessary for onsite and technologically connected One Stop partners to consult with customers. It is the delivery of initial assessment simultaneous with the customers’ visit to the CSBD Career Center. It is the scheduling of an appointment for the customer. The referral form also provides for a release so that information can be exchanged among the One Stop partners
- c. Customer referrals shall be made using the electronic referral form in the OS Partner portal, “Crosswalk”.
 - 1. The AARP Foundation agrees that appointments will be set within three working days of receiving a referral, and the participant will be contacted two days prior to their appointment to confirm the appointment. Participants shall be informed regarding documents they need to bring to their appointment.

All referrals must include the following information:

Date of Referral
Name of Referring (OS Partner) Organization
Referring OS Partner Contact Staff Person

Contact Person Phone and Email
Name of Organization (OS Partner) Receiving the Referral
Referring OS Partner Contact Staff Person
Contact Person Phone and Email
Name of Customer being referred
Customer's Address, Phone number, and Email
Reason for the Referral
Confirmation of receipt from the Recipient Agency

2. Feedback and Follow-Up: When a referral is made, customer feedback shall be solicited through a sampling of follow-up calls to be initiated by the OSO to discuss the services provided and next steps.
3. All One Stop partners agree to case note referrals as appropriate in their respective data management systems and notice of the referral shall be emailed to the case managers' supervisors. Supervisors shall maintain a master list of referrals on a monthly basis. The OSO shall work with the One Stop partners to track and report on referrals.
4. Shared information shall adhere to the customer disclosure form and be in accordance with the customer's agreement. Encrypted email shall be used for sensitive information.

XIII. Accessibility

- a. All One Stop partners agree to conduct their activities in a discrimination free environment that promotes employment opportunities to all job-seekers, in accordance with WIOA Section 188.
- b. All customers shall have equal access to all OS Partner services provided through the OS Centers. The One Stop partners agree to comply with the Americans with Disability Act of 1990 and its amendments.
- c. Each OS Partner shall follow their organization's equal opportunity policies and procedures for reasonable accommodations under the ADA.
- d. Physical Accessibility
 1. The OS Center is in compliance with the requirements of physical accessibility, including ADA compliance.
 2. Private offices are available to help customers and staff with confidentiality, noise levels, and concentration.

3. CSBD will revisit the OS Center's accessibility from time to time to ensure continuing compliance with all equal opportunity, non-discrimination, and ADA requirements.
 4. All non-discrimination, equal opportunity, and ADA accommodations posters are displayed so they are visible to customers and staff. Staff are trained to assist customers with their accessibility needs. The South Comprehensive OS Center has been updated for physical accessibility. There are designated handicapped parking spots near the building.
 5. The Comprehensive OS Center is located within walking distance of public transportation and other workforce development and social service offices. The OS Center is accessible by car, bike, or public transportation.
- e. **Programmatic Accessibility:** The AARP Foundation is aware that the OS Center provides a welcoming environment to all customers entering the OS Delivery System. Accessibility is available to customers and to One Stop partners.
1. OS Partner staff have been trained how to use the technology in the OS Centers.
 2. One Stop partners that need to access the OS Center tools for their customers can visit the OS Center or refer their customers in accordance with the referral mechanism provided for under this MOU. Accessibility is made available by offering the following tools:
 - i. Signage.

Signage announces accommodations and special assistance available from auxiliary and auditory aids to assistive-technology and program materials in a variety of accessible formats. Customers are able to access these tools even if they do not disclose that they have a barrier.
 - ii. English Language Learners

Interpretation services are available via Accessible Communication for the Deaf ACD, through phone, video, onsite interpreting, document translations as well as training for bilingual staff and interpreters.
 - iii. Physical Accommodations

Individuals in wheelchairs or who are small or large in stature can work at a kiosk with adjustable desktops and chairs. A trackball mouse and alternative keyboards are also available to assist customers.
 - iv. Vision

Low vision software, large screens and screen enlargement software is available. MS Office also provides accessible software.

v. Hearing Loss

For individuals with mild to moderate hearing loss, staff have access to an assistive listening device to assist customers in one-on-one or group settings. Staff is also familiar with the Florida Relay service as an alternative communication tool for individuals who are deaf, hard-of-hearing, deaf/blind, or with a speech impairment. Staff also have access to UBI DUO devices.

vi. General Disability

As Vocational Rehabilitation has a presence in the OS Center, they are immediately available for WIOA and OS Partner referrals.

vii. Accessibility Maintenance

In addition to Vocational Rehabilitation and Services for the Blind, Adult Education, and Literacy are available for consultation to ensure accessibility can be maintained at its highest level.

viii. Professional Development

All One Stop partners agree to share professional development training regarding accessibility, discrimination, quality services, and continuous improvement.

- f. By being a party to this MOU, the AARP Foundation has reiterated their commitment to adopting policies and procedures in compliance with the Americans with Disabilities Act of 1990 as amended to provide equal access to all customers. The AARP Foundation further agrees to review their organization's policies on a yearly basis to ensure policies are up to date.

XIV. Human Resource Management

Commonly developed expectations for customer service will be incorporated into each OS Partner's performance evaluation system. All One Stop partners agree to conduct regular performance reviews in accordance with their organization's policies and procedures.

XV. One-Stop Delivery System Performance Criteria

- a. The One Stop partners agree that the OS Delivery System will strive to achieve these standards of quality service for its customers, employees, and One Stop partners:
1. All customers will receive prompt and courteous service from the staff.
 2. All customers will receive the services designed to assist customers in achieving their educational and/or job placement goals.

3. All employees can expect to work in a safe and professional environment.
 4. All employees can expect to receive the best tools to achieve the desired outcome for their customers.
 5. All One Stop partners will deliver high-quality services.
 6. All AARP Foundation will participate in the 3-year schedule of one-stop certification as required by WIOA.
 7. All One Stop partners agree to share aggregate performance information based upon the performance applicable to their program funding streams.
- b. OS Partner performance will be an indication of the strength of each OS Partner's collaboration. The goal is for the One Stop partners to understand each other's performance to further integration and to work toward assisting each other to exceed the measures for their program funding streams. The One Stop partners agree to review performance quarterly.

XVI. Governance of the One-Stop Delivery System

- a. The ultimate accountability and responsibility for the OS Delivery System organizational processes, services, and accomplishments rests with the CSBD, the OSO, and the One Stop partners.
- b. The BWDB's and CSBD Council's Responsibilities
 1. To develop and execute the MOU with the AARP Foundation.
 2. Develop and update the local plan
 3. Select the OSO and terminate the OSO if needed
 4. Conduct oversight of the local OS Delivery System and the OSO
 5. Serve as a convenor of the One Stop partners
- c. The OSO Responsibilities
 1. Ensure the One Stop partners coordinate services and adhere to the terms of this MOU.
 2. Serve as a liaison between CSBD their Title I staff and the One Stop partners.
 3. Provide or facilitate training to ensure the OS Partner staff are knowledgeable regarding each other's services, accessibility, and non-discrimination policies.

4. Ensure that the OS Center staff deliver the services promised to customers.
 5. Work with the One Stop partners for continuous improvement in coordinating and integrating service delivery that is market-driven.
 6. Monitor and report on the effectiveness of the referral processes.
 7. Convene biannual OS Partner meetings, composing agendas, recording minutes, and distributing action steps.
 8. Be knowledgeable of the performance standards of all One Stop partners and communicate the measures to all the One Stop partners.
 9. Ensure accessibility to services for individuals with barriers.
 10. Assist the CSBD in meeting OS Center certification.
- d. AARP Foundation's responsibilities
1. Provide access to programs and services through the OS Delivery System, including appropriate career services
 2. Support development of an integrated and coordinated customer- centered service delivery design
 3. Share infrastructure costs
 4. Co-enroll customers as needed
 5. Share information as agreed to by the One Stop partners
 6. Share performance data regarding shared customers

XVII. Duration, Modification, and Revisions

- a. The parties agree that this MOU replaces the MOU entered into during program year 2019-2021 and will take effect July 1, 2023, or when executed by all the parties whichever date is earlier.
- b. This MOU will remain in effect until June 30, 2026, or until such time as there is a need to modify this MOU because of a change in the law, federal or state policy, or a request from either CSBD or the AARP Foundation.
- c. The parties agree to review the MOU annually.
- d. Either CSBD or the AARP Foundation may request to modify this MOU. Requests for modification shall be made in writing to CSBD which shall communicate the modification

request to all the One Stop partners. The OSO shall work with CSBD and the AARP Foundation to come to agreement with respect to any modification. Material modifications will be presented to the BWDB for approval and their decision shall be final.

- e. The terms of the infrastructure costs and operating costs agreed to in Section IV will take effect as of July 1, 2023, and will continue in effect until June 30, 2026, with adjustments reviewed at least annually to ensure a fair and equitable proration of costs.

XVIII. Partial Void

Should any part of this MOU be found to be null and void or is otherwise stricken, the balance of this MOU shall remain in full force and effect. Any modifications to the MOU, including adding new one stop partners, will require the modified MOU to be signed by all either party.

XIX. Termination

- a. Any party to this MOU may rescind their agreement to participate in the MOU by notifying CSBD in writing at least 60 days in advance of its effect.
- b. This MOU shall terminate June 30, 2026, and may be renewed and extended upon agreement of both parties.

XX. Checklist for Memorandum of Understanding Signatures

	The WIOA required partner:	MOU signed by:	Name of Authorized Representative Signing MOU and Local Agency:
	WIOA Adult, Dislocated Worker and Youth Programs (Title I)	DEO Commissioner, Broward County BWDB Board Chair	Name: Dane Eagle Title: Date Signed: Name: Tim Ryan Title: Commissioner Date Signed: Name: Heiko Dobrikow Title: BWDB Chair Date Signed:

	The Senior Community Service Program	AARP Foundation	Name: Demetri Antzoulatos Title: VP Finance, Grants, Operations Date Signed:
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EXECUTION PAGES

By their signature below, the AARP Foundation and CareerSource Broward attest to participation in the development of this MOU and agree to abide by its terms and conditions as well as with the terms and conditions of the Infrastructure Funding Agreements (IFA). By signing below, each One-Stop Partner warrants and represents that the person signing this MOU has the authority to bind the Partner and that the One-Stop Partners participation in the MOU is not in violation of any By-laws, Covenants and/or other restrictions placed upon them by their respective entity.

FOR THE AARP FOUNDATION

DocuSigned by:
By: Demetri Antzoulatos
Demetri Antzoulatos
Title: VP Finance, Grants, Operations

FOR CAREERSOURCE BROWARD

ATTEST: [Signature]
[Signature]

BY: [Signature]
(Signature)
Print Name: Tim Ryan
Title: CSBD COUNCIL OF ELECTED OFFICIALS, CHAIR
Date: 8-24-23

ATTEST: [Signature]
[Signature]

BY: [Signature]
(Signature)
Print Name: Heiko Dobrikow
Title: BWDB CHAIR
Date: 8-14-2023


ATTEST Michèle Baddis L.S.
Moya Brathwaite L.S.

CAREERSOURCE BROWARD:
BY: [Signature]
(Signature)
Printed Name: CAROL HYLTON
Title: PRESIDENT/CEO
Date: 07/12/2023

Approved as to form by the CareerSource Broward
General Counsel
2890 West Cypress Creek Road
Ft. Lauderdale, FL 33309

BY: _____
Rochelle J. Daniels, General Counsel

SIGNATURE CERTIFICATE



REFERENCE NUMBER
FD22ABAB-29CD-4250-9522-20AAAA75C97F

TRANSACTION DETAILS

Reference Number
FD22ABAB-29CD-4250-9522-20AAAA75C97F

Transaction Type
Signature Request

Sent At
07/12/2023 14:14 EDT

Executed At
07/13/2023 14:25 EDT

Identity Method
email

Distribution Method
email

Signed Checksum
dbf962be8011bb023a3c4051bdc27e40ab8faa58872c8a1ebf53971cfa87168

Signer Sequencing
Enabled

Document Passcode
Disabled

DOCUMENT DETAILS

Document Name
Pe-Aarpf Scsep Mou Renewal Careersource Broward Browardfl Site 682

Filename
pe-aarpf_scsep_mou_renewal_careersource_broward_browardfl_site_682.pdf

Pages
24 pages

Content Type
application/pdf

File Size
335 KB

Original Checksum
5fe81ba87ddb99eaa759b862c849a4f816e8e69b626dfcb8cec7db9bd32371a9

SIGNERS

SIGNER

Name
Moya Brathwaite

Email
mbrathwaite@careersourcebroward.com

Signer Sequence
2

Components
1

E-SIGNATURE

Status
signed

Multi-factor Digital Fingerprint Checksum
cc6039bb4d7a21aa82e490450a3206f3071fd90373dae0fc21981289ebf636a3

IP Address
67.23.70.69

Device
Chrome via Windows

Typed Signature
Moya Brathwaite

Signature Reference ID
D20E5231

EVENTS

Viewed At
07/13/2023 14:24 EDT

Identity Authenticated At
07/13/2023 14:25 EDT

Signed At
07/13/2023 14:25 EDT

Name
Michele Baldis

Email
mbaldis@careersourcebroward.com

Signer Sequence
1

Components
1

Status
signed

Multi-factor Digital Fingerprint Checksum
3bf331ae015a741d846c08cef9f74b755de6f90af926522d7e8528d1c0968bf5

IP Address
75.229.131.215

Device
Mobile Safari via iOS

Typed Signature
Michele Baldis

Signature Reference ID
F8559012

Viewed At
07/12/2023 17:31 EDT

Identity Authenticated At
07/12/2023 17:32 EDT

Signed At
07/12/2023 17:32 EDT

SIGNER**Name**

Ronald Moffett

Email

rmoffett@careersourcebroward.com

Signer Sequence

0

Components

2

E-SIGNATURE**Status**

signed

Multi-factor Digital Fingerprint Checksum

4f03f882b6f9286ec7ae6fddf16756b3e43a6027e6aab1c36e30d8b34c8d336a

IP Address

67.23.70.69

Device

Chrome via Windows

Typed Signature*Ronald Moffett***Signature Reference ID**

1B260B1C

EVENTS**Viewed At**

07/12/2023 16:01 EDT

Identity Authenticated At

07/12/2023 16:03 EDT

Signed At

07/12/2023 16:03 EDT

AUDITS**TIMESTAMP**

07/12/2023 14:14 EDT

07/12/2023 14:14 EDT

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07/12/2023 17:32 EDT

07/13/2023 14:24 EDT

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07/13/2023 14:25 EDT

AUDIT

Moya Brathwaite (mbrathwaite@careersourcebroward.com) created document 'pe-aarpf_scsep_mou_renewal_careersource_broward_browardfil_site_682.pdf' on Chrome via Windows from 67.23.70.69.

Ronald Moffett (rmoffett@careersourcebroward.com) was emailed a link to sign.

Ronald Moffett (rmoffett@careersourcebroward.com) viewed the document on Chrome via Windows from 67.23.70.69.

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Ronald Moffett (rmoffett@careersourcebroward.com) signed the document on Chrome via Windows from 67.23.70.69.

Michele Baldis (mbaldis@careersourcebroward.com) was emailed a link to sign.

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Moya Brathwaite (mbrathwaite@careersourcebroward.com) signed the document on Chrome via Windows from 67.23.70.69.

MEMORANDUM OF UNDERSTANDING
between
CAREERSOURCE BROWARD
and
THE DISTRICT BOARD OF TRUSTEES OF BROWARD COLLEGE, FLORIDA

July 1, 2023 to June 30, 2026

This Memorandum of Understanding is entered into by and between CareerSource Broward (“CSBD”), on behalf of the Broward Workforce Development Board, Inc., (“BWDB”) and on behalf of the CareerSource Council of Elected Officials (“CSBD Council”), as their administrative entity, and The District Board of Trustees of Broward College, Florida (“Broward College”) under the Workforce Innovation and Opportunity Act (“WIOA”) Pub. L. 113 – 128, 29 U.S.C. 3101.

RECITALS

WHEREAS WIOA Section 121(c)(1) requires that the BWDB, in concert with the CSBD Council, enter into a Memorandum of Understanding (“MOU”) consistent with WIOA Section 121(c)(2) with Broward College; and

WHEREAS, the MOU must describe how Broward College will coordinate to operate the One-Stop Delivery System (“OS Delivery System”) in the Broward Workforce Development Area under WIOA; and

WHEREAS, the MOU must describe how Broward College will support the infrastructure and operating costs of the OS Delivery System in the Broward Workforce Development Area; and

WHEREAS, the MOU must be the product of discussion and agreement between the BWDB and the CSBD Council, as represented by CSBD, and Broward College, in accordance with 20 CFR 678.500 (a); and

WHEREAS, CSBD representing the BWDB and the CSBD Council has met with and worked with Broward College and the One-Stop Operator (“OSO”) to develop the terms of this MOU;

NOW THEREFORE, in consideration of the premises and the mutual covenants herein contained, the parties hereto agree as follows:

I. Purpose

- a. The purpose of this MOU is to describe how Broward College will coordinate its funding streams, resources, and personnel to serve their mutual customers through the comprehensive One-Stop Career Center (“OS Center”) located at



7550 Davie Road Extension, Hollywood, FL 33024 and its affiliate centers located at 2610 Oakland Park Blvd., Oakland Park, FL 33311 and 4941 Coconut Creek Pkwy, Coconut Creek, FL 33063.

- b. The description shall include:
 1. The services to be provided through the OS Delivery System.
 2. The manner in which services will be coordinated and delivered among Broward College through the OS Delivery System.
 3. The manner in which the costs of maintaining and delivering services through the OS Delivery System will be shared as expressed in an Infrastructure Funding Agreement ("IFA") agreed to by all the parties.
 4. The methods of referral between the One Stop centers and Broward College to ensure the most effective and highest quality services for their mutual customers.

II. Name and Location of the Comprehensive One-Stop Center

The BWDB and the CSBD have established one comprehensive OS Center to serve job-seekers and employers in the Broward Workforce Development Area which is the South Center located at: 7550 Davie Road Extension, Hollywood, FL 33024.

III. The Parties to the MOU

This MOU is the result of a collaborative agreement between the CSBD Council and Broward College.

- a. The One-Stop Legislative Partners (One Stop Partners)

One-Stop Legislative Partner	Represented By
WIOA Title I Adult, Dislocated Worker and Youth Programs	The CSBD Council and the BWDB
WIOA Title III Wagner-Peyser Employment Service	The State of Florida Department of Economic Opportunity
Carl Perkins Act	The District Board of Trustees of Broward College, Florida
Veterans Employment and Training	The State of Florida Department of Economic Opportunity
Trade Adjustment Assistance Act	The State of Florida Department of Economic Opportunity
Unemployment Insurance	The State of Florida Department of Economic Opportunity



Temporary Assistance for Needy Families/WTP	The State of Florida Department of Economic Opportunity
Supplemental Nutrition Assistance Program (SNAP)	The State of Florida Department of Economic Opportunity

- b. The One Stop partners not participating in this MOU are the Migrant and Seasonal Farm Workers Program, Youth Build, the Native American Programs, and Housing and Urban Development Employment and Training. These agencies are not currently providing employment and training services in the Broward Workforce Development Area.

IV. The One Stop Partners Vision and Goals

On September 14, 2022, CSBD and the One Stop Partners met with the OSO selected by the BWDB and the CSBD Council to develop a vision and common goals for the OS Delivery System. Providers were given several weeks to edit/modify the goals as needed and provide feedback to the OSO. The vision and goals form the foundation of this MOU as follows:

a. The OS Partner Vision

The strategic vision for WIOA implementation is to enhance alignment of workforce, education and economic development systems through improved service integration that provides businesses with skilled, productive, and competitive talent and Broward County residents with employment, education, and training that reduce welfare dependence and increase opportunities for economic self-sufficiency, high skill and high wage careers, and lifelong learning.

b. The OS Partner Goals

To achieve the shared vision, the One Stop Partners have developed and agreed to the goals listed below.

1. Promote accountable, transparent, and data driven workforce investment through performance measures, monitoring and evaluation that informs strategies, drives operational excellence and empowers an effective and efficient workforce delivery system.
2. Bring together citizens, employers, and educational providers to develop programs to support high-quality education, training, and employment services to meet regional workforce needs.
3. Encourage employers by engaging and identifying their needs and educating and connecting them to the workforce system to produce innovative workforce solutions.
4. To align Broward County community services to maximize employment and work opportunities for targeted populations comprised of veterans, youth, individuals with disabilities, older workers and returning citizens.



c. Goal Implementation

To implement these goals, the One Stop partners, including Broward College, in cooperation with the OSO, are committed to:

1. Meeting twice a year to discuss continuous improvement of the OS Delivery System.
2. Reviewing the MOU annually and during the last meeting of each program year for the purpose of modifications which shall be made by consensus.
3. Maintaining minutes of the meetings to ensure follow up. Minutes shall be the responsibility of the OSO.

V. OS Partner and OS Center Values

- a. The WIOA Title I staff and One Stop partners situated at the Comprehensive OS Center and other One Stop partners connected through technology share a common belief that:
 1. Infusing a sense of achievement in their job-seekers through skills attainment and employment results in a workforce ready to meet the future.
 2. Employers will invest in the local workforce area when a skilled workforce is available to them.
- b. This is accomplished through:
 1. Providing customers with easy access to integrated basic career services, individualized career services, training services, placement and follow-up
 2. The welcome process in the OS Center as well as the welcome process for each technologically connected OS Partner location
 3. The intake process which includes a referral and follow up process that ensures each customer will receive career services appropriate to their needs
 4. The initial skills assessment
 5. Available services
 6. Pathways to a wide range of training services to improve customer employment opportunities through skill upgrading, skill validation, and credentialing
- c. The One Stop partners coordinate services with services available only through the OS Center. One Stop partners can sequence or co-enroll customers so they can receive basic literacy skills and skills advancement through a traditional classroom or a work-based training option.



- d. OS Delivery Services include individualized informational presentations for area businesses that provide information on Work Opportunity Tax Credits, Opportunity Zones, Federal Bonding, On-the-Job Training, Registered Apprenticeships, staffing services through Job Order Listings and scheduled recruitments in the OS Centers.

VI. One-Stop Partner Services

a. History

1. In 2019 the BWDB and CSBD Council approved the issuance of a request for quotes (RFQ) for an OSO.
2. Three proposals were received and reviewed by CSBD staff for responsiveness. A Review Committee comprised of BWDB members reviewed the proposals, interviewed proposer representatives, rated and ranked the proposals and recommended Workforce Guidance Associates, LLC to the BWDB and CSBD Council.
3. In 2022 the BWDB and CSBD Council approved the issuance of a new request for quotes (RFQ) for an OSO.
4. One proposal was received and reviewed by CSBD staff for responsiveness. A Review Committee comprised of BWDB members reviewed the proposals, interviewed proposer representatives, rated and ranked the proposals and recommended Workforce Guidance Associates, LLC to the BWDB and CSBD Council.

b. Access to Skills Attainment

1. A primary objective of the Florida Governor, and therefore of the One Stop partners is to increase the self-sufficiency of Broward County citizens and residents. To accomplish this, Broward College works with customers to assist them in following a career pathway that includes skill attainment. Skill attainments command higher wages.
2. Skilled workers can expect to find businesses and jobs located around centers of an available and able workforce

c. The Provision of Integration of Services

1. Comprehensive integrated services are offered to customers of the OS Centers or by referral to an OS Partner.
2. Customers of the OS Centers first access Wagner Peyser services through CSBD guided and co-located employment service staff. Employment service staff offer one-on-one services to customers. Customers who need more than minimal assistance, access to workshops, or job search resources are referred to WIOA funded Title I OS Center staff.
3. Customers meet with OS Center staff on a one-on-one basis so their needs can be assessed, and they can be directed to products and services within



the OS Delivery System to help them meet their individual employment and skill attainment goals.

4. OS Partner staff participate in cross-training on programs offered through the OS Centers and in the community so they can make appropriate and meaningful referrals.
5. The OSO shall meet with Broward College and the other One Stop partners at a minimum of twice a year to review cross referrals, barriers to services, and new discretionary grants offering additional opportunities.
6. The One Stop partners shall review technology solutions and make recommendations to enhance services offered.

d. Responsibilities of Broward College

1. Broward College agrees to share in the planning, implementation, and operation of the OS Delivery System and OS Center with the assistance of the OSO, as provided for herein.
2. All One Stop partners agree to assist and participate in capacity building and professional development opportunities for all staff to ensure an understanding of OS Partner programs.

e. A Description of the Comprehensive OS Center Services

1. The One Stop partners are committed to an integrated, coordinated system which reduces duplication and encourages cost efficiencies while expanding services to our customers.
2. The One Stop partners are committed to offering priority of services to veterans, public assistance recipients, low-income individuals, and individuals who are basic skills deficient when providing basic career services, individualized career services, and training services.
3. The chart below details each One Stop partners' participation in the development of all components of the MOU.



<p align="center">OS Partner</p>	<p align="center">Services to be provided through the OS Centers or via Technology Connection</p>
<p>WIOA Title I Adult, Dislocated Worker and Youth Programs A core partner</p>	<p>Integrative Staffing Group is the procured staffing company that employs the WIOA Title I Adult, Dislocated Worker and Youth Program staff located in the OS Centers. All One Stop partners have a direct linkage to Title I services through the referral process.</p>
<p>WIOA Title IV Vocational Rehabilitation (VR) A core partner</p>	<p>WIOA Title IV VR is co-located at the Comprehensive OS Center and follows the mall approach which calls for a lease with CSBD. Broward College can refer customers through the OS Delivery System or the established referral process. All One Stop partners participate in OS Partner meetings and have a representative on the BWDB.</p>
<p>WIOA Title III Wagner-Peyser Employment Service. A core partner</p>	<p>WIOA Title III Wagner-Peyser Employment Service staff are co-located and guided by the One-Stop Manager at the OS Centers. The Department of Economic Opportunity (DEO) allocates funds to local boards for the guidance and management of Wagner Peyser staff. CSBD cost allocates these funds for infrastructure and operation of the OS Centers. CSBD funded Title I staff and employment service staff provide access to self-help or minimal assistance services as needed including assistance to employers with job orders, matching, and placement. One Stop partners' customers can register for Wagner Peyser services online, come into an OS Center or participate in the referral process. Employment service staff attend the One Stop partners' meetings.</p>



OS Partner	Services to be provided through the OS Centers or via Technology Connection
SCSEP Title V Older Americans Act	WIOA Title V Older Americans Act. AARP FOUNDATION staff is co- located in the Comprehensive OS Center and have a lease with CSBD in accordance with the mall approach. Some Title V participants also have a Work Experience assignment in the OS Center. The Urban League of Palm Beach County (ULPB) participates through technology, and they assign a specific case manager to work on referrals and cross referrals. All One Stop partners can link to Title V services through the referral and cross referral process. Title V staff participate in OS Partner meetings.
Veterans	Veterans Representatives are co-located at all OS Centers. Veterans Representatives see customers on a walk-in and by appointment basis. Veterans' staff participate in the referral and cross referral process. They also participate in One Stop partner meetings. CSBD is allocated funds by DEO to guide and manage the staff. Their participation in the funding of the infrastructure and operation of the OS Delivery System is done through cost allocation of the DEO allocation to CSBD.
Community Service Block Grant (CSBG)	One Stop partners link to CSBG services through the technology and referral process. CSBG staff participate in the OS Partner meetings. CSBG is managed by Broward County and often contributes to the CSBD Summer Program. The OS Center and CSBG connect through technology by assigning a specific case manager. Support services available are key for eligible WIOA Adults and Dislocated Worker participants after exit during follow-up



OS Partner	Services to be provided through the OS Centers or via Technology Connection
Trade Adjustment Assistance Act	Trade Adjustment Assistance Act (Trade Act) staff are co-located in OS Center and funded through an allocation from DEO. Their participants are co-enrolled in WIOA Title I Dislocated Worker programs. Like Dislocated Worker programs participants are referred and cross referred among One Stop partners. Staff participate in OS Partner meetings. Funds are cost allocated to cover their share of costs in the OS Center.
Unemployment Insurance (UI)	All Wagner-Peyser and WIOA Title I staff are trained to give basic UI information to customers and help with UI claims. There are dedicated phone lines in the OS Center for customers who need additional assistance. Funds are awarded to CSBD by DEO and cost allocated to cover their share of costs in the OS Center.
Supplemental Nutrition Assistance Program (SNAP) Employment and Training Services	All One Stop partners have a direct link to SNAP services through the referral process. There are specific staff assigned to provide SNAP case management. Funds are awarded to CSBD by DEO and cost allocated to cover the SNAP share of costs in the OS Center.
Second Chance Act	This program is administered by OIC of South Florida and they participate through technology and assigns a specific case manager to work on referrals and cross referrals. All One Stop partners can link to Second Chance services through the referral and cross referral process. Second Chance staff participate in OS Partner meetings.

4. The One Stop partners worked diligently to map services provided to job-seekers and business customers in the CSBD workforce development area. The chart above details how each OS Partner provides services through the OS Delivery System.
5. CSBD has three infrastructure options:
 1. Co-location using a “mall approach”,
 2. a technology approach, and
 3. cost allocation for all OS Partner funds administered by CSBD.
 - i. The Mall Approach - Using a mall approach for the One Stop partners



who co-locate at an OS Center provides infrastructure support through a type of lease arrangement. Each OS Partner is responsible for taking care of their own needs within their space. These One Stop partners budget at the beginning of the year for the space they occupy. They commit to that space regardless of whether their funds are reduced or staffing decreases or increases, the dedicated space stays the same for the duration of the year as it would in a mall lease. The lease charge is stable for the year. The OS Partner is responsible for all costs related to their space.

- ii. The Technology Approach - The technology approach is also impervious to funding increases and decreases. It is a minimal cost so the One Stop partners don't have to struggle with budget concerns. These One Stop partners commit to maintaining a page or partial page on the CSBD website
 - iii. The Cost Allocation Approach – Cost allocation is not an agreed to method. It is required for all OS Partner grant funds awarded by DEO to CSBD and the other local boards. If awarded discretionary grants, CSBD allocates a portion of the costs to support the OS infrastructure and operations.
6. One Stop partners not co-located, regardless of funding, agree to assign a position to be the main contact for inquiries regarding OS Partner programs and for a “warm hand off” of a participant through referral. Technology connections include the phone, Zoom or similar technology allows for intakes and assessment to occur concurrently for more than one program and may take place in the OS Center regardless of the OS Partner's location.
7. One Stop partners commit to a position, not a person, so personnel changes have little impact on the referral of participants among the One Stop Partners.
- f. A detailed WIOA services matrix has been created for the OS Center. The service matrix includes the One Stop partners along with current contact information for questions and referrals. Each OS Partner has also listed the services they provide.

VII. Data Sharing

- a. WIOA, federal, and state laws determine safeguards specific to the databases of the various OS Partner funding streams.
 - 1. Broward College agrees:
 - i. To share data in accordance with the State of Florida Shared Data Confidentiality Policy
 - ii. To share data and technology as appropriate in serving job-seekers. This may include obtaining signed releases to be able to share



information among the necessary One Stop partners to deliver needed services

- iii. To maintain the confidentiality of participants' information
- iv. To safeguard Personal Identifying Information (PII) used to track participants prior to sharing participant information
- v. To notify the appropriate OS Partner in the event of a breach

VIII. Procurement of the OSO

- a. CSBD followed the process established in 2 CFR Part 200.318-326, U.S. Department of Labor's Training and Employment Guidance Letter 35-10, and DEO guidance in procuring and selecting their OSO.
- b. The OSO was selected through a competitive process. The OSO communicates regularly with the One Stop partners to plan, address continuous improvement, monitor referrals and accessibility among the One Stop partners.
- c. One Stop partners agree that the OSO shall be responsible for:
 - 1. Coordinating required services delivery in the OS Center and ensuring that the services are being delivered to OS Center customers
 - 2. Serving as a liaison between the WIOA Title I staff and One Stop partners
 - 3. Reviewing the MOU annually to ensure it is up to date
 - 4. Monitoring One Stop partners' adherence to the terms of the MOU
 - 5. Facilitating and/or delivering training to ensure Broward College staff are aware of basic services offered by each of the One Stop partners
 - 6. Continuously work on improving the OS Delivery System by focusing the One Stop partners on coordination and integration of OS Partner services
 - 7. Ensuring CSBD Career Center services are market-driven and that labor market information is available and accessible
 - 8. Monitor One Stop partners referrals
 - 9. Convene biannual OS Partner meetings, setting the agenda, recording minutes, and working with the One Stop partners on "next steps"
- d. The OSO may not:
 - 1. Participate in the development or submission of the local 4-year plan.



2. Be responsible for oversight of themselves.
3. Manage or participate in the OSO procurement process.
4. Select or terminate themselves or service providers.
5. Negotiate local performance.
6. Develop the CSBD budget.

IX. Administration and Operations Management

- a. CSBD provides oversight over the procured OSO by:
 1. Attending partner meetings and participating in partner activities
 2. Reviewing quarterly reports provided by the OSO detailing the OSO activities which must include:
 - i. Coordination of OS Center required career services with the One Stop partners
 - ii. Educating all of the One Stop partners regarding universally available basic career services
 - iii. Monitoring service delivery to ensure services meet customer expectations
 - iv. Serving as liaison between the One Stop partners to ensure each OS Partner has an equal voice regarding effective ways to deliver OS workforce services
 - v. Facilitating OS Partner and Business Services staff joint meetings to plan and deliver joint partner recruitment and job fairs
 - vi. Coordination with other community organizations to participate in community events for outreach and to publicize available One Stop partners' workforce services

X. Shared Funding Process for Infrastructure Costs

- a. OS Operating Budget
 1. This is determined by a negotiation between the BWDB as represented by CSBD and the One Stop partners to determine how the costs and operating costs of the OS Center will be supported as expressed in the Infrastructure Funding Agreement (IFA), attached hereto as Exhibit A and incorporated herein as a part of this MOU in accordance with WIOA § 121(c)(1), 20 CFR 678.500(b)(2)(i), 34 CFR 361.500(b)(2)(i), and 34 CFR 463.500(b)(2)(i).
 2. All One Stop partners were a part of the discussions agreeing to the methodology presented. Individual one-on-one negotiations were conducted to finalize discussions and to iron out the details. CSBD has successfully negotiated to arrive at a cash contribution from each OS



Partner.

3. It is the belief of the BWDB that:
 - i. All One Stop partners must contribute cash to support the OS Center.
 - ii. People and organizations value what they pay for.
 - iii. A low-cost solution must be available to ensure every mandatory and non-mandatory approved OS Partner can participate.
4. CSBD has offered 2 options to the One Stop partners, 1) the mall approach and 2) the technological approach. CSBD cost allocates grant awards as appropriate to ensure grants bear their fair share.
 - i. CSBD fiscal staff determined the cost of maintaining the OS Center rent, utilities, common space, and related costs and arrived at a cost per square foot. Co-located One Stop partners were presented with the inclusive cost per square foot for the space that they occupy. All co-located One Stop partners pay for the square feet they occupy based on the calculation as determined by the CSBD fiscal staff. All formula grants, DEO allocations for co-located and managed partners, and discretionary grants, regardless of whether they are WIOA or another funding stream, are charged their fair share of the maintenance of the OS Center through cost allocation and funding decisions as determined by the CSBD President/CEO and Senior Vice President Fiscal Sr. VP Fiscal.
 - ii. CSBD uses a "Mall" approach for determining the costs attributable to co-located One Stop partners. Each co-located One Stop partner is responsible for covering their service delivery operating costs as if they were leasing space in a "Mall".
 - iii. CSBD Fiscal staff worked with CSBD IT staff to calculate the cost of a presence on the CSBD website, including utilities, maintenance, updates, and space and were able to establish an annual cost of \$215.49 per provider for a page on the CSBD website.
 - iv. All non-co-located One Stop partners are technologically connected as stated in the "One-Stop Operations Guidance for the American Job Center" ETA OWI 1/18/17, the One Stop partners "uses technology to achieve integration and expanded service offerings" and by "making available a direct linkage through technology to a program staff member who can provide meaningful information or services" pursuant to TEG 16 -16 20 CFR 678.305(d), 34 CFR 361.305(d), and 34 CFR 463.305(d).
 - v. **Exhibit B** is a matrix of all One Stop partners. One Stop partners technologically connected may connect to participants via telephone, ZOOM, TEAMS or GOTOMEETING applications which allow for face-to-face interface and joint case management and counseling sessions



as needed and appropriate. Generally, the initiating OS Partner uses their license to connect to the other OS Partner.

5. As described herein:
 - i. The technology approach is impervious to funding increases and decreases.
 - ii. CSBD is able to offer a minimal cost solution - One Stop partners don't have to struggle with budget concerns as budgets increase and decrease.
 - iii. One Stop partners commit to a page and the cost of its maintenance on the CSBD website.
 - iv. One Stop partners not co-located, regardless of funding, assign a position to be the main contact for inquiries regarding OS Partner programs and for a "warm hand off" of a participant through referral. Technology connections also include the phone for quick contacts and offer Zoom or similar technology for face-to-face intakes and assessment.
 - v. One Stop partners commit to indicate a position and/or a staff person as the designated contact, so personnel changes have little or no impact on the referral of participants among One Stop partners.
 - vi. Cost is stable.
6. Other Contributors - At this time only mandatory partners are participating in the OS Delivery System.

b. Funding of Services and Operating Costs/Infrastructure Funding Agreement

1. Per 20 CFR 678.700-755 and 678.760; 34 CFR 361.700-755 and 361.760; and 34 CFR 463.700-755 and 463.760, One Stop partners must contribute to the infrastructure costs and operating costs of the OS Center based on their proportionate use. One Stop partners' contributions must be an allowable expenditure. One Stop partners' program guidelines as well as under 2 CFR 200 et al, the One Stop partners developed options that allowed each agency to meet their WIOA obligation while complying with their program requirements.
2. By the authority vested in the signatory for each OS Partner, the OS Partner agrees to the methodology for infrastructure funding as described herein.

XI. Conflict Resolution

- a. Broward College has agreed to the conflict resolution process described herein for disputes arising out of this agreement as follows:
 1. In the event of a dispute, Broward College will first negotiate in good faith with CSBD to identify possible solutions to resolve the dispute. The parties



agree to try to resolve disputes at the lowest level, starting with the site supervisor(s) and staff. If issues cannot be resolved at this level, they shall be referred to the management staff of the respective partner and the operator, for discussion and resolution

2. If the dispute cannot be resolved the matter will be forwarded to DEO as the Governor's representative, for assistance.
- b. When providing services through the OS Delivery System, Broward College will ensure enforcement of non-discrimination and equal opportunity policies. If a violation occurs, the proper chain of command will be followed, and the staff member's employer of record will be called upon to help resolve any issue.

XII. The OS System Referral Process

- a. In accordance with WIOA, the One Stop partners have agreed on how referrals and cross referrals will be accomplished between Broward College and the One Stop Partners.
 1. The vision of the One Stop partners as expressed through this MOU is to utilize a referral process which will:
 - i. Provide customers with seamless access to services across all programs
 - ii. Provide job-seekers and employers with the information they need to be successful
 2. Access to Services: To accomplish the vision, the One Stop partners agree to include in their assessment process consideration of services available through each of the One Stop partners including universal or basic career services available to the general public.
 3. As described above, the OS Center provides access to the programs and services of all the required One Stop partners. This is accomplished by the following steps:
 - i. Customers are guided to the job search tools of the resource center.
 - ii. Employment service or WIOA staff provide general assistance or identify the appropriate OS Partner service.
 - iii. Individuals needing referral are then guided to access the appropriate OS Partner program by being directed to a co-located OS Partner or being assisted to immediately connect to a non-collocated OS Partner through technology via phone and /or a web-based video conferencing platform such as Zoom for an initial assessment. The OS Centers also provide direct linkage via email to OS Partner program staff.
 - iv. In accordance with the agreed upon OSO's responsibility, OSO program staff are trained sufficiently to familiarize them with all services



available through all the One Stop partners. This ensures the staff have the competency and skills necessary to assist participants when applying for program benefits or services.

- v. All required OS Partner program staff, in accordance with training facilitated by the OSO, shall be sufficiently knowledgeable about the other OS Partner programs and services to screen an applicant to determine appropriate referrals.
 - vi. To the extent possible, referring staff shall directly contact the recipient of the referral to facilitate seamless delivery of services and shall inform the customer regarding what to expect as a result of the referral to ensure a "warm handoff."
- b. A special referral process has been agreed to by the One Stop partners for Unemployment Insurance (UI). In accordance with WIOA, UI claimants must be provided with "meaningful" assistance when filing UI claims. This is critical to the One Stop partners as well, as often they are also assisting the unemployed.
- 1. All OS Center staff receive training sufficient to familiarize them with the online claims filing system. Staff must be able to explain claimants' rights and responsibilities so they can understand the UI publications and correspondence.
 - 2. OS Partner customers coming in or referred to the OS Center for UI meaningful assistance receive:
 - i. OS Center on-site assistance from resource room staff trained in filing UI claims.
 - ii. Phone or other technology provided assistance, as long as the assistance is by trained and available staff.
 - iii. Access to a priority phonenumber for claimants to speak directly with UI staff with little to no wait.
 - iv. An electronic feedback system which staff can access to refer potential UI eligibility issues to the UI staff for investigation.
 - 3. Other UI assistance beyond filing assistance is provided by state UI staff.
 - 4. The One Stop partners agree to the following definition of meaningful services. It is the provision of the contact information necessary for onsite and technologically connected One Stop partners to consult with customers. It is the delivery of initial assessment simultaneous with the customers' visit to the CSBD Career Center. It is the scheduling of an appointment for the customer. The referral form also provides for a release so that information can be exchanged among the One Stop partners.



- c. Customer referrals shall be made using the electronic referral form in the OS Partner portal, "Crosswalk".
 - 1. Broward College agrees that appointments will be set within three working days of receiving a referral, and the participant will be contacted two days prior to their appointment to confirm the appointment. Participants shall be informed regarding documents they need to bring to their appointment.

All referrals must include the following information:

Date of Referral
Name of Referring (OS Partner) Organization
Referring OS Partner Contact Staff Person
Contact Person Phone and Email
Name of Organization (OS Partner) Receiving the Referral
Referring OS Partner Contact Staff Person
Contact Person Phone and Email
Name of Customer being referred
Customer's Address, Phone number, and Email
Reason for the Referral
Confirmation of receipt from the Recipient Agency

- 2. Feedback and Follow-Up: When a referral is made, customer feedback shall be solicited through a sampling of follow-up calls to be initiated by the OSO to discuss the services provided and next steps.
- 3. All One Stop partners agree to make case note referrals as appropriate in their respective data management systems, and notice of the referral shall be emailed to the case managers' supervisors. Supervisors shall maintain a master list of referrals on a monthly basis. The OSO shall work with the One Stop partners to track and report on referrals.
- 4. Shared information shall adhere to the customer disclosure form and be in accordance with the customer's agreement. Encrypted email shall be used for sensitive information.

XIII. Accessibility

- a. All One Stop partners agree to conduct their activities in a discrimination free environment that promotes employment opportunities to all job-seekers, in accordance with WIOA Section 188.
- b. All customers shall have equal access to all OS Partner services provided through the OS Centers. The One Stop partners agree to comply with the Americans with Disability Act of 1990 and its amendments.
- c. Each OS Partner shall follow their organization's equal opportunity policies and procedures for reasonable accommodations under the ADA.



d. Physical Accessibility

1. The OS Center is in compliance with the requirements of physical accessibility, including ADA compliance.
2. Private offices are available to help customers and staff with confidentiality, noise levels, and concentration.
3. CSBD will revisit the OS Center's accessibility from time to time to ensure continuing compliance with all equal opportunity, non-discrimination, and ADA requirements.
4. All non-discrimination, equal opportunity, and ADA accommodations posters are displayed so they are visible to customers and staff. Staff are trained to assist customers with their accessibility needs. The South Comprehensive OS Center has been updated for physical accessibility. There are designated handicapped parking spots near the building.
5. The Comprehensive OS Center is located within walking distance of public transportation and other workforce development and social service offices. The OS Center is accessible by car, bike, or public transportation.

e. **Programmatic Accessibility:** Broward College is aware that the OS Center provides a welcoming environment to all customers entering the OS Delivery System. Accessibility is available to customers and to One Stop partners.

1. OS Partner staff have been trained how to use the technology in the OS Centers.
2. One Stop partners that need to access the OS Center tools for their customers can visit the OS Center or refer their customers in accordance with the referral mechanism provided for under this MOU. Accessibility is made available by offering the following tools:

i. Signage.

Signage announces accommodations and special assistance available from auxiliary and auditory aids to assistive-technology and program materials in a variety of accessible formats. Customers are able to access these tools even if they do not disclose that they have a barrier.

ii. English Language Learners

Interpretation services are available via Accessible Communication for the Deaf ACD, through phone, video, onsite interpreting, document



translations as well as training for bilingual staff and interpreters.

iii. Physical Accommodations

Individuals in wheelchairs or who are small or large in stature can work at a kiosk with adjustable desktops and chairs. A trackball mouse and alternative keyboards are also available to assist customers.

iv. Vision

Low vision software, large screens and screen enlargement software is available. MS Office also provides accessible software.

v. Hearing Loss

For individuals with mild to moderate hearing loss, staff have access to an assistive listening device to assist customers in one-on-one or group settings. Staff is also familiar with the Florida Relay service as an alternative communication tool for individuals who are deaf, hard-of-hearing, deaf/blind, or with a speech impairment. Staff also have access to UBI DUO devices.

vi. General Disability

As Vocational Rehabilitation has a presence in the OS Center, they are immediately available for WIOA and OS Partner referrals.

vii. Accessibility Maintenance

In addition to Vocational Rehabilitation and Services for the Blind, Adult Education, and Literacy are available for consultation to ensure accessibility can be maintained at its highest level.

viii. Professional Development

All One Stop partners agree to share professional development training regarding accessibility, discrimination, quality services, and continuous improvement.

- f. By being a party to this MOU, Broward College has reiterated its commitment to adopting policies and procedures in compliance with the Americans with Disabilities Act of 1990 as amended to provide equal access to all customers. Broward College further agrees to review its policies on the schedule established by Broward College for policy review to ensure policies are up to date.

XIV. Human Resource Management

Commonly developed expectations for customer service will be incorporated into



each OS Partner's performance evaluation system. All One Stop partners agree to conduct regular performance reviews in accordance with their organization's policies and procedures.

XV. One-Stop Delivery System Performance Criteria

- a. The One Stop partners agree that the OS Delivery System will strive to achieve these standards of quality service for its customers, employees, and One Stop partners:
 1. All customers will receive prompt and courteous service from the staff.
 2. All customers will receive the services designed to assist customers in achieving their educational and/or job placement goals.
 3. All employees can expect to work in a safe and professional environment.
 4. All employees can expect to receive the best tools to achieve the desired outcome for their customers.
 5. All One Stop partners will deliver high-quality services.
 6. Broward College will participate in the 3-year schedule of One-Stop certification as required by WIOA.
 7. All One Stop partners agree to share aggregate performance information based upon the performance applicable to their program funding streams.
- b. OS Partner performance will be an indication of the strength of each OS Partner's collaboration. The goal is for the One Stop partners to understand each other's performance to further integration and to work toward assisting each other to exceed the measures for their program funding streams. The One Stop partners agree to review performance quarterly.

XVI. Governance of the One-Stop Delivery System

- a. The ultimate accountability and responsibility for the OS Delivery System organizational processes, services, and accomplishments rests with the CSBD, the OSO, and the One Stop partners.
- b. The BWDB's and CSBD Council's Responsibilities
 1. To develop and execute the MOU with the One Stop partners
 2. Develop and update the local plan
 3. Select the OSO and terminate the OSO if needed
 4. Conduct oversight of the local OS Delivery System and the OSO



5. Serve as a convenor of the One Stop partners
- c. The OSO Responsibilities
1. Ensure the One Stop partners coordinate services and adhere to the terms of this MOU.
 2. Serve as a liaison between CSBD their Title I staff and the One Stop partners.
 3. Provide or facilitate training to ensure the OS Partner staff are knowledgeable regarding each other's services, accessibility, and non-discrimination policies.
 4. Ensure that the OS Center staff deliver the services promised to customers.
 5. Work with the One Stop partners for continuous improvement in coordinating and integrating service delivery that is market-driven.
 6. Monitor and report on the effectiveness of the referral processes.
 7. Convene biannual OS Partner meetings, composing agendas, recording minutes, and distributing action steps.
 8. Be knowledgeable of the performance standards of all One Stop partners and communicate the measures to all the One Stop partners.
 9. Ensure accessibility to services for individuals with barriers.
 10. Assist the CSBD in meeting OS Center certification.
- d. Broward College's responsibilities
1. Provide access to programs and services through the OS Delivery System, including appropriate career services
 2. Support development of an integrated and coordinated customer- centered service delivery design
 3. Share infrastructure costs
 4. Co-enroll customers as needed
 5. Share information as agreed to by the One Stop partners
 6. Share performance data regarding shared customers

XVII. Duration, Modification, and Revisions

- a. The parties agree that this MOU replaces the MOU entered into during program



year 2019-2021 and will take effect July 1, 2023, or when executed by all the parties, whichever date is earlier.

- b. This MOU will remain in effect until June 30, 2026, or until such time as there is a need to modify this MOU because of a change in the law, federal or state policy, or a request from either CSBD or Broward College.
- c. The parties agree to review the MOU annually.
- d. Either CSBD or Broward College may request to modify this MOU. Requests for modification shall be made in writing to CSBD which shall communicate the modification request to all the One Stop partners. The OSO shall work with CSBD and Broward College to come to agreement with respect to any modification. Material modifications will be presented to the BWDB for approval and their decision shall be final.
- e. The terms of the infrastructure costs and operating costs agreed to as set forth herein will take effect as of July 1, 2023, and will continue in effect until June 30, 2026, with adjustments reviewed at least annually to ensure a fair and equitable proration of costs.

XVIII. Partial Void

Should any part of this MOU be found to be null and void or be otherwise stricken, the balance of this MOU shall remain in full force and effect. Any modifications to the MOU, including adding new One Stop partners, will require the modified MOU to be signed by all parties.

XIX. Termination

- a. Any party to this MOU may terminate its participation in the MOU for convenience by notifying CSBD in writing at least 30 days in advance of its effect.
- b. In the event of termination during any period of time that an MOU is required by WIOA or any related grant agreement requiring this MOU, the Parties shall renegotiate a mutually acceptable replacement MOU.
- c. This MOU shall terminate June 30, 2026, and may be renewed and extended upon agreement of both parties.

XX. Notices

- a. All notices required to be given to CSBD under this MOU shall be sufficient when hand delivered or mailed to CSBD at its office located at 2890 West Cypress Creek Rd., Fort Lauderdale, FL 33309, addressed to the CSBD President/CEO.
- b. All notices required to be given to Broward College under this MOU shall be sufficient when hand delivered or mailed to the



President of Broward College or his/her designee at its office located at 111 East Las Olas Boulevard, 12th Floor Administration Offices, Ft. Lauderdale, FL 33301 and 111 East Las Olas Boulevard, Office of the General Counsel-5th Floor, Ft. Lauderdale, FL 33301.

c. All notices shall be in writing, including email.

XXI. Communications

CSBD and BROWARD COLLEGE shall coordinate communications with the press, television, radio, or any other form of media regarding mutual responsibilities and activities under this MOU. Participation of each party in press/media presentations will be determined by each party's public relations policies.

XXII. Agency or Employment Relationship

No provision of this MOU shall be construed as creating an agency or employment relationship between the parties. The parties agree that they are responsible for the actions of their representatives and employees with regard to all aspects of this MOU.

XXIII. Compliance with Laws

The parties shall comply with all applicable federal and state laws, regulations, rules, or procedures, all of which are incorporated herein by reference and made a part of the terms and conditions of this MOU.

XXIV. Signature in Counterparts

This MOU may be executed in multiple identical counterparts, all of which shall constitute one agreement.

XXV. Acceptance of Scanned Signatures

Each counterpart of this MOU shall be considered valid if the person authorized to sign for each party has applied his or her actual signature to the counterpart or the counterpart contains a scanned image (e.g., pdf, or tiff file extension name) of such signature delivered by the representative described in Section XX as an attachment to the electronic mail (email). Such scanned signature shall be treated in all respects as having the same effect as an original signature.

XXVI. Checklist for Memorandum of Understanding Signatures

	The WIOA required partner:	MOU signed by:	Name of Authorized Representative Signing MOU and Local Agency:
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	<p>WIOA Adult, Dislocated Worker and Youth Programs (Title I)</p>	<p>DEO</p> <p>Commissioner, Broward County</p> <p>BWDB Board Chair</p>	<p>Name: Dane Eagle Title: Date Signed:</p> <p>Name: Tim Ryan Title: Commissioner Date Signed:</p> <p>Name: Heiko Dobrikow Title: BWDB Chair</p>
	<p>Carl Perkins Act</p>	<p>The District Board of Trustees of Broward College, Florida</p>	<p>Name: Title: Date Signed:</p>



EXECUTION PAGES

By their signatures below, the District Board of Trustees of Broward College, Florida and CareerSource Broward attest to participation in the development of this MOU and agree to abide by its terms and conditions as well as with the terms and conditions of Infrastructure Funding Agreements (IFA), attached hereto and incorporated herein as Exhibit A. By signing below, each One-Stop Partner warrants and represents that the person signing this MOU has the authority to bind the Partner and that the One-Stop Partner's participation in the MOU is not in violation of any By-laws, Covenants and/or other restrictions placed upon them by their respective entity.

FOR THE DISTRICT BOARD OF TRUSTEES OF BROWARD COLLEGE, FLORIDA

DocuSigned by: Mildred Coyne
By: _____
DCAA8BDE187E441

Title: SVP, workforce Education & Innovation

FOR CAREERSOURCE BROWARD

ATTEST: S. Martin
M. Brathwaite

BY: Tim Ryan
(Signature)

Print Name: Tim Ryan
Title: CSBD COUNCIL OF ELECTED OFFICIALS, CHAIR
Date: 8-24-23

ATTEST: [Signature]
M. Brathwaite

BY: Heiko Dobrikow
(Signature)

Print Name: Heiko Dobrikow
Title: BWDB CHAIR
Date: 8-14-2023

ATTEST Michelle Baldis L.S.
Moya Brathwaite L.S.

CAREERSOURCE BROWARD:
BY: Carol Hylton
(Signature)
Printed Name: CAROL HYLTON
Title: PRESIDENT/CEO
Date: 08/11/2023



Approved as to form by the CareerSource Broward
General Counsel
2890 West Cypress Creek Road
Ft. Lauderdale, FL 33309

BY: _____
Rochelle J. Daniels, General Counsel



Exhibit A

Infrastructure Funding Agreement (IFA)

The purpose of this Infrastructure Funding Agreement is to delineate each party's responsibilities for sharing of infrastructure and operating costs for the applicable one-stop center.

1. THE DISTRICT BOARD OF TRUSTEES OF BROWARD COLLEGE, FLORIDA and CSBD recognize that infrastructure costs, in accordance with 20 CFR 678.500(b), 34 CFR 361.500(b) and 34 CFR 463.500(b) are applicable to all required partners, regardless of whether they are physically located in CSBD'S one-stop center. Pursuant to the United States Department of Labor's Training and Employment Guidance Letter No. 17- 16 (USDOL TEGL 17-16), each partner's contributions to the infrastructure costs may vary, as these contributions are based on the proportionate use and relative benefit received, consistent with the partner programs' authorizing laws and regulations and the Uniform Guidance.
2. Infrastructure costs are defined as non-personnel costs that are necessary for the general operation of the south Broward one-stop center. Non-personnel costs are defined by USDOL TEGL 17-16 and include, but are not limited to:
 - a. Rental of the facilities;
 - b. Utilities and maintenance;
 - c. Equipment, including assessment-related products and assistive technology for individuals with disabilities; and,
 - d. Technology to facilitate access to the one-stop center, including technology used for the center's planning and outreach activities.
3. THE DISTRICT BOARD OF TRUSTEES OF BROWARD COLLEGE, FLORIDA has chosen to utilize technology to facilitate access to the one-stop center, including technology used for the center's planning and outreach activities (WIOA sec. 121(h)(4), 20 CFR 678.700(a), 34 CFR 361.700(a), and 34 CFR 463.700(a)). BROWARD COUNTY will provide all art, logos, and content to submit to CSBD for publication within the time provided by CSBD.
4. Upon the receipt of proper invoice(s) at least thirty (30) days prior to the payment due date as applicable, THE DISTRICT BOARD OF TRUSTEES OF BROWARD COLLEGE, FLORIDA will pay CSBD the total of Six Hundred Forty-six Dollars and 47/100 Cents (\$646.47) in three (3) separate payments of Two Hundred Fifteen Dollars and 49/100 Cents (\$215.49) for the following periods:
 - a. July 1, 2023 through June 30, 2024, payable by October 31, 2023.



- b. July 1, 2024 through June 30, 2025, payable by October 31, 2024.
 - c. July 1, 2025 through June 30, 2026, payable by October 31, 2025.
5. THE DISTRICT BOARD OF TRUSTEES OF BROWARD COLLEGE, FLORIDA will pay for the costs associated with its participation in the one-stop center as described above, subject to Section XIX, TERMINATION. The Parties may mutually negotiate costs at the time of subsequent written amendments, subject to Section XVII, MODIFICATIONS.
6. In the event a consensus is not reached regarding infrastructure costs, this shall be reported to each partner's local governing entity, so that the governing entities can make an additional effort to reach agreement between the Parties. Should this effort fail, the Parties will report their inability to reach consensus regarding the infrastructure costs to the Governor, who may invoke the State Funding Mechanism. In such instances, the Parties agree to abide by the Governor's determination.

By the signatures below, THE DISTRICT BOARD OF TRUSTEES OF BROWARD COLLEGE, FLORIDA agrees to be responsible for the costs associated with their participation in the one-stop which shall be paid by October 31 of each year until such time as the costs are renegotiated, at which time the MOU and or attached IFA will be amended.



FOR THE DISTRICT BOARD OF TRUSTEES OF BROWARD COLLEGE, FLORIDA

ATTEST: DocuSigned by:
Mario Rosa
29EA4DF769E74B3

By: DocuSigned by:
Mildred Coyne
BCAA8BDE1B7E441

Date: 8/8/2023

Mildred Coyne SVP, Workforce Education & Innovation
Name
Title

FOR CAREERSOURCE BROWARD

ATTEST: S. Mastin
W. Beattus

BY: Tim Ryan
(Signature)

Print Name: Tim Ryan
Broward County Commissioner
Title: CSBD COUNCIL OF ELECTED OFFICIALS, CHAIR
Date: 8-24-23

ATTEST: [Signature]
W. Beattus

BY: Heiko Dobrikow
(Signature)

Print Name: Heiko Dobrikow
Title: BWDB CHAIR
Date: 8-14-2023



ATTEST

Michelle Baddis L.S.

Moya Brathwaite L.S.

CAREERSOURCE BROWARD:

BY: Carol Hylton

(Signature)

Printed Name: CAROL HYLTON

Title: PRESIDENT/CEO

Date: 08/11/2023

Approved as to form by the CareerSource Broward

General Counsel

2890 West Cypress Creek Road

Ft. Lauderdale, FL 33309

BY: _____

Rochelle J. Daniels, General Counsel



Exhibit B

Service Matrix of One Stop Partners in Broward County

One Stop Partner	Governance	Services Provided
<p>The School Board of Broward County, Florida</p>	<p>WIOA Title II Adult Education and Family Literacy Act DOE</p>	<p>The program is designed to help adults get the basic skills they need including reading, writing and math, English language proficiency to be productive workers. Adult Education and literacy activities include adult education, literacy, workplace adult education, family literacy activities, English language acquisition, workforce preparation and integrated education and training.</p>
<p>THE DISTRICT BOARD OF TRUSTEES OF BROWARD COLLEGE, FLORIDA</p> <p>The School Board of Broward County, Florida</p>	<p>Carl D. Perkins Career and Technical Education Act DOE</p>	<p>Provide career-technical education programs and integrate academic and career-technical instruction at both the secondary and postsecondary levels. The program emphasizes high-skill, high-wage, high-demand occupations to enable students to secure employment upon completion of their training.</p>
<p>Division of Vocational Rehabilitation</p>	<p>Rehabilitation Act of 1973 DOE</p>	<p>Federal-state program that helps people who have physical or mental disabilities get or keep a job. Main purpose of the program is to help people with disabilities find and maintain employment or enhance their independence. Services include employment programs, Ticket to Work, Deaf, Hard of Hearing and Deaf/Blind Services, transition youth and independent living programs.</p>



<p>AARP Foundation Urban League of Palm Beach County</p>	<p>Older Americans Act Title V DOL</p>	<p>Senior Community Employment Service Program is a community service and work-based job training program for older Americans. The program provides training for low-income, unemployed seniors.</p>
<p>Broward County's Family Success Division</p>	<p>Community Services Block Grant HHS</p>	<p>The program is designed to help low-income individuals and families do a variety of things: secure and retain meaningful employment; attain an adequate education; improve the use of available income, obtain adequate housing and obtain emergency assistance including rental and utility payment assistance.</p>
<p>OIC of South Florida</p>	<p>Second Chance Act DOJ</p>	<p>The program's goal is to reduce recidivism and improve outcomes for people returning from state and federal prisons, local jails, and juvenile facilities.</p>
<p>CareerSource Broward</p>	<p>Adult, Dislocated, Youth Formula Funds WIOA Title 1 DOL</p>	<p>Program helps job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy.</p>
<p>CareerSource Broward</p>	<p>Jobs for Veterans DOL</p>	<p>Employment and training services are provided to veterans of the U.S. Armed Forces. Priority of service requirement for covered persons (i.e., veterans and eligible spouses, including widows and widowers) in qualified job training programs.</p>



CareerSource Broward	Trade Adjustment Act DOL	This program assists workers who have been laid off or whose jobs have been threatened (e.g., reduced hours or reduced wages) because of foreign trade or competition. The TAA program provides resources to help trade-affected workers obtain new skills and find suitable employment.
State of Florida	Wagner Peyser, WIOA Title II DOL	Services provided through this national employment program include job search assistance, recruiting assistance for employers and matching services for job seekers and employers.
CareerSource Broward	TANF HHS	Programs helps low-income families with children achieve economic self-sufficiency by providing monthly cash assistance payments.
State of Florida	Unemployment Compensation DOL	Provides temporary financial assistance to unemployed workers who meet the requirements.



SIGNATURE CERTIFICATE



REFERENCE NUMBER

9604C2C9-F920-4AD7-8B92-522D83A8282F

TRANSACTION DETAILS

Reference Number
9604C2C9-F920-4AD7-8B92-522D83A8282F

Transaction Type
Signature Request

Sent At
08/11/2023 15:59 EDT

Executed At
08/14/2023 09:23 EDT

Identity Method
email

Distribution Method
email

Signed Checksum
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Signer Sequencing
Enabled

Document Passcode
Disabled

DOCUMENT DETAILS

Document Name
Pe-Careersource Broward Mou Bc Signed Pending Counter Signature

Filename
pe-careersource_broward_mou_bc_signed_pending_counter_signature.pdf

Pages
33 pages

Content Type
application/pdf

File Size
927 KB

Original Checksum
da188e75e498ca49a566cd612534e0523cac0c5b9c1c3b4a106e4e98f42615ea

SIGNERS

SIGNER

Name
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Email
mbrathwaite@careersourcebroward.com

Signer Sequence
2

Components
2

E-SIGNATURE

Status
signed

Multi-factor Digital Fingerprint Checksum
a36011766b462844a2603c0015223887763d654ad0bf82affb8801c2f59bd11

IP Address
67.23.70.69

Device
Chrome via Windows

Typed Signature
Moya Brathwaite

Signature Reference ID
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EVENTS

Viewed At
08/14/2023 09:21 EDT

Identity Authenticated At
08/14/2023 09:23 EDT

Signed At
08/14/2023 09:23 EDT

Name
Michele Baldis

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mbaldis@careersourcebroward.com

Signer Sequence
1

Components
2

Status
signed

Multi-factor Digital Fingerprint Checksum
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Device
Mobile Safari via iOS

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Michele Baldis

Signature Reference ID
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Viewed At
08/12/2023 09:38 EDT

Identity Authenticated At
08/12/2023 09:38 EDT

Signed At
08/12/2023 09:38 EDT

SIGNER**Name**

Carol Hylton

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chylton@careersourcebroward.com

Signer Sequence

0

Components

4

E-SIGNATURE**Status**

signed

Multi-factor Digital Fingerprint Checksum

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IP Address

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Device

Mobile Safari via iOS

Typed Signature*Carol Hylton***Signature Reference ID**

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EVENTS**Viewed At**

08/11/2023 16:03 EDT

Identity Authenticated At

08/11/2023 16:04 EDT

Signed At

08/11/2023 16:04 EDT

AUDITS**TIMESTAMP**

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08/11/2023 15:59 EDT

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AUDIT

Moya Brathwaite (mbrathwaite@careersourcebroward.com) created document 'pe-careersource_broward_mou_bc_signed_pending_counter_signature.pdf' on Chrome via Windows from 67.23.70.69.

Carol Hylton (chylton@careersourcebroward.com) was emailed a link to sign.

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**CAREERSOURCE BROWARD
Memorandum of Understanding
July 1, 2023 to June 30, 2026**

This Memorandum of Understanding is entered into by and between CareerSource Broward on behalf of the Broward Workforce Development Board, Inc., (BWDB) and the CareerSource Council of Elected Officials (CSBD Council), as their administrative entity AND the One-Stop legislative partners as listed below (collectively the parties) under the Workforce Innovation and Opportunity Act (WIOA) Pub. L. 113-128, 29 U.S.C. 3101, as further described herein to start on the date this MOU is executed by all the parties and shall terminate on June 30, 2026.

RECITALS

WHEREAS WIOA Section 121(c)(1) requires that the BWDB, in concert with the CSBD Council, develop and enter into a Memorandum of Understanding (MOU) consistent with WIOA Section 121(c)(2) with each of the One-Stop Partners; and

WHEREAS, the MOU must describe how each of the WIOA One-Stop Partners will coordinate to operate the One- Stop Delivery System in the Broward Workforce Development Area under WIOA; and

WHEREAS, the MOU must describe how each of the WIOA One-Stop Partners will coordinate to proportionately, based on use, support the infrastructure and operating costs of the One- Stop Delivery System in the Broward Workforce Development Area; and

WHEREAS, the MOU must be the product of discussion and agreement between the BWDB and the CSBD Council, as represented by CSBD and the One-Stop Partners in accordance with 20 CFR 678.500 (a); and

WHEREAS, CSBD representing the BWDB and the CSBD Council has met with and worked with the WIOA One-Stop Partners, party to this MOU and the One-Stop Operator to arrive at the agreements in this MOU;

NOW THEREFORE, in consideration of the premises and the mutual covenants herein contained, the parties hereto agree as follows:

I. Purpose

- a. The purpose of this MOU is to describe how the WIOA legislative One-Stop (OS) Partners will coordinate their funding streams, resources and personnel to serve their mutual customers through the comprehensive one stop located at 7550 Davie Road Extension, Hollywood, FL 33024 and its affiliate centers located at 2610 Oakland Park Blvd., Oakland Park, FL 33311 and 4941 Coconut Creek Pkwy, Coconut Creek, FL 33063.

b. The description shall include:

1. The services to be provided through the OS Delivery System,
2. The manner in which services will be coordinated and delivered among the partners through the OS System.
3. The manner in which the costs of maintaining and delivering services through the One-Stop system will be shared as expressed in an Infrastructure Funding Agreement (IFA) agreed to by all the parties/partners.
4. The methods of referral among the OS Partner Agencies to assure the most effective and highest quality services for their mutual customers.

II. **Name and Location of the Comprehensive One-Stop Center**

The BWDB and the CSBD have established one comprehensive One-Stop Career Center to serve job-seekers and employers in the Broward Workforce Development Area which is the South Center located at: 7550 Davie Road Extension, Hollywood, FL 33024.

III. **The Parties to the MOU**

This MOU is the result of a collaborative agreement between the CSBD Council and OS partners listed below all of which have agreed to the tenets and participated in the development of this MOU as follows:

a. The Partners

OS Mandated Partner	Represented By
WIOA Title I Adult, Dislocated Worker and Youth Programs	The CSBD Council and the BWDB
WIOA Title II AEFLA ¹	The School Board of Broward County
WIOA Title III Wagner-Peyser Employment Service	The State of Florida Department of Economic Opportunity
WIOA Title IV Vocational Rehabilitation	The Florida Department of Education
Carl Perkins Career and Technical Education	The School Board of Broward County and The District Board of Trustees of Broward College, Florida
WIOA Title V Older Americans Act	The AARP Foundation and the Urban League of Palm Beach County

¹ Adult Education and Family Literacy Act

Veterans Employment and Training	The State of Florida Department of Economic Opportunity
Trade Adjustment Assistance Act	The State of Florida Department of Economic Opportunity
Community Service Block Grant	Broward County
Unemployment Insurance	The State of Florida Department of Economic Opportunity
Temporary Assistance for Needy Families/WTP	The State of Florida Department of Economic Opportunity
Supplemental Nutrition Assistance Program (SNAP)	The State of Florida Department of Economic Opportunity
Housing and Urban Development Employment & Training	N/A
Second Chance Act	OIC of South Florida
Native American Programs	N/A
Migrant Seasonal Farmworkers	N/A
Jobs Corps	N/A
Youth Build	N/A

- b. The OS Partners which did not participate in this MOU included the Migrant and Seasonal Farm Workers Program, Youth Build, the Native American Programs, and Housing and Urban Development as they are not currently providing employment and training services in the Broward Workforce Development Area.

IV. The OS Partners Vision and Mission

CSBD and the OS partners met with the OS Operator (OSO) selected by the BWDB and the BWDB Council, to develop a vision and common goals for the OS system which is outlined below. The parties developed and agreed to the vision and mission as stated below and which form the foundation of the MOU entered into by and between the partners as follows:

a. The OS Partner Vision

The strategic vision for WIOA implementation is to enhance alignment of workforce, education and economic development systems through improved service integration that provides businesses with skilled, productive and competitive talent and Broward County residents with employment, education & training that reduce welfare dependence and increase opportunities for self-sufficiency, high skill and high wage careers and lifelong learning.

b. The OS Partner Mission

To achieve the shared vision and mission the OS partners have developed and agreed to the below listed goals. The goals are aligned with the BWDB Strategic Plan as follows:

1. Promote accountable, transparent, and data driven workforce investment through performance measures, monitoring and evaluation that informs strategies, drives operational excellence and empowers an effective and efficient workforce delivery system
2. Bring together citizens, employers and educational providers to develop programs to support high-quality education/training and employment services to meet regional workforce needs.
3. Encourage employers by engaging and identifying their needs, and educating and connecting them to the workforce system to produce innovative workforce solutions.
4. To align Broward County community services to maximize employment and work opportunities for targeted populations (veterans, youth, individuals with disabilities, older workers and returning citizens).

To implement the goals the OS partners in cooperation with the OSO are committed to Meeting twice a year to discuss the continuous improvement of the OS delivery system.

Reviewing the MOU annually and during the last meeting of each program year for the purpose of modifications which shall be made by consensus.

Maintaining minutes of the meetings to assure follow up. Minutes shall be the responsibility of the OSO.

V. OS Partner CSBD Career Center Values

- a. The WIDA Title I staff and OS partners situated at the South One Stop Center and their OS partners connected through technology share a common belief that:
 1. Infusing a sense of achievement in their job seekers through skills attainment and work results in a workforce ready to meet the future.
 2. Employers will invest in the local workforce area when a skilled workforce is available to them.
- b. This is accomplished through:
 1. Customers have easy access to integrated basic career services, individualized Career Services, Training Services, Placement and Follow-Up.

2. The welcome process in the Career Center as well as the welcome process at each technologically connected one-stop partner location.
 3. The intake process which includes a referral and follow up process that assures that each customer will receive the career services appropriate to their needs.
 4. The initial skills assessment.
 5. Available services
 6. Pathways to a wide range of training services to improve customer employment opportunities through skill upgrading, skill validation, and credentialing.
- c. OS Partners coordinate services with services available only through the CSBD Career Center. OS Partners can sequence or co-enroll customers so they can receive basic literacy skills and skills advancement through a traditional classroom or a work-based training option.
 - d. OS services to area businesses include individualized "sales" presentations, information on Work Opportunity Tax Credits, Opportunity Zones, Federal Bonding, On-the-Job Training, Registered Apprenticeships, staffing services through Job Order Listings and scheduled recruitments in the Career Centers.

VI. One Stop Partner Services

a. History

1. In 2019 the BWDB and CSBD Council approved the issuance of a request for quotes (RFQ) for a one-stop operator.
2. Three proposals were received and reviewed by CSBD staff for responsiveness. A Review Committee comprised of BWDB members reviewed the proposals, interviewed proposer representatives, rated and ranked the proposals and recommended Workforce Guidance Associates, LLC to the BWDB and CSBD Council.
3. In 2022 the BWDB and CSBD Council approved the issuance of a new request for quotes (RFQ) for a one-stop operator.
4. One proposal was received and reviewed by CSBD staff for responsiveness. A Review Committee comprised of BWDB members reviewed the proposals, interviewed proposer representatives, rated and ranked the proposals and recommended Workforce Guidance Associates, LLC to the BWDB and CSBD Council.

b. Access to Skills Development

1. A primary objective of the Governor, and therefore of CSBD is to increase the self-sufficiency of our citizens and residents. To do this we work with our customers to assist them to follow a career pathway that includes skill attainment. Skill attainments command higher wages.
2. Skilled workers can expect to find businesses and jobs that locate around centers of an available and able workforce

c. The Provision of Integration of Services

1. Comprehensive services shall be offered to job-seekers at the CSBD Career Centers or by referral to an OS Partner.
2. Customers of the CSBD Career Centers first access Wagner Peyser services through CSBD guided and co-located Employment Service staff. Employment Service staff offer one on one services to customers referring customers who need more than minimal assistance, access to workshops or job search resources to WIOA funded Title I Career Center staff.
3. Customers can meet with staff on a one-by-one basis so their needs can be assessed and they can be directed to products and services within the OS to help them meet their individual employment and skill development goals.
4. OS partner staff participate in cross-training on programs offered through the Career Centers and in the community so they can make appropriate and meaningful referrals.
5. The OS Operator shall meet with representatives of our OS Partners twice a year at a minimum to review cross referrals, barriers to services, new and discretionary grants offering additional opportunities.
6. The OS Partners shall review technology solutions and make recommendations to enhance services offered.

d. Responsibilities of the CSBD OS Partners

1. The One-Stop Partners party to the MOU agree to share in the planning, implementation, and operation of the CSBD One Stop system with the assistance of the OS Operator, as provided for herein.
2. All OS Partners agree to assist and participate in capacity building and professional development opportunities for staff to assure an understanding of partner programs.

e. A Description of the Comprehensive Center Services

1. The OS Partners party to this MOU are committed to an integrated, coordinated system which reduces duplication and encourages cost efficiencies while expanding services to our customers.
2. All OS Partners are committed to offering priority of services to veterans, public assistance recipients, low-income individuals, and individuals who are basic skills deficient when providing basic career services, individualized career services, and training services.
3. The chart below details each partner's participation in the development of all components of the MOU.

One Stop Partner	Services to be provided through the CSBD OS Career Centers or Via Technology Connection
WIOA Title I Adult, Dislocated Worker and Youth Programs A core partner.	Integrative Staffing Group is the procured staffing company that employs the WIOA Title I Adult, Dislocated Worker and Youth Program staff located in the OS Career Centers. All One-Stop Partners have a direct linkage to Title I services through the referral process.
WIOA Title IV Vocational Rehabilitation (VR) A core partner	WIOA Title IV VR is co-located at the CSBD South comprehensive OS Career Center and follow a mall approach which calls for a lease with CSBD OS. Partners can refer customers through the OS or the established referral process. VR State staff participate in OS partner meetings and have a representative on the BWDB.

<p>WIOA Title II AEFLA A core partner</p>	<p>WIOA Title II AEFLA is not co-located; however, there is a technological connection and a robust referral process for adults and dislocated workers needing basic literacy skills. In addition, there is sub-grant agreement for the delivery of GED services to out of school youth. OS Partners have a direct linkage to AEL through the referral process. AEL has assigned an individual by title to serve as the "go to person" for all partner referrals. AEL has a representative on the BWDB.</p>
<p>One Stop Partner</p>	<p>Services to be provided through the CSBD Career Centers or VIA Technology Connection</p>
<p>WIOA Title III Wagner-Peyser Employment Service. core partner</p>	<p>WIOA Title III Wagner-Peyser Employment Service staff are co-located and guided by the One-Stop Manager at the Career Centers. DEO allocates funds to local boards for the guidance and management of Wagner Peyser staff. CSBD cost allocates these funds for infrastructure and operation of the OS career centers. CSBD funded Title I staff and employment service staff provide access to self-help or minimal assistance services as needed including assistance to employers with job orders, matching and placement. OS Partners' customers can sign on and register for Wagner Peyser services online, come into OS career center or participate in the referral process. Employment service staff attend the One-Stop Partners' meetings.</p>
<p>SCSEP Title V Older Americans Act</p>	<p>WIOA Title V Older Americans Act AARP staff are co-located in the CSBD South Career Center and have a lease with CSBD in accordance with a mall approach. Some Title V participants also have a Work Experience assignment in the Career Center. The ULPB participates through technology, and they assign a specific case manager to work on referrals and cross referrals. All OS Partners can link to Title V services through the referral and cross referral process. Title V staff participate in one-stop partner meetings.</p>

Veterans	Veterans Representatives are co-located in the CSBD Career Center(s). Veterans Representatives see customers on a walk in and by appointment basis. Veterans' staff participate in the referral and cross referral process. They also participate in One- Stop Partners' meetings. CSBD is allocated funds by DEO to guide and manage the staff. Their participation in the funding of the infrastructure and operation of the OS is done through cost allocation of the DEO allocation to CSBD
Community Service Block Grant	OS Partners link to CSBG services through the technology and referral process. CSBG staff participate in the OS Partner meetings. CSBG is managed by Broward County and often contributes to the CSBD Summer Program. The CSBD Career Center and CSBG connect through technology by assigning a specific case manager. Support services available are key for eligible WIOA Adults and Dislocated Worker participants after exit during follow-up

One Stop Partner	Services to be provided through the CSBD OS Career Centers or Via Technology Connection
Trade Adjustment Assistance Act	Trade Adjustment Assistance Act (Trade Act) staff are co-located in CSBD OS Career Center and funded through an allocation from DEO. Their participants are co-enrolled in WIOA Title I Dislocated Worker programs. Like Dislocated Worker programs participants are referred and cross referred among One-Stop Partners. Staff participate at one-stop partner meetings. Funds are cost allocated to cover their share of costs in the CSBD Career Center.
Unemployment Insurance (UI)	All Wagner-Peyser and WIOA Title I staff are trained to give basic UI information to customers and help with UI claims. For customers who need additional assistance, there are dedicated phone lines in the Career Center as needed. Funds are awarded to CSBD by DEO and cost allocated to cover their share of costs in the CSBD Career Center.
Supplemental Nutrition Assistance Program (SNAP) Employment and Training Services	All One-Stop Partners have a direct link to SNAP services through the referral process. There are specific staff assigned to provide SNAP case management. Funds are awarded to CSBD by DEO and cost allocated to cover the SNAP share of costs in the CSBD Career Center.
Second Chance Act	This program is administered by OIC of South Florida and they participate through technology and assigns a specific case manager to work on referrals and cross referrals. All OS Partners can link to Second Chance services through the referral and cross referral process. Second Chance staff participate in one-stop partner meetings.
Job Corps	No providers in the Workforce Development Area.
Youth Build	No providers in the Workforce Development Area.
Native American Programs	Choose not to participate at this time.
Migrant Seasonal Farmworkers	No providers in the Workforce Development Area
Housing & Urban Development	Currently there are no HUD employment and training programs in the workforce area

4. The One-Stop Partners worked diligently to map services provided to job-seekers and business customers in the CSBD workforce development area. The chart *above* details how each partner provides services through the CSBD OS Career Center System.

5. CSBD has 3 infrastructure options at this time: Co-location using a "mall approach", a technology approach and cost allocation for all partner funds administered by CSBD. These methods were agreed to and selected for the reasons below:
 - i. The Mall Approach - Using a mall approach for those partners who co-locate is a type of lease arrangement. Each entity is responsible for taking care of their entity's needs within their space. Organizations budget at the beginning of the year for the space. They commit to that space whether their funds are reduced or staffing decreases or increases, the dedicated space stays the same for the duration of the year as it would in a mall lease. The lease charge is stable for the year. The OS Partner is responsible for all costs related to their space.
 - ii. The Technology Approach - The technology approach is also impervious to funding increases and decreases. It is a minimum cost so partners don't have to struggle with budget concerns Entities commit to a page or partial page and maintenance on the CSBD website
 - iii. Cost allocation is not an agreed to method. It is the required method for all partner grant funds awarded by DEO to CSBD and the other local boards. If awarded discretionary grants CSBD allocates a portion of the costs to support the OS infrastructure and operations.
6. OS partners not co-located, regardless of funding agree to assign a position to be the main contact for inquiries regarding partner programs and for a "warm hand off" of a participant through referral. Technology connections also includes the phone, Zoom or similar technology allows for intakes and assessment to occur concurrently for more than one program and may take place in the OS regardless of the OS partner's location.
7. OS partners commit to a position and a person so personnel changes have little impact on the referral of participants among partners.
- f. A detailed WIOA services matrix has been created for the CSBD OS Career Center. The service matrix includes the OS partners along with current contact information for questions and referrals. Each OS Partner has also listed the services they provide.

VII. Data Sharing

- a. WIOA, federal, and state laws determine safeguards specific to the databases of the various OS partner funding streams.
 1. The OS Partners agree:
 - i. To share data in accordance with the State of Florida Shared Data

Confidentiality Policy

- ii. To share data and technology as appropriate in serving job seekers. This may include obtaining signed releases to be able to share information among the necessary OS Partners to deliver needed services.
- iii. To maintain the confidentiality of participants' information
- iv. To safeguard Personal Identifying Information (PII) used to track participants prior to sharing participant information
- v. To notify the appropriate OS partner in the event of a breach.

VIII. Procurement of the OSO

- a. CSBD followed the process established in 2 CFR Part 200.318-326, U.S. Department of Labor's Training and Employment Guidance Letter 35-10, and DEO guidance in procuring and selecting their OSO.
- b. The OSO was selected through a competitive process. The OSO meets regularly with the partners to plan, address continuous improvement, monitor referrals and accessibility among the partners.
- c. The OS Partners agree that the OSO shall be responsible for:
 - 1. Coordinating required services delivery in the OS Career Center and ensuring that the services are being delivered to Center customers.
 - 2. Serving as a liaison between the WIOA Title I staff and the OS Partners.
 - 3. Reviewing the MOU annually to assure it is up to date
 - 4. Monitoring OS Partners adherence to the MOU.
 - 5. Facilitating and/or delivering training to assure the OS Partners are aware of basic services offered by each of the OS Partners
 - 6. Continuously work on improving the workforce development system by focusing the OS partners on coordination and integration of OS Partner services.
 - 7. Assuring CSBD Career Center services are market-driven and that the labor market information is available and accessible
 - 8. Monitor OS Partners' referrals

9. Convene biannual OS System partner meetings, setting the agenda with the partners, recording minutes, and working with the partners on "next steps."
- d. The OSO may not:
1. Participate in the development or submission of the local 4 year plan
 2. Be responsible for oversight of themselves
 3. Manage or participate in the one-stop operator procurement process
 4. Select or terminate themselves or service providers.
 5. Negotiate local performance
 6. Develop the CSBD budget

IX. Administration and Operations Management

- a. CSBD provides oversight over the procured OSO by:
1. Attending partner meetings and participating in partner activities
 2. By reviewing quarterly reports provided by the OSO detailing the OSO activities which must include:
 - i. Coordination of OS Center required career services with the OS partners
 - ii. Educating all the OS partners regarding universally available basic career services
 - iii. Monitoring service delivery to assure services meet customer expectations.
 - iv. Serving as liaison between the OS partners to assure each OS partner has an equal voice regarding effective ways to deliver OS workforce services
 - v. Facilitating OS Partner and Business Services staff joint meetings to plan and deliver joint partner recruitment and job fairs
 - vi. Coordination with other community organizations to participate in community events for outreach and to publicize available one-stop partner available workforce services.

X. Shared Funding Process for Infrastructure Costs

- a. OS Operating Budget

1. This is determined by a negotiation between the BWDB as represented by CSBD and the OS partners to determine how the costs and operating costs of the CSBD Career Center will be supported as expressed in the Infrastructure Funding Agreement (IFA) which is a part of and incorporated into this One-Stop Partner MOU in accordance with WIOA § 121(c)(1), 20 CFR 678.500(b)(2)(i), 34 CFR 361.500(b)(2)(i), and 34 CFR 463.500(b)(2)(i).
2. All OS partners were a part of the discussions agreeing to the methodology presented. Individual one-on-one partner negotiations were conducted to finalize discussions and to iron out the details. CSBD has successfully negotiated to arrive at a cash contribution from each partner.
3. It is the belief of the BWDB that:
 - i. All partners must contribute cash to support the OS center.
 - ii. People and organizations value what they pay for
 - iii. A low-cost solution must be available to assure every mandatory and non-mandatory approved partner can participate.
4. CSBD has offered 2 options to the OS Partners, 1) the mall approach and 2) the technological approach. CSBD cost allocates grant awards as appropriate to assure grants bear their fair share.
 - i. CSBD fiscal staff determined the cost of maintaining the OS Center, rent, utilities, common space, and related costs and arrived at a cost per square foot. Co-located partners were presented with the inclusive cost per square foot for the space that they occupy. All co-located partners pay for the square feet they occupy based on the calculation as determined by the CSBD fiscal staff. All formula grants, DEO allocations for co-located and managed partners and discretionary grants regardless of whether they are WIOA or another funding stream are charged their fair share of the maintenance of the one-stop through cost allocation and funding decisions as determined by the CSBD President/CEO and Sr. VP Fiscal. See attachment 1 to the IFA depicting the cost allocation of the maintenance of the OS Center, not covered by co-located partners, and charged against each of the CSBD grants.
 - ii. CSBD used a "mall" approach for determining the costs attributable to co-located partners. Each co-located partner is responsible for covering their service delivery operating costs as if they were leasing space in a "Mall".

- iii. CSBD Fiscal staff worked with CSBD IT staff to calculate the cost of a presence on the CSBD website, including utilities, maintenance, updates, and space and were able to establish an annual cost of \$215.49 per provider for a page on the CSBD website.
 - iv. All non-collocated partners are technologically connected as stated in the "One-Stop Operations Guidance for the American Job Center" ETA OWi 1/18/17, the OS partners "uses technology to achieve integration and expanded service offerings" and by "making available a direct linkage through technology to a program staff member who can provide meaningful information or services" pursuant to TEGL 16 -16 20 CFR 678.305(d), 34 CFR 361.305(d), and 34 CFR 463.305(d).
 - v. **Exhibit A** is a matrix of all one-stop partner participant staff contacts by person/position, email, regular mail, and phone contact. One-stop partners technologically connected may connect to participants via telephone, ZOOM, TEAMS or GOTOMEETING applications which allow for face to face interface and joint case management and counseling sessions as needed and appropriate. Generally, the initiating partner uses their license to connect to the other partner.
5. As described herein:
- i. The technology approach is impervious to funding increases and decreases.
 - ii. CSBD is able to offer a minimal cost solution - partners don't have to struggle with budget concerns as budgets increase and decrease.
 - iii. OS Partners commit to a page and maintenance on the CSBD website
 - iv. OS Partners not co-located, regardless of funding assign a position to be the main contact for inquiries regarding partner programs and for a "warm hand off" of a participant through referral. Technology connections also include the phone for quick contacts and offers Zoom or similar technology for face to face intakes and assessment.
 - v. OS Partners commit to indicate a position and/or a staff person as the designated contact, so personnel changes have little or no impact on the referral of participants among partners.
 - vi. Cost is stable

6. Other Contributors - At this time we do not have any non-mandatory partners in the one stop.

b. Funding of Services and Operating Costs/Infrastructure Funding Agreement

1. Per 20 CFR 678.700-755 and 678.760; 34 CFR 361.700-755 and 361.760; and 34 CFR 463.700-755 and 463.760, WIOA legislative partners must contribute to the infrastructure costs and operating costs of the one-stop based on their proportionate use. Because OS Partners' contributions must be an allowable cost in accordance with each partner's program guidelines as well as 2 CFR 200 et al partners were enthusiastic with respect to the option they chose.
2. By the authority vested in the signatory for each OS Partner, the OS Partner agrees to the methodology for infrastructure funding as described herein.

XI. Conflict Resolution

- a. The OS Partners have agreed to the conflict resolution process described herein for disputes arising out of this agreement as follows:
 1. In the event of a dispute the partners will first negotiate in good faith to identify possible solutions to resolve the dispute.
 2. If the dispute cannot be resolved the matter will be forwarded to DEO as the Governor's representative, for assistance.
- b. When providing services through the OS, the OS Partners will ensure enforcement of non-discrimination and equal opportunity policies. If a disagreement arises, the proper chain of command will be followed, and the staff member's employer of record will be called upon to help resolve any issue.

XII. The OS System Referral Process

- a. In accordance with WIOA the OS Partners have agreed on how referrals and cross referrals will be accomplished between the partners.
 1. The vision of the OS Partners as expressed through this MOU is to utilize a referral process which will:
 - i. Provide our customers with seamless access to services across all programs
 - ii. Provide job seekers and employers with the information they need to be successful

2. **Access to Services:** To accomplish the vision the OS Partners agree to include in their assessment process consideration of services available through each of the OS Partners including universal or basic career services available to the general public.
3. As described above the CSBD Career Center provides access to the programs and services of all the required OS Partners. This is accomplished by the following steps: Customers are guided to the job search tools of the resource center.
 - i. Employment service or WIOA staff provide general assistance or identify the appropriate OS Partner service.
 - ii. Individuals needing referral are then guided to access the appropriate OS Partner program by being directed to a co-located partner or being assisted to immediately connect to a non-located partner through technology via phone and /or a "Zoom" type web-based connectivity for an initial assessment. CSBD also provides direct linkage via email to partner program staff.
 - iii. In accordance with the agreed upon OSO's responsibility, OSO Partner program staff are trained sufficient to familiarize them with all services available through all the OS Partners. This assures the staff have the competency and skills necessary to assist participants when applying for program benefits or services.
 - iv. All required OS Partner program staff, in accordance with training facilitated by the OSO, shall be sufficiently knowledgeable about the other partner programs and services to screen an applicant to determine appropriate referrals.
 - v. To the extent possible referring staff shall directly contact the recipient of the referral to facilitate seamless delivery of services and shall inform the customer regarding what to expect as a result of the referral to assure a "warm handoff."
- b. A special referral process has been agreed to by the OS Partners for UI. In accordance with WIOA, UI claimants, must be provided with "meaningful" assistance when filing UI claims. This is critical to the OS Partners as well, as often they are also assisting the unemployed.
 1. All CSBD Career Center staff receive training sufficient to familiarize them with the online claims filing system. Staff must be able to explain claimants' rights and responsibilities so they can understand the UI publications and correspondence.
 2. One-stop partner customers coming in or referred to the one-stop for UI meaningful assistance receive:

- i. One-stop center on-site assistance from resource room staff trained in filing UI claims
 - ii. Phone or other technology provided assistance by, as long as the assistance by trained and available staff.
 - iii. Access to a priority phoneline for claimants to speak directly with UI staff with little to no wait.
 - iv. An electronic feedback system which staff can access to refer potential UI eligibility issues to the UI staff for investigation.
3. Other UI assistance beyond filing assistance is provided by state UI staff.
4. The OS Partners agree to the following definition of meaningful services. It is the provision of the contact information necessary for onsite and technologically connected partners to consult with customers. It is the delivery of initial assessment simultaneous with the customers' visit to the CSBD Career Center. It is the scheduling of an appointment for the customer. The referral form also provides for a release so that information can be exchanged among the OS Partners.
- c. Customer referrals shall be made using the electronic referral form in the partner portal Crosswalk.
1. The OS Partners agree that appointments will be set within three working days of receiving a referral, and the participant will be contacted two days prior to their appointment to confirm the appointment. Participants shall be informed regarding documents they need to bring to their appointment.

All referrals must include the following information:

Date of Referral
Name of Referring (Partner) Organization
Referring Partner Contact Staff Person
Contact Person Phone and Email
Name of Organization (Partner) Receiving the Referral
Referring Partner Contact Staff Person
Contact Person Phone and Email
Name of Customer being referred
Customer's Address, Phone number, and Email
Reason for the Referral
Confirmation of receipt from the Recipient Agency

2. Feedback and Follow-Up: When a referral is made, customer feedback shall be solicited through a sampling of follow-up calls to be initiated by the OSO to discuss the services provided and next steps.
3. All One-Stop Partners agree to case note referrals as appropriate into their respective data management systems and notice of the referral shall be emailed to the case managers' supervisors. Supervisors shall maintain a master list of referrals on a monthly basis. The OSO shall work with the partners to track and report on referrals.
4. Shared information shall adhere to the DEO Confidentiality Policy and also be in accordance with the customer's agreement. Encrypted email shall be used for sensitive information.

XIII. Accessibility

- a. All OS Partners agree to conduct their activities in a discrimination free environment that promotes employment opportunities to all job-seekers, in accordance with WIOA Section 188.
- b. All OS partner customers shall have equal access to all partner services provided through the CSBD Career Centers. The OS Partners agree to comply with the Americans with Disability Act of 1990 and its amendments.
- c. Each partner shall follow their organization's Equal Opportunity policies and procedures for reasonable accommodations under the ADA.
- d. Physical Accessibility
 1. The CSBD Comprehensive Career Center is in compliance with the requirements of physical accessibility, including ADA compliance.
 2. Private offices are available to help customers and staff with confidentiality, noise levels, and concentration.
 3. CSBD will revisit the center's accessibility from time to time to assure continuing compliance with all equal opportunity, discrimination and ADA requirements.
 4. All discrimination, equal opportunity and accommodations posters are posted so that that they are visible to customers and staff. Staff are trained to assist customers with their accessibility needs. The South Comprehensive OS center has been updated for physical accessibility. There are designated handicapped parking spots near the building.

5. The CSBD Comprehensive Career Center is located within walking distance of public transportation and other workforce development and social service offices. The Center is accessible by car, bike, or public transportation.
- e. **Programmatic Accessibility:** The one-stop partners are aware that the CSBD Career Center provides a welcoming environment to all customers entering the OS. Accessibility is available to customers and to one stop partners
1. OS partner staff have been trained on how to use the technology in the OS Centers.
 2. OS partners that need to access the one-stop tools for their customers can visit the one-stop or refer their customers in accordance with the referral mechanism provided for under this MOU. Accessibility is made available by offering the following tools:
 - i. **Signage.**

Signage announces accommodations and special assistance available from auxiliary and auditory aids to assistive-technology and program materials in a variety of accessible formats. Customers are able to access these tools even if they do not disclose that they have a barrier.
 - ii. **English Language Learners**

Interpretation services are available via Accessible Communication for the Deaf ACD, through phone, video, onsite interpreting, document translations as well as training for bilingual staff and interpreters.
 - iii. **Physical Accommodations**

Individuals in wheelchairs or who are small or large in stature can work at a kiosk with adjustable desktops and chairs. A trackball mouse and alternative keyboards are also available to assist customers.
 - iv. **Vision**

Low vision software, large screens and screen enlargement software is available. MS Office also provides for an accessible operating system.
 - v. **Hearing Loss**

For individuals with mild to moderate hearing loss, staff have access to an assistive listening device to assist customers in one-on-one or group settings. Staff is also familiar with the Florida Relay service as an alternative communication tool for individuals who are deaf, hard-

of-hearing, deaf/blind, or with a speech impairment. Staff also have access to UBI DUO devices.

vi. General Disability

As Vocational Rehabilitation has a presence in the one-stop they are immediately available for WIOA and OS Partner referrals.

vii. Accessibility Maintenance

In addition to Vocational Rehabilitation and Services for the Blind, Adult Education, and Literacy are available for consultation to assure accessibility can be maintained at its highest level.

viii. Professional Development

All OS Partners agree to share professional development training regarding accessibility, discrimination, quality services and continuous improvement.

- f. By being a party to this MOU, the OS Partners have reiterated their commitment to adopting policies and procedures in compliance with the Americans with Disabilities Act of 1990 as amended to provide equal access to all customers. The partners further agree to review their organization's policies on a yearly basis to assure policies are up to date.

XIV. Human Resource Management

Commonly developed expectations for customer service will be incorporated into each Partner's performance evaluation system. All OS Partners agree to conduct regular performance reviews in accordance with their organization's policies and procedures.

XV. One-Stop Delivery System Performance Criteria

- a. The OS Partners agree that the OS Delivery System will strive to achieve these standards of quality service for its customers, employees, and One-Stop Partners:
1. All customers will receive prompt and courteous service from the staff.
 2. All customers will receive the services designed to assist customers in achieving their educational and/or job placement goals.
 3. All employees can expect to work in a safe and professional environment.

4. All employees can expect to receive the best tools to achieve the desired outcome for their customers.
 5. All OS Partners will deliver high-quality services
 6. All partners will participate in the 3-year schedule of one stop certification as required by WIOA.
 7. All partners agree to share aggregate performance information based upon the performance applicable to their program funding streams.
- b. OS Partner performance will be an indication of the strength of each OS Partner's collaboration. The goal is for the partners to understand each other's performance to further integration and to work toward assisting each other to exceed the measures for their program funding streams. The partners agree to review performance quarterly.

XVI. Governance of the One-Stop Delivery System

- a. The ultimate accountability and responsibility for the OS System organizational processes, services, and accomplishments rests with the CSBD, the OSO, and the OS Partners.
- b. The BWDB's and Council's OS Responsibilities
 1. To develop and execute the MOU with the OS Partners.
 2. Develop and update the local plan
 3. Select the OSO and terminate the OSO if needed
 4. Conduct oversight of the local OS delivery system and the OSO
 5. Serve as a convenor of the partners
- c. The OSO Responsibilities
 1. Assure the partners coordinate services and adhere to the agreements in this MOU
 2. Serve as a liaison between CSBD their Title I staff and the OS Partners.
 3. Provide or facilitate training to ensure the OS Partner staff are knowledgeable regarding each other's services, accessibility and non-discrimination policies
 4. Ensure that the Career Center staff deliver the services promised to

customers.

5. Work with the partners for continuous improvement in coordinating and integrating service delivery that is market-driven
6. Monitor and report on the effectiveness of the referral processes
7. Convene biannual One-Stop System partner meetings, composing agendas, recording minutes, and distributing action steps.
8. Be knowledgeable of the performance standards of all One-Stop Partners communicate the measures to all the partners.
9. Assure accessibility to services to individuals with barriers.
10. Assist the CSBD in meeting OS Center certification

d. One-Stop Partners' responsibilities

1. Provide access to programs and services through the one-stop delivery system, including appropriate career services.
2. Support development of an integrated and coordinated customer- centered service delivery design.
3. Share infrastructure costs.
4. Co-enroll customers as needed
5. Share information as agreed to by the partners
6. Share performance data regarding shared customers.

XVII. Duration, Modification, and Revisions

- a. The parties agree that this MOU replaces the MOU SA-258, and will take effect July 1, 2023 or when executed by all the parties whichever date is earlier.
- b. This MOU will remain in effect until June 30, 2026, or until such time as there is a need to modify this MOU occurs because of a change in the law, federal or state policy or a request from one of the partners.
- c. The parties agree to review the MOU annually
- d. Any of the partners may request to modify this MOU. Requests for modification

shall be made in writing to CSBD which shall communicate the modification request to all the partners. The OSO shall work with CSBD and the partners to come to agreement with respect to any modification. Material modifications will be presented to the BWDB for approval and their decision shall be final. Non material modifications shall be approved by consensus of the partners.

- e. The terms of the infrastructure costs and operating costs agreed to in Section IV will take effect as of July 1, 2023, and will continue in effect until June 30, 2026 with adjustments reviewed at least annually to assure a fair proration of costs.

XVIII. Partial Void

Should any part of this MOU be found to be null and void or is otherwise stricken, the balance of this MOU shall remain in full force and effect. Any modifications to the MOU, including adding new OS Partners, will require the MOU to be signed by all the OS Partners.

XIX. Termination

- a. Any party to this MOU may rescind their agreement to participate in the agreement by notifying CSBD in writing at least 60 days in advance of its effect.
- b. This MOU shall terminate June 30, 2026 and may be renewed and extended upon agreement of the OS Partners.

EXECUTION PAGES

By their signature below, the CareerSource Broward One-Stop Partners attest to participation in the development of this MOU and agree to abide by its terms and conditions as well as with the terms and conditions of the Infrastructure Funding Agreements (IFA). By signing below, each One-Stop Partner warrants and represents that the person signing this MOU has the authority to bind the Partner and that the One-Stop Partners participation in the MOU is not in violation of any By-law, Covenants and/or other restrictions placed upon them by their respective entity.

CAREERSOURCE BROWARD

One-Stop Partner Organization/Agency

CAROL HYLTON †



Printed Name

PRESIDENT/CEO

NOV 13 2023


Title

Date

Commissioner of Education

Manny Diaz, Jr. Commissioner of Education

Printed Name/Title

 OBO 1-5-24

Signature

Date

FOR CAREERSOURCE BROWARD

ATTEST

[Signature]
[Signature]

BY: [Signature]
(Signature)

Print Name: Tim Ryan

Title: CSBD COUNCIL OF ELECTED OFFICIALS, CHAIR

Date: 12-11-2023

ATTEST

[Signature]
[Signature]

BY: [Signature]
(Signature)

Print Name: Heiko Dobrikow

Title: BWDB CHAIR

Date: 12-4-2023

ATTEST:

[Signature] L.S.
[Signature] L.S.

CAREERSOURCE BROWARD:

BY: [Signature]
(Signature)

Printed Name: CAROL HYLTON

Title: PRESIDENT/CEO

Date: 11/3/2023

Approved as to form by the CareerSource Broward

General Counsel

2890 West Cypress Creek Road

Ft. Lauderdale, FL 33309

BY: [Signature]

Rochelle J. Daniels, General Counsel

Exhibit A- MOU between CareerSource Broward and One Stop Partners

Matrix of One Stop Partners and services provided in Broward County

One Stop Partner	Governance	Services Provided
Broward County Public Schools	WIOA Title II Adult Education and Family Literacy Act DOE	<p>The program is designed to help adults get the basic skills they need including reading, writing and math, English language proficiency to be productive workers.</p> <p>Adult Education and literacy activities include adult education, literacy, workplace adult education, family literacy activities, English language acquisition, workforce preparation and integrated education and training.</p>
<p>The District Board of Trustees of Broward College, Florida</p> <p>Broward County Public Schools</p>	Carl D. Perkins Career and Technical Education Act DOE	Provide career-technical education programs and integrate academic and career-technical instruction at both the secondary and postsecondary levels. The program emphasizes high-skill, high-wage, high-demand occupations to enable students to secure employment upon completion of their training.
Division of Vocational Rehabilitation	Rehabilitation Act of 1973 DOE	<p>Federal-state program that helps people who have physical or mental disabilities get or keep a job. Main purpose of the program is to help people with disabilities find and maintain employment or enhance their independence.</p> <p>Services include employment programs, Ticket to Work, Deaf, Hard of Hearing and Deaf/Blind Services, transition youth and independent living programs.</p>

<p>AARP</p> <p>Urban League of Palm Beach County</p>	<p>Older Americans Act Title V DOL</p>	<p>Senior Community Employment Service Program is a community service and work-based job training program for older Americans. The program provides training for low-income, unemployed seniors.</p>
<p>Broward County's Family Success Division</p>	<p>Community Services Block Grant HHS</p>	<p>The program is designed to help low-income individuals and families do a variety of things: secure and retain meaningful employment; attain an adequate education; improve the use of available income, obtain adequate housing and obtain emergency assistance including rental and utility payment assistance.</p>
<p>OIC of South Florida</p>	<p>Second Chance Act DOJ</p>	<p>The program's goal is to reduce recidivism and improve outcomes for people returning from state and federal prisons, local jails, and juvenile facilities.</p>
<p>CareerSource Broward</p>	<p>Adult, Dislocated, Youth Formula Funds WIOATitle I DOL</p>	<p>Program helps job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy.</p>
<p>CareerSource Broward</p>	<p>Jobs for Veterans DOL</p>	<p>Employment and training services are provided to veterans of the U.S. Armed Forces. Priority of service requirement for covered persons (i.e., veterans and eligible spouses, including widows and widowers) in qualified job training programs.</p>

CareerSource Broward	Trade Adjustment Act DOL	This program assists workers who have been laid off or whose jobs have been threatened (e.g., reduced hours or reduced wages) because of foreign trade or competition. The TAA program provides resources to help trade-affected workers obtain new skills and find suitable employment.
State of Florida	Wagner Peyser, WIOA Title II DOL	Services provided through this national employment program include job search assistance, recruiting assistance for employers and matching services for job seekers and employers.
CareerSource Broward	TANF HHS	Programs helps low-income families with children achieve economic self-sufficiency by providing monthly cash assistance payments.
State of Florida	Unemployment Compensation DOL	Provides temporary financial assistance to unemployed workers who meet the requirements.

MEMORANDUM OF UNDERSTANDING

between

CAREERSOURCE BROWARD

and

OIC OF SOUTH FLORIDA

July 1, 2023 to June 30, 2026

This Memorandum of Understanding is entered into by and between CareerSource Broward (CSBD), on behalf of the Broward Workforce Development Board, Inc., (BWDB) and on behalf of the CareerSource Council of Elected Officials (CSBD Council), as their administrative entity, and the OIC of South Florida under the Workforce Innovation and Opportunity Act (WIOA) Pub. L. 113 – 128, 29 U.S.C. 3101.,

RECITALS

WHEREAS WIOA Section 121(c)(1) requires that the BWDB, in concert with the CSBD Council, enter into a Memorandum of Understanding (MOU) consistent with WIOA Section 121(c)(2) with the OIC of South Florida; and

WHEREAS, the MOU must describe how OIC of South Florida will coordinate to operate the One-Stop Delivery System (OS Delivery System) in the Broward Workforce Development Area under WIOA; and

WHEREAS, the MOU must describe how OIC of South Florida will support the infrastructure and operating costs of the OS Delivery System in the Broward Workforce Development Area; and

WHEREAS, the MOU must be the product of discussion and agreement between the BWDB and the CSBD Council, as represented by CSBD and OIC of South Florida in accordance with 20 CFR 678.500 (a); and

WHEREAS, CSBD representing the BWDB and the CSBD Council has met with and worked with the OIC of South Florida and the One-Stop Operator (OSO) to develop the terms of this MOU;

NOW THEREFORE, in consideration of the premises and the mutual covenants herein contained, the parties hereto agree as follows:

I. Purpose

- a. The purpose of this MOU is to describe how the OIC of South Florida will coordinate their funding streams, resources, and personnel to serve their mutual customers through the comprehensive One-Stop Career Center (OS Center) located at 7550 Davie Road Extension, Hollywood, FL 33024 and its affiliate centers located at 2610 Oakland Park Blvd., Oakland Park, FL 33311 and 4941 Coconut Creek Pkwy, Coconut Creek, FL 33063.
- b. The description shall include:
 1. The services to be provided through the OS (One-Stop) Delivery System.

2. The manner in which services will be coordinated and delivered among One Stop partners through the OS Delivery System.
3. The manner in which the costs of maintaining and delivering services through the OS Delivery System will be shared as expressed in an Infrastructure Funding Agreement (IFA) agreed to by all the parties.
4. The methods of referral between the one stop centers and the OIC of South Florida to ensure the most effective and highest quality services for their mutual customers.

II. Name and Location of the Comprehensive One-Stop Center

The BWDB and the CSBD have established one comprehensive OS Center to serve job-seekers and employers in the Broward Workforce Development Area which is the South Center located at: 7550 Davie Road Extension, Hollywood, FL 33024.

III. The Parties to the MOU

This MOU is the result of a collaborative agreement between the CSBD Council and the OIC of South Florida.

a. The One-Stop Legislative Partners (One Stop Partners)

One-Stop Legislative Partner	Represented By
WIOA Title I Adult, Dislocated Worker and Youth Programs	The CSBD Council and the BWDB
WIOA Title III Wagner-Peyser Employment Service	The State of Florida Department of Economic Opportunity
Second Chance Act	OIC of South Florida
Veterans Employment and Training	The State of Florida Department of Economic Opportunity
Trade Adjustment Assistance Act	The State of Florida Department of Economic Opportunity
Unemployment Insurance	The State of Florida Department of Economic Opportunity
Temporary Assistance for Needy Families/WTP	The State of Florida Department of Economic Opportunity
Supplemental Nutrition Assistance Program (SNAP)	The State of Florida Department of Economic Opportunity

- b. The One Stop partners not participating in this MOU are the Migrant and Seasonal Farm Workers Program, Youth Build, the Native American Programs, and Housing and Urban Development Employment and Training. These agencies are not currently providing employment and training services in the Broward Workforce Development Area.

IV. **The One Stop Partners Vision and Goals**

CSBD and the One Stop Partners met with the OS Operator (OSO) selected by the BWDB and the CSBD Council, to develop a vision and common goals for the OS Delivery System on September 14, 2022. Providers were given several weeks to edit/modify the goals as needed and provide feedback to the OSO. The vision and goals form the foundation of this MOU as follows:

a. The OS Partner Vision

The strategic vision for WIOA implementation is to enhance alignment of workforce, education and economic development systems through improved service integration that provides businesses with skilled, productive, and competitive talent and Broward County residents with employment, education, and training that reduce welfare dependence and increase opportunities for economic self-sufficiency, high skill and high wage careers, and lifelong learning.

b. The OS Partner Goals

To achieve the shared vision, the One Stop Partners have developed and agreed to the goals listed below.

1. Promote accountable, transparent, and data driven workforce investment through performance measures, monitoring and evaluation that informs strategies, drives operational excellence and empowers an effective and efficient workforce delivery system
2. Bring together citizens, employers, and educational providers to develop programs to support high-quality education, training, and employment services to meet regional workforce needs.
3. Encourage employers by engaging and identifying their needs and educating and connecting them to the workforce system to produce innovative workforce solutions.
4. To align Broward County community services to maximize employment and work opportunities for targeted populations comprised of veterans, youth, individuals with disabilities, older workers and returning citizens.

c. Goal Implementation

To implement these goals, the one stop partners including OIC of South Florida, in cooperation with the OSO, are committed to:

1. Meeting twice a year to discuss continuous improvement of the OS Delivery System.
2. Reviewing the MOU annually and during the last meeting of each program year for the purpose of modifications which shall be made by consensus.
3. Maintaining minutes of the meetings to ensure follow up. Minutes shall be the responsibility of the OSO.

V. OS Partner and OS Center Values

- a. The WIOA Title I staff and One Stop partners situated at the Comprehensive OS Center and other One Stop partners connected through technology share a common belief that:
 1. Infusing a sense of achievement in their job-seekers through skills attainment and employment results in a workforce ready to meet the future.
 2. Employers will invest in the local workforce area when a skilled workforce is available to them.
- b. This is accomplished through:
 1. Providing customers with easy access to integrated basic career services, individualized career services, training services, placement and follow-up
 2. The welcome process in the OS Center as well as the welcome process for each technologically connected OS Partner location
 3. The intake process which includes a referral and follow up process that ensures each customer will receive career services appropriate to their needs
 4. The initial skills assessment
 5. Available services
 6. Pathways to a wide range of training services to improve customer employment opportunities through skill upgrading, skill validation, and credentialing
- c. The One Stop partners coordinate services with services available only through the OS Center. One Stop partners can sequence or co-enroll customers so they can receive basic literacy skills and skills advancement through a traditional classroom or a work-based training option.
- d. OS Delivery Services include individualized informational presentations for area businesses that provide information on Work Opportunity Tax Credits, Opportunity Zones, Federal Bonding, On-the-Job Training, Registered Apprenticeships, staffing services through Job Order Listings and scheduled recruitments in the OS Centers.

VI. One-Stop Partner Services

- a. History
 1. In 2019 the BWDB and CSBD Council approved the issuance of a request for quotes (RFQ) for an OSO.
 2. Three proposals were received and reviewed by CSBD staff for responsiveness. A Review Committee comprised of BWDB members reviewed the proposals, interviewed proposer representatives, rated and ranked the proposals and recommended Workforce Guidance Associates, LLC to the BWDB and CSBD

Council.

3. In 2022 the BWDB and CSBD Council approved the issuance of a new request for quotes (RFQ) for an OSO.
4. One proposal was received and reviewed by CSBD staff for responsiveness. A Review Committee comprised of BWDB members reviewed the proposals, interviewed proposer representatives, rated and ranked the proposals and recommended Workforce Guidance Associates, LLC to the BWDB and CSBD Council.

b. Access to Skills Attainment

1. A primary objective of the Florida Governor, and therefore of the One Stop partners is to increase the self-sufficiency of Broward County citizens and residents. To accomplish this, OIC of South Florida works with customers to assist them in following a career pathway that includes skill attainment. Skill attainments command higher wages.
2. Skilled workers can expect to find businesses and jobs located around centers of an available and able workforce

c. The Provision of Integration of Services

1. Comprehensive integrated services are offered to customers of the OS Centers or by referral to an OS Partner.
2. Customers of the OS Centers first access Wagner Peyser services through CSBD guided and co-located employment service staff. Employment service staff offer one-on-one services to customers. Customers who need more than minimal assistance, access to workshops, or job search resources are referred to WIOA funded Title I OS Center staff.
3. Customers meet with OS Center staff on a one-on-one basis so their needs can be assessed, and they can be directed to products and services within the OS Delivery System to help them meet their individual employment and skill attainment goals.
4. OS Partner staff participate in cross-training on programs offered through the OS Centers and in the community so they can make appropriate and meaningful referrals.
5. The OSO shall meet with the OIC of South Florida and the other one stop partners at a minimum of twice a year to review cross referrals, barriers to services, and new discretionary grants offering additional opportunities.
6. The One Stop partners shall review technology solutions and make recommendations to enhance services offered.

d. Responsibilities of the OIC of South Florida

1. OIC of South Florida agrees to share in the planning, implementation, and

operation of the OS delivery System and OS Center with the assistance of the OSO, as provided for herein.

2. All one stop partners agree to assist and participate in capacity building and professional development opportunities for all staff to ensure an understanding of OS Partner programs.

e. A Description of the Comprehensive OS Center Services

1. The One Stop partners are committed to an integrated, coordinated system which reduces duplication and encourages cost efficiencies while expanding services to our customers.
2. The One Stop partners are committed to offering priority of services to veterans, public assistance recipients, low-income individuals, and individuals who are basic skills deficient when providing basic career services, individualized career services, and training services.
3. The chart below details each One Stop partners' participation in the development of all components of the MOU.

OS Partner	Services to be provided through the OS Centers or via Technology Connection
WIOA Title I Adult, Dislocated Worker and Youth Programs A core partner.	Integrative Staffing Group is the procured staffing company that employs the WIOA Title I Adult, Dislocated Worker and Youth Program staff located in the OS Centers. All One Stop partners have a direct linkage to Title I services through the referral process.
WIOA Title IV Vocational Rehabilitation (VR) A core partner	WIOA Title IV VR is co-located at the Comprehensive OS Center and follows the mall approach which calls for a lease with CSBD. OIC of South Florida can refer customers through the OS Delivery System or the established referral process. All One Stop partners participate in OS Partner meetings and have a representative on the BWDB.

OS Partner	Services to be provided through the OS Centers or via Technology Connection
<p>WIOA Title III Wagner-Peyser Employment Service.</p> <p>A core partner</p>	<p>WIOA Title III Wagner-Peyser Employment Service staff are co-located and guided by the One-Stop Manager at the OS Centers. DEO allocates funds to local boards for the guidance and management of Wagner Peyser staff. CSBD cost allocates these funds for infrastructure and operation of the OS Centers. CSBD funded Title I staff and employment service staff provide access to self-help or minimal assistance services as needed including assistance to employers with job orders, matching, and placement. One Stop partners' customers can register for Wagner Peyser services online, come into an OS Center or participate in the referral process. Employment service staff attend the One Stop partners' meetings.</p>
<p>SCSEP Title V Older Americans Act</p>	<p>WIOA Title V Older Americans Act. AARP FOUNDATION staff is co-located in the Comprehensive OS Center and have a lease with CSBD in accordance with the mall approach. Some Title V participants also have a Work Experience assignment in the OS Center. The Urban League of Palm Beach County (ULPB) participates through technology, and they assign a specific case manager to work on referrals and cross referrals. All One Stop partners can link to Title V services through the referral and cross referral process. Title V staff participate in OS Partner meetings.</p>
<p>Veterans</p>	<p>Veterans Representatives are co-located at all OS Centers. Veterans Representatives see customers on a walk-in and by appointment basis. Veterans' staff participate in the referral and cross referral process. They also participate in One Stop partner meetings. CSBD is allocated funds by DEO to guide and manage the staff. Their participation in the funding of the infrastructure and operation of the OS Delivery System is done through cost allocation of the DEO allocation to CSBD</p>

OS Partner	Services to be provided through the OS Centers or via Technology Connection
Community Service Block Grant (CSBG)	One Stop partners link to CSBG services through the technology and referral process. CSBG staff participate in the OS Partner meetings. CSBG is managed by Broward County and often contributes to the CSBD Summer Program. The OS Center and CSBG connect through technology by assigning a specific case manager. Support services available are key for eligible WIOA Adults and Dislocated Worker participants after exit during follow-up
Trade Adjustment Assistance Act	Trade Adjustment Assistance Act (Trade Act) staff are co-located in OS Center and funded through an allocation from DEO. Their participants are co-enrolled in WIOA Title I Dislocated Worker programs. Like Dislocated Worker programs participants are referred and cross referred among One Stop partners. Staff participate in OS Partner meetings. Funds are cost allocated to cover their share of costs in the OS Center.
Unemployment Insurance (UI)	All Wagner-Peyser and WIOA Title I staff are trained to give basic UI information to customers and help with UI claims. There are dedicated phone lines in the OS Center for customers who need additional assistance. Funds are awarded to CSBD by DEO and cost allocated to cover their share of costs in the OS Center.
Supplemental Nutrition Assistance Program (SNAP) Employment and Training Services	All One Stop partners have a direct link to SNAP services through the referral process. There are specific staff assigned to provide SNAP case management. Funds are awarded to CSBD by DEO and cost allocated to cover the SNAP share of costs in the OS Center.
Second Chance Act	This program is administered by OIC of South Florida and they participate through technology and assigns a specific case manager to work on referrals and cross referrals. All One Stop partners can link to Second Chance services through the referral and cross referral process. Second Chance staff participate in OS Partner meetings.

4. The One Stop partners worked diligently to map services provided to job-seekers and business customers in the CSBD workforce development area. The chart above details how each OS Partner provides services through the OS Delivery System.
5. CSBD has three infrastructure options: 1. Co-location using a "mall approach", 2. a technology approach, and 3. cost allocation for all OS Partner funds administered by CSBD.
 - i. The Mall Approach - Using a mall approach for the One Stop partners who co-locate at an OS Center provides infrastructure support through a type of lease arrangement. Each OS Partner is responsible for taking care of their own needs within their space. These One Stop partners budget at the beginning of the year for the space they occupy. They commit to that space regardless of whether their funds are reduced or staffing decreases or increases, the dedicated space stays the same for the duration of the year as it would in a mall lease. The lease charge is stable for the year. The OS Partner is responsible for all costs related to their space.
 - ii. The Technology Approach - The technology approach is also impervious to funding increases and decreases. It is a minimal cost so the One Stop partners don't have to struggle with budget concerns. These One Stop partners commit to maintaining a page or partial page on the CSBD website
 - iii. The Cost Allocation Approach – Cost allocation is not an agreed to method. It is required for all OS Partner grant funds awarded by DEO to CSBD and the other local boards. If awarded discretionary grants, CSBD allocates a portion of the costs to support the OS infrastructure and operations.
6. One Stop partners not co-located, regardless of funding, agree to assign a position to be the main contact for inquiries regarding OS Partner programs and for a "warm hand off" of a participant through referral. Technology connections include the phone, Zoom or similar technology allows for intakes and assessment to occur concurrently for more than one program and may take place in the OS Center regardless of the OS Partner's location.
7. One Stop partners commit to a position, not a person, so personnel changes have little impact on the referral of participants among the One Stop Partners.

f A detailed WIOA services matrix has been created for the OS Center. The service matrix includes the One Stop partners along with current contact information for questions and referrals. Each OS Partner has also listed the services they provide.

VII. Data Sharing

- a. WIOA, federal, and state laws determine safeguards specific to the databases of the various OS Partner funding streams.
 1. OIC of South Florida agrees:

- i. To share data in accordance with the State of Florida Shared Data Confidentiality Policy
- ii. To share data and technology as appropriate in serving job-seekers. This may include obtaining signed releases to be able to share information among the necessary One Stop partners to deliver needed services
- iii. To maintain the confidentiality of participants' information
- iv. To safeguard Personal Identifying Information (PII) used to track participants prior to sharing participant information
- v. To notify the appropriate OS Partner in the event of a breach

VIII. Procurement of the OSO

- a. CSBD followed the process established in 2 CFR Part 200.318-326, U.S. Department of Labor's Training and Employment Guidance Letter 35-10, and DEO guidance in procuring and selecting their OSO.
- b. The OSO was selected through a competitive process. The OSO communicates regularly with the One Stop partners to plan, address continuous improvement, monitor referrals and accessibility among the One Stop partners.
- c. One Stop partners agree that the OSO shall be responsible for:
 1. Coordinating required services delivery in the OS Center and ensuring that the services are being delivered to OS Center customers
 2. Serving as a liaison between the WIOA Title I staff and One Stop partners
 3. Reviewing the MOU annually to ensure it is up to date
 4. Monitoring One Stop partners' adherence to the terms of the MOU
 5. Facilitating and/or delivering training to ensure OIC of South Florida staff is aware of basic services offered by each of the One Stop partners
 6. Continuously work on improving the OS Delivery System by focusing the One Stop partners on coordination and integration of OS Partner services
 7. Ensuring CSBD Career Center services are market-driven and that labor market information is available and accessible
 8. Monitor One Stop partners referrals
 9. Convene biannual OS Partner meetings, setting the agenda, recording minutes, and working with the One Stop partners on "next steps"

- d. The OSO may not:
 - 1. Participate in the development or submission of the local 4-year plan.
 - 2. Be responsible for oversight of themselves.
 - 3. Manage or participate in the OSO procurement process.
 - 4. Select or terminate themselves or service providers.
 - 5. Negotiate local performance.
 - 6. Develop the CSBD budget.

IX. Administration and Operations Management

- a. CSBD provides oversight over the procured OSO by:
 - 1. Attending partner meetings and participating in partner activities
 - 2. By reviewing quarterly reports provided by the OSO detailing the OSO activities which must include:
 - i. Coordination of OS Center required career services with the One Stop partners
 - ii. Educating all the One Stop partners regarding universally available basic career services
 - iii. Monitoring service delivery to ensure services meet customer expectations
 - iv. Serving as liaison between the One Stop partners to ensure each OS Partner has an equal voice regarding effective ways to deliver OS workforce services
 - v. Facilitating OS Partner and Business Services staff joint meetings to plan and deliver joint partner recruitment and job fairs
 - vi. Coordination with other community organizations to participate in community events for outreach and to publicize available One Stop partners' workforce services

X. Shared Funding Process for Infrastructure Costs

- a. OS Operating Budget
 - 1. This is determined by a negotiation between the BWDB as represented by CSBD and the One Stop partners to determine how the costs and operating costs of the OS Center will be supported as expressed in the Infrastructure Funding Agreement (IFA) which is a part of and incorporated into this MOU in accordance with WIOA § 121(c)(1), 20 CFR 678.500(b)(2)(i), 34 CFR 361.500(b)(2)(i), and 34 CFR 463.500(b)(2)(i)).
 - 2. All One Stop partners were a part of the discussions agreeing to the methodology presented. Individual one-on-one negotiations were conducted to finalize discussions and to iron out the details. CSBD has successfully negotiated to arrive at a cash contribution from each OS Partner.

3. It is the belief of the BWDB that:
 - i. All One Stop partners must contribute cash to support the OS Center.
 - ii. People and organizations value what they pay for.
 - iii. A low-cost solution must be available to ensure every mandatory and non-mandatory approved OS Partner can participate.
4. CSBD has offered 2 options to the One Stop partners, 1) the mall approach and 2) the technological approach. CSBD cost allocates grant awards as appropriate to ensure grants bear their fair share.
 - i. CSBD fiscal staff determined the cost of maintaining the OS Center rent, utilities, common space, and related costs and arrived at a cost per square foot. Co-located One Stop partners were presented with the inclusive cost per square foot for the space that they occupy. All co-located One Stop partners pay for the square feet they occupy based on the calculation as determined by the CSBD fiscal staff. All formula grants, DEO allocations for co-located and managed partners, and discretionary grants, regardless of whether they are WIOA or another funding stream, are charged their fair share of the maintenance of the OS Center through cost allocation and funding decisions as determined by the CSBD President/CEO and Senior Vice President Fiscal Sr. VP Fiscal.
 - ii. CSBD uses a "Mall" approach for determining the costs attributable to co-located One Stop partners. Each co-located One Stop partner is responsible for covering their service delivery operating costs as if they were leasing space in a "Mall".
 - iii. CSBD Fiscal staff worked with CSBD IT staff to calculate the cost of a presence on the CSBD website, including utilities, maintenance, updates, and space and were able to establish an annual cost of \$215.49 per provider for a page on the CSBD website.
 - iv. All non-co-located One Stop partners are technologically connected as stated in the "One-Stop Operations Guidance for the American Job Center" ETA OWI 1/18/17, the One Stop partners "uses technology to achieve integration and expanded service offerings" and by "making available a direct linkage through technology to a program staff member who can provide meaningful information or services" pursuant to TEGL 16 -16 20 CFR 678.305(d), 34 CFR 361.305(d), and 34 CFR 463.305(d).
 - v. **Exhibit 1** is a matrix of all One Stop partners participant staff contacts by person/position, email, regular mail, and phone contact. One Stop partners technologically connected may connect to participants via telephone, ZOOM, TEAMS or GOTOMEETING applications which allow for face-to-face interface and joint case management and counseling sessions as needed

and appropriate. Generally, the initiating OS Partner uses their license to connect to the other OS Partner.

5. As described herein:

- i. The technology approach is impervious to funding increases and decreases.
- ii. CSBD is able to offer a minimal cost solution - One Stop partners don't have to struggle with budget concerns as budgets increase and decrease.
- iii. One Stop partners commit to a page and the cost of its maintenance on the CSBD website.
- iv. One Stop partners not co-located, regardless of funding assign a position to be the main contact for inquiries regarding OS Partner programs and for a "warm hand off" of a participant through referral. Technology connections also include the phone for quick contacts and offers Zoom or similar technology for face-to-face intakes and assessment.
- v. One Stop partners commit to indicate a position and/or a staff person as the designated contact, so personnel changes have little or no impact on the referral of participants among One Stop partners.
- vi. Cost is stable.

6. Other Contributors - At this time only mandatory partners are participating in the OS Delivery System.

b. Funding of Services and Operating Costs/Infrastructure Funding Agreement

1. Per 20 CFR 678.700-755 and 678.760; 34 CFR 361.700-755 and 361.760; and 34 CFR 463.700-755 and 463.760, One Stop partners must contribute to the infrastructure costs and operating costs of the OS Center based on their proportionate use. Because One Stop partners contributions must be an allowable expenditure in accordance with each One Stop partner. One Stop partners' program guidelines as well as under 2 CFR 200 et al, the One Stop partners developed options that allowed each agency to meet their WIOA obligation while complying with their program requirements.
2. By the authority vested in the signatory for each OS Partner, the OS Partner agrees to the methodology for infrastructure funding as described herein.

XI. Conflict Resolution

- a. OIC of South Florida has agreed to the conflict resolution process described herein for disputes arising out of this agreement as follows:
 1. In the event of a dispute, OIC of South Florida will first negotiate in good faith to identify possible solutions to resolve the dispute.
 2. If the dispute cannot be resolved the matter will be forwarded to DEO as the

Governor's representative, for assistance.

- b. When providing services through the OS Delivery System, OIC of South Florida will ensure enforcement of non-discrimination and equal opportunity policies. If a violation occurs, the proper chain of command will be followed, and the staff member's employer of record will be called upon to help resolve any issue.

XII. The OS System Referral Process

- a. In accordance with WIOA, the One Stop partners have agreed on how referrals and cross referrals will be accomplished between the One Stop partners.
 1. The vision of the One Stop partners as expressed through this MOU is to utilize a referral process which will:
 - i. Provide customers with seamless access to services across all programs
 - ii. Provide job-seekers and employers with the information they need to be successful
 2. Access to Services: To accomplish the vision, the One Stop partners agree to include in their assessment process consideration of services available through each of the One Stop partners including universal or basic career services available to the general public.
 3. As described above the OS Center provides access to the programs and services of all the required One Stop partners. This is accomplished by the following steps:
 - i. Customers are guided to the job search tools of the resource center.
 - ii. Employment service or WIOA staff provide general assistance or identify the appropriate OS Partner service.
 - iii. Individuals needing referral are then guided to access the appropriate OS Partner program by being directed to a co-located OS Partner or being assisted to immediately connect to a non-located OS Partner through technology via phone and /or a web-based video conferencing platform such as Zoom for an initial assessment. The OS Centers also provide direct linkage via email to OS Partner program staff.
 - iv. In accordance with the agreed upon OSO's responsibility, OSO program staff are trained sufficiently to familiarize them with all services available through all the One Stop partners. This ensures the staff have the competency and skills necessary to assist participants when applying for program benefits or services.
 - v. All required OS Partner program staff, in accordance with training facilitated by the OSO, shall be sufficiently knowledgeable about the other OS Partner programs and services to screen an applicant to determine appropriate referrals.
 - vi. To the extent possible referring staff shall directly contact the recipient of the

referral to facilitate seamless delivery of services and shall inform the customer regarding what to expect as a result of the referral to ensure a "warm handoff."

- b. A special referral process has been agreed to by the One Stop partners for Unemployment Insurance (UI). In accordance with WIOA, UI claimants, must be provided with "meaningful" assistance when filing UI claims. This is critical to the One Stop partners as well, as often they are also assisting the unemployed.
 - 1. All OS Center staff receive training sufficient to familiarize them with the online claims filing system. Staff must be able to explain claimants' rights and responsibilities so they can understand the UI publications and correspondence.
 - 2. OS Partner customers coming in or referred to the OS Center for UI meaningful assistance receive:
 - i. OS Center on-site assistance from resource room staff trained in filing UI claims.
 - ii. Phone or other technology provided assistance, as long as the assistance is by trained and available staff.
 - iii. Access to a priority phoneline for claimants to speak directly with UI staff with little to no wait.
 - iv. An electronic feedback system which staff can access to refer potential UI eligibility issues to the UI staff for investigation.
 - 3. Other UI assistance beyond filing assistance is provided by state UI staff.
 - 4. The One Stop partners agree to the following definition of meaningful services. It is the provision of the contact information necessary for onsite and technologically connected One Stop partners to consult with customers. It is the delivery of initial assessment simultaneous with the customers' visit to the CSBD Career Center. It is the scheduling of an appointment for the customer. The referral form also provides for a release so that information can be exchanged among the One Stop partners
- c. Customer referrals shall be made using the electronic referral form in the OS Partner portal, "Crosswalk".
 - 1. OIC of South Florida agrees that appointments will be set within three working days of receiving a referral, and the participant will be contacted two days prior to their appointment to confirm the appointment. Participants shall be informed regarding documents they need to bring to their appointment.

All referrals must include the following information:

Date of Referral
Name of Referring (OS Partner) Organization
Referring OS Partner Contact Staff Person

Contact Person Phone and Email
Name of Organization (OS Partner) Receiving the Referral
Referring OS Partner Contact Staff Person
Contact Person Phone and Email
Name of Customer being referred
Customer's Address, Phone number, and Email
Reason for the Referral
Confirmation of receipt from the Recipient Agency

2. Feedback and Follow-Up: When a referral is made, customer feedback shall be solicited through a sampling of follow-up calls to be initiated by the OSO to discuss the services provided and next steps.
3. All One Stop partners agree to case note referrals as appropriate in their respective data management systems and notice of the referral shall be emailed to the case managers' supervisors. Supervisors shall maintain a master list of referrals on a monthly basis. The OSO shall work with the One Stop partners to track and report on referrals.
4. Shared information shall adhere to the customer disclosure form and be in accordance with the customer's agreement. Encrypted email shall be used for sensitive information.

XIII. Accessibility

- a. All One Stop partners agree to conduct their activities in a discrimination free environment that promotes employment opportunities to all job-seekers, in accordance with WIOA Section 188.
- b. All customers shall have equal access to all OS Partner services provided through the OS Centers. The One Stop partners agree to comply with the Americans with Disability Act of 1990 and its amendments.
- c. Each OS Partner shall follow their organization's equal opportunity policies and procedures for reasonable accommodations under the ADA.
- d. Physical Accessibility
 1. The OS Center is in compliance with the requirements of physical accessibility, including ADA compliance.
 2. Private offices are available to help customers and staff with confidentiality, noise levels, and concentration.
 3. CSBD will revisit the OS Center's accessibility from time to time to ensure continuing compliance with all equal opportunity, non-discrimination, and ADA requirements.

4. All non-discrimination, equal opportunity, and ADA accommodations posters are displayed so they are visible to customers and staff. Staff are trained to assist customers with their accessibility needs. The South Comprehensive OS Center has been updated for physical accessibility. There are designated handicapped parking spots near the building.
 5. The Comprehensive OS Center is located within walking distance of public transportation and other workforce development and social service offices. The OS Center is accessible by car, bike, or public transportation.
- e. **Programmatic Accessibility:** OIC of South Florida is aware that the OS Center provides a welcoming environment to all customers entering the OS Delivery System. Accessibility is available to customers and to One Stop partners.
1. OS Partner staff have been trained how to use the technology in the OS Centers.
 2. One Stop partners that need to access the OS Center tools for their customers can visit the OS Center or refer their customers in accordance with the referral mechanism provided for under this MOU. Accessibility is made available by offering the following tools:
 - i. Signage.

Signage announces accommodations and special assistance available from auxiliary and auditory aids to assistive-technology and program materials in a variety of accessible formats. Customers are able to access these tools even if they do not disclose that they have a barrier.
 - ii. English Language Learners

Interpretation services are available via Accessible Communication for the Deaf ACD, through phone, video, onsite interpreting, document translations as well as training for bilingual staff and interpreters.
 - iii. Physical Accommodations

Individuals in wheelchairs or who are small or large in stature can work at a kiosk with adjustable desktops and chairs. A trackball mouse and alternative keyboards are also available to assist customers.
 - iv. Vision

Low vision software, large screens and screen enlargement software is available. MS Office also provides accessible software.
 - v. Hearing Loss

For individuals with mild to moderate hearing loss, staff have access to an assistive listening device to assist customers in one-on-one or group settings. Staff is also familiar with the Florida Relay service as an alternative communication tool for individuals who are deaf, hard-of-hearing, deaf/blind, or with a speech impairment. Staff also have access to UBI DUO devices.

vi. General Disability

As Vocational Rehabilitation has a presence in the OS Center, they are immediately available for WIOA and OS Partner referrals.

vii. Accessibility Maintenance

In addition to Vocational Rehabilitation and Services for the Blind, Adult Education, and Literacy are available for consultation to ensure accessibility can be maintained at its highest level.

viii. Professional Development

All One Stop partners agree to share professional development training regarding accessibility, discrimination, quality services, and continuous improvement.

- f. By being a party to this MOU, OIC of South Florida has reiterated their commitment to adopting policies and procedures in compliance with the Americans with Disabilities Act of 1990 as amended to provide equal access to all customers. OIC of South Florida further agrees to review their organization's policies on a yearly basis to ensure policies are up to date.

XIV. Human Resource Management

Commonly developed expectations for customer service will be incorporated into each OS Partner's performance evaluation system. All One Stop partners agree to conduct regular performance reviews in accordance with their organization's policies and procedures.

XV. One-Stop Delivery System Performance Criteria

- a. The One Stop partners agree that the OS Delivery System will strive to achieve these standards of quality service for its customers, employees, and One Stop partners:
1. All customers will receive prompt and courteous service from the staff.
 2. All customers will receive the services designed to assist customers in achieving their educational and/or job placement goals.
 3. All employees can expect to work in a safe and professional environment.
 4. All employees can expect to receive the best tools to achieve the desired outcome for their customers.

5. All One Stop partners will deliver high-quality services.
 6. All One Stop Partners will participate in the 3-year schedule of one-stop certification as required by WIOA.
 7. All One Stop partners agree to share aggregate performance information based upon the performance applicable to their program funding streams.
- b. OS Partner performance will be an indication of the strength of each OS Partner's collaboration. The goal is for the One Stop partners to understand each other's performance to further integration and to work toward assisting each other to exceed the measures for their program funding streams. The One Stop partners agree to review performance quarterly.

XVI. Governance of the One-Stop Delivery System

- a. The ultimate accountability and responsibility for the OS Delivery System organizational processes, services, and accomplishments rests with the CSBD, the OSO, and the One Stop partners.
- b. The BWDB's and CSBD Council's Responsibilities
 1. To develop and execute the MOU with the OIC of South Florida.
 2. Develop and update the local plan
 3. Select the OSO and terminate the OSO if needed
 4. Conduct oversight of the local OS Delivery System and the OSO
 5. Serve as a convenor of the One Stop partners
- c. The OSO Responsibilities
 1. Ensure the One Stop partners coordinate services and adhere to the terms of this MOU.
 2. Serve as a liaison between CSBD their Title I staff and the One Stop partners.
 3. Provide or facilitate training to ensure the OS Partner staff are knowledgeable regarding each other's services, accessibility, and non-discrimination policies.
 4. Ensure that the OS Center staff deliver the services promised to customers.
 5. Work with the One Stop partners for continuous improvement in coordinating and

integrating service delivery that is market-driven.

6. Monitor and report on the effectiveness of the referral processes.
 7. Convene biannual OS Partner meetings, composing agendas, recording minutes, and distributing action steps.
 8. Be knowledgeable of the performance standards of all One Stop partners and communicate the measures to all the One Stop partners.
 9. Ensure accessibility to services for individuals with barriers.
 10. Assist the CSBD in meeting OS Center certification.
- d. OIC of South Florida's responsibilities
1. Provide access to programs and services through the OS Delivery System, including appropriate career services
 2. Support development of an integrated and coordinated customer- centered service delivery design
 3. Share infrastructure costs
 4. Co-enroll customers as needed
 5. Share information as agreed to by the One Stop partners
 6. Share performance data regarding shared customers

XVII. Duration, Modification, and Revisions

- a. The parties agree that this MOU replaces the MOU entered into during program year 2019-2021 and will take effect July 1, 2023, or when executed by all the parties whichever date is earlier.
- b. This MOU will remain in effect until June 30, 2026, or until such time as there is a need to modify this MOU because of a change in the law, federal or state policy, or a request from either CSBD or the OIC of South Florida.
- c. The parties agree to review the MOU annually.
- d. Either CSBD or OIC of South Florida may request to modify this MOU. Requests for modification shall be made in writing to CSBD which shall communicate the modification request to all the One Stop partners. The OSO shall work with CSBD and OIC of South Florida to come to agreement with respect to any modification. Material modifications will be presented to the BWDB for approval and their decision shall be final.
- e. The terms of the infrastructure costs and operating costs agreed to in Section IV will

take effect as of July 1, 2023, and will continue in effect until June 30, 2026, with adjustments reviewed at least annually to ensure a fair and equitable proration of costs.

XVIII. Partial Void

Should any part of this MOU be found to be null and void or is otherwise stricken, the balance of this MOU shall remain in full force and effect. Any modifications to the MOU, including adding new one stop partners, will require the modified MOU to be signed by all either party.

XIX. Termination

- a. Any party to this MOU may rescind their agreement to participate in the MOU by notifying CSBD in writing at least 60 days in advance of its effect.
- b. This MOU shall terminate June 30, 2026, and may be renewed and extended upon agreement of both parties.


XX. Checklist for Memorandum of Understanding Signatures

	The WIOA required partner:	MOU signed by:	Name of Authorized Representative Signing MOU and Local Agency:
	WIOA Adult, Dislocated Worker and Youth Programs (Title I)	DEO Commissioner, Broward County BWDB Board Chair	Name: Dane Eagle Title: Date Signed: Name: Tim Ryan Title: Commissioner Date Signed: Name: Heiko Dobrikow Title: BWDB Chair Date Signed:
	Older American's Act- Senior Community Service Employment Act	OIC of South Florida	Name: Title: Date Signed:


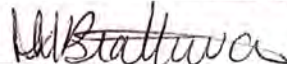
EXECUTION PAGES

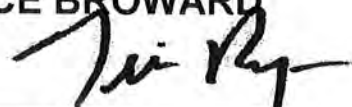
By their signature below, OIC of South Florida and CareerSource Broward attest to participation in the development of this MOU and agree to abide by its terms and conditions as well as with the terms and conditions of the Infrastructure Funding Agreements (IFA). By signing below, each One-Stop Partner warrants and represents that the person signing this MOU has the authority to bind the Partner and that the One-Stop Partners participation in the MOU is not in violation of any By-laws, Covenants and/or other restrictions placed upon them by their respective entity.


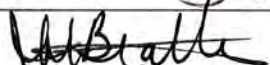
FOR OIC OF SOUTH FLORIDA

By: 
 2A88F93BD67043F
 Title: President/CEO

FOR CAREERSOURCE BROWARD

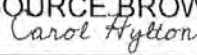
ATTEST: 
 

BY: 
 (Signature)
 Print Name: Tim Ryan
 Title: CSBD COUNCIL OF ELECTED OFFICIALS, CHAIR
 Date: 6/30/2023

ATTEST: 
 

BY: 
 (Signature)
 Print Name: Heiko Dobrikow
 Title: BWDB CHAIR
 Date: 6-26-23

ATTEST *Michelle Baldis* L.S.
 Moya Brathwaite L.S.

CAREERSOURCE BROWARD:
 BY: 
 (Signature)
 Printed Name: CAROL HYLTON
 Title: PRESIDENT/CEO
 Date: 06/22/2023

Approved as to form by the CareerSource Broward
General Counsel
2890 West Cypress Creek Road
Ft. Lauderdale, FL 33309

BY: _____
Rochelle J. Daniels, General Counsel

Exhibit A

Infrastructure Funding Agreement (IFA)

The purpose of this Infrastructure Funding Agreement is to delineate each party's responsibilities for sharing of infrastructure and operating costs for the applicable one-stop center.

1. OIC of South Florida and CSBD recognize that infrastructure costs, in accordance with 20 CFR 678.500(b), 34 CFR 361.500(b) and 34 CFR 463.500(b) are applicable to all required partners, regardless of whether they are physically located in CSBD'S one-stop center. Pursuant to the United States Department of Labor's Training and Employment Guidance Letter No. 17- 16 (USDOL TEGL 17-16), each partner's contributions to the infrastructure costs, may vary, as these contributions are based on the proportionate use and relative benefit received, consistent with the partner programs' authorizing laws and regulations and the Uniform Guidance.
2. Infrastructure costs are defined as non-personnel costs that are necessary for the general operation of the south Broward one-stop center. Non-personnel costs are defined by USDOL TEGL 17-16 and includes, but are not limited to:
 - a. Rental of the facilities;
 - b. Utilities and maintenance;
 - c. Equipment, including assessment- related products and assistive technology for individuals with disabilities; and,
 - d. Technology to facilitate access to the one-stop center, including technology used for the center's planning and outreach activities.
3. OIC of South Florida has chosen to utilize technology to facilitate access to the one-stop center, including technology used for the center's planning and outreach activities (WIOA sec. 121(h)(4), 20 CFR 678.700(a), 34 CFR 361.700(a), and 34 CFR 463.700(a)). BROWARD COUNTY will provide all art, logos, and content to submit to CSBD for publication within the time provided by CSBD.
4. Upon the receipt of proper invoice(s) at least thirty (30) days prior to the payment due date as applicable or by the due dates below, OIC of South Florida will pay CSBD the total of Six Hundred Forty-six Dollars and 47/100 Cents (\$646.47) in three (3) separate payments of Two Hundred Fifteen Dollars and 49/100 Cents (\$215.49) for the following periods:
 - a. July 1, 2023 through June 30, 2024, payable by October 31, 2023.
 - b. July 1, 2024 through June 30, 2025, payable by October 31, 2024.

c. July 1, 2025 through June 30, 2026, payable by October 31, 2025.

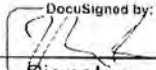
5. OIC of South Florida will pay for the costs associated with its participation in the one-stop center as described above, subject to Section XIX, TERMINATION. The Parties may mutually negotiate costs at the time of subsequent written amendments, subject to Section XVII, MODIFICATIONS.
6. In the event a consensus is not reached regarding infrastructure costs, this shall be reported to each partner's local governing entity, so that the governing entities can make an additional effort to reach agreement between the Parties. Should this effort fail the Parties will report their inability to reach consensus regarding the infrastructure costs to the Governor, who may invoke the State Funding Mechanism. In such instances, the Parties agree to abide by the Governor's determination.

By the signatures below, OIC of South Florida agrees to be responsible for the costs associated with their participation in the one-stop which shall be paid by October 31st of each year until such time as the costs are renegotiated at which time the MOU and or attached IFA will be amended.

FOR THE OIC OF SOUTH FLORIDA

ATTEST:


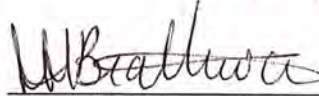
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Virgilio Rodriguez
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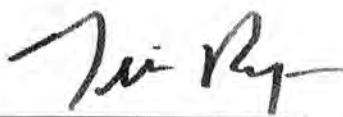
By: 
Signature
Name: Newton Sanon
Title President/CEO

Date: 6/14/2023

FOR CAREERSOURCE BROWARD


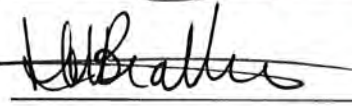
ATTEST:





BY: 
(Signature)
Print Name: Tim Ryan
Broward County Commissioner
Title: CSBD COUNCIL OF ELECTED OFFICIALS, CHAIR

Date: 6/30/2023

ATTEST:

BY: 
(Signature)

Print Name: Heiko Dobrikow
Title: BWDB CHAIR

Date: 6-26-2023

ATTEST Michelle Baldis L.S.

Moya Brathwaite L.S.

CAREERSOURCE BROWARD:

BY: Carol Hylton

(Signature)

Printed Name: CAROL HYLTON

Title: PRESIDENT/CEO

Date: 06/22/2023

Approved as to form by the CareerSource Broward

General Counsel

2890 West Cypress Creek Road

Ft. Lauderdale, FL 33309

BY:  _____

Rochelle J. Daniels, General Counsel

SIGNATURE CERTIFICATE



TRANSACTION DETAILS

Reference Number
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Transaction Type
Signature Request

Sent At
06/22/2023 15:54 EDT

Executed At
06/22/2023 17:20 EDT

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email

Distribution Method
email

Signed Checksum
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Enabled

Document Passcode
Disabled

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Pe-2023-2026-Oic Mou

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pe-2023-2026-oic_mou.pdf

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27 pages

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16.3 MB

Original Checksum
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SIGNERS

SIGNER

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Moya Brathwaite

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mbrathwaite@careersourcebroward.com

Signer Sequence
2

Components
2

E-SIGNATURE

Status
signed

Multi-factor Digital Fingerprint Checksum
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IP Address
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Device
Chrome via Windows

Typed Signature
Moya Brathwaite

Signature Reference ID
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EVENTS

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06/22/2023 17:19 EDT

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06/22/2023 17:20 EDT

Signed At
06/22/2023 17:20 EDT

Name
Michele Baldis

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mbaldis@careersourcebroward.com

Signer Sequence
1

Components
2

Status
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Michele Baldis

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06/22/2023 16:14 EDT

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06/22/2023 16:14 EDT

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06/22/2023 16:14 EDT

SIGNER**Name**

Carol Hylton

Email

chylton@careersourcebroward.com

Signer Sequence

0

Components

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E-SIGNATURE**Status**

signed

Multi-factor Digital Fingerprint Checksum

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AUDITS**TIMESTAMP**

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AUDIT

Moya Brathwaite (mbrathwaite@careersourcebroward.com) created document 'pe-2023-2026-oic_mou.pdf' on Chrome via Windows from 67.23.70.69.

Carol Hylton (chylton@careersourcebroward.com) was emailed a link to sign.

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MEMORANDUM OF UNDERSTANDING
between
CAREERSOURCE BROWARD
and
THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA

July 1, 2023 to June 30, 2026

This Memorandum of Understanding is entered into by and between CareerSource Broward on behalf of the Broward Workforce Development Board, Inc., (BWDB) and the CareerSource Broward Council of Elected Officials (CSBD Council), as their administrative entity and The School Board of Broward County, Florida (SBBC) under the Workforce Innovation and Opportunity Act (WIOA) Pub. L. 113 – 128, 29 U.S.C. 3101, as further described herein on the date this MOU is executed by all the parties and terminate on June 30, 2026.

RECITALS

WHEREAS, WIOA Section 121(c)(1) requires that the BWDB, in concert with the CSBD Council, develop and enter into a Memorandum of Understanding (MOU) consistent with WIOA Section 121(c)(2) legislative One Stop Partners; and

WHEREAS the SBBC is a legislative partner delivering Adult Education and Literacy Act activities and post-secondary Career and Technical Education programs authorized by the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.); and

WHEREAS, the MOU must describe how the SBBC as a legislative one -stop (OS) partner will coordinate in the operation of the One-Stop Delivery System in the Broward Workforce Development Area under WIOA; and

WHEREAS, the MOU must describe how the SBBC as a legislative one -stop (OS) partner will coordinate to proportionately, based on use, support the infrastructure and operating costs of the One-Stop Delivery System in the Broward Workforce Development Area; and

WHEREAS, the MOU must be the product of discussion and agreement between the BWDB and the CSBD Council, as represented by CSBD and the One-Stop Partners in accordance with 20 CFR 678.500 (a); and

WHEREAS, CSBD representing the BWDB and the CSBD Council has met with and worked with the SBBC which is party to this MOU to arrive at the agreements in this MOU.

NOW THEREFORE, in consideration of the premises and the mutual covenants herein contained, the parties hereto agree as follows:

I. Purpose

- a. The purpose of this MOU is to describe how the SBBC will coordinate their funding streams, resources and personnel to serve CSBD and SBBC their mutual customers through the comprehensive one stop located at 7550 Davie Road Extension, Hollywood, FL 33024 and its affiliate centers located at 2610 Oakland Park Blvd., Oakland Park, FL

33311 and 4941 Coconut Creek Pkwy, Coconut Creek, FL 33063.

b. The description shall include:

1. The services to be provided through the OS Delivery System.
2. The manner in which services will be coordinated and delivered among the partners through the OS System.
3. The manner in which the costs of maintaining and delivering services through the One-Stop system will be shared as expressed in an Infrastructure Funding Agreement (IFA) agreed to by all the parties/partners.
4. The methods of referral among the OS Partner Agencies to assure the most effective and highest quality services for their mutual customers.

II. Name and Location of the Comprehensive One-Stop Center

The BWDB and the CSBD have established one comprehensive One-Stop Career Center to serve jobseekers and employers in the Broward Workforce Development Area which is the South Center located at: 7550 Davie Road Extension, Hollywood, FL 33024.

III. The Parties to the MOU

This MOU is the result of a collaborative agreement between the CSBD and the SBBC which have agreed to the basic tenets and participated in the development of this MOU as follows:

a. The Partners

OS Mandated Partner	Represented By
WIOA Title I Adult, Dislocated Worker and Youth Programs	The CSBD Council and the BWDB
WIOA Title III Wagner-Peyser Employment Service	
Veterans Employment and Training	
Trade Adjustment Assistance Act	
Unemployment Insurance	
Temporary Assistance for Needy Families/WTP	
Supplemental Nutrition Assistance Program (SNAP)	The School Board of Broward County, Florida
WIOA Title II AEFLA ¹	

¹ Adult Education and Family Literacy Act

Carl Perkins Career and Technical Education	The School Board of Broward County, Florida
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IV. **The OS Partners Vision and Mission**

On September 13, 2022, CSBD and the OS partners met with the OS Operator (OSO) selected by the BWDB and the BWDB Council, to develop a vision and common goals for the OS system which is outlined below. The parties developed and agreed to the vision and mission as stated below and which form the foundation of the MOU entered into by and between the partners as follows:

a. The OS Partner Vision

The strategic vision for WIOA implementation is to enhance alignment of workforce, education and economic development systems through improved service integration that provides businesses with skilled, productive, and competitive talent and Broward County residents with employment, education & training that reduce welfare dependence and increase opportunities for self-sufficiency, high skill and high wage careers and lifelong learning.

b. The OS Partner Mission

1. To achieve the shared vision and mission the OS partners have developed and agreed to the below listed goals. The goals are aligned with the BWDB Strategic Plan as follows:
 - i. Promote accountable, transparent, and data driven workforce investment through performance measures, monitoring and evaluation that informs strategies, drives operational excellence, and empowers an effective and efficient workforce delivery system
 - ii. Bring together citizens, employers, and educational providers to develop programs to support high-quality education/training and employment services to meet regional workforce needs.
 - iii. Encourage employers by engaging and identifying their needs and educating and connecting them to the workforce system to produce innovative workforce solutions.
 - iv. To align Broward County community services to maximize employment and work opportunities for targeted populations (veterans, youth, individuals with disabilities, older workers and returning citizens).
2. To implement the goals, the OS partners in cooperation with the OSO are committed to:
 - i. Meeting twice a year to discuss the continuous improvement of the OS delivery system.
 - ii. Reviewing the MOU annually and during the last meeting of each program year for the purpose of modifications which shall be made by consensus.
 - iii. Maintaining minutes of the meetings to assure follow up. Minutes shall be the

responsibility of the OSO.

V. OS Partner CSBD Career Center Values

- a. The WIOA Title I staff, and OS partners situated at the South One Stop Center and their OS partners connected through technology share a common belief that:
 1. Infusing a sense of achievement in their job seekers through skills attainment and work results in a workforce ready to meet the future.
 2. Employers will invest in the local workforce area when a skilled workforce is available to them.
- b. This is accomplished through:
 1. Customers having easy access to integrated basic career services, individualized Career Services, Training Services, Placement and Follow-Up.
 2. The welcome process in the Career Center as well as the welcome process at each technologically connected one-stop partner location.
 3. The intake process which includes a referral and follow up process that assures that each customer will receive the career services appropriate to their needs.
 4. The initial skills assessment.
 5. Available services.
 6. Pathways to a wide range of training services to improve customer employment opportunities through skill upgrading, skill validation, and credentialing.
- c. OS Partners coordinate services with services available only through the CSBD Career Center. OS Partners can sequence or co-enroll customers so they can receive basic literacy skills and skills advancement through a traditional classroom or a work-based training option.
- d. OS services to area businesses include individualized “sales” presentations, information on Work Opportunity Tax Credits, Opportunity Zones, Federal Bonding, On-the-Job Training, Registered Apprenticeships, staffing services through Job Order Listings and scheduled recruitments in the Career Centers.

VI. One Stop Partner Services

- a. Access to Skills Development
 1. A primary objective of the Governor, and therefore of CSBD is to increase the self-sufficiency of our citizens and residents. To do this we work with our customers to assist them to follow a career pathway that includes skill attainment. Skill attainments command higher wages.
 2. Skilled workers can expect to find businesses and jobs that locate around centers of an available and able workforce.
- b. The Provision of Integration of Services

1. Comprehensive services shall be offered to job-seekers at the CSBD Career Centers or by referral to an OS Partner.
2. Customers of the CSBD Career Centers access national labor exchange services funded under the Wagner-Peyser Act as they enter the OS. OS staff refer customers who need more than minimal assistance, access to workshops or job search resources to WIOA funded Title I Career Center staff.
3. SBBC staff participates in cross-training on programs offered through the Career Centers and in the community so they can make appropriate and meaningful referrals.
4. The OS Operator shall meet with the SBBC representatives along with other legislative OS Partners twice a year at a minimum to review cross referrals, barriers to services, new and discretionary grants offering additional opportunities.
5. SBBC in their role as an OS partner shall review technology solutions and make recommendations to enhance services offered.

c. Responsibilities of SBBC

1. The SBBC as an OS partner agrees to share in the planning, implementation, and operation of the CSBD One Stop system with the assistance of the OS Operator, as provided for herein.
2. The SBBC agrees to assist and participate in capacity building and professional development opportunities for staff that coordinates with the OS to assure an understanding of partner programs.

ci. A Description of the Comprehensive Center Services

1. The purpose of participating as an OS Partner is to commit to an integrated, coordinated system with CSBD and the other legislative OS partners to reduce duplication of services and encourage cost efficiencies while expanding services to our customers.
2. The OS Partner program agencies referenced in this MOU are committed to offering priority of services to veterans, public assistance recipients, low-income individuals, and individuals who are basic skills deficient when providing basic career services, individualized career services, and training services.
3. The chart below details each partner's participation in the development of all components of the MOU.
4. All OS partners have a direct linkage to Title 1 services through Crosswalk software.

One Stop Partner	Services to be provided through the CSBD OS Career Centers or Via Technology Connection
<p>WIOA Title I Adult, Dislocated Worker and Youth Programs A core partner.</p>	<p>Integrative Staffing Group is the procured staffing company that employs the WIOA Title I Adult, Dislocated Worker and Youth Program staff located in the OS Career Centers. All One-Stop Partners have a direct linkage to Title I services through the referral process.</p>
<p>WIOA Title IV Vocational Rehabilitation (VR) A core partner</p>	<p>WIOA Title IV VR is co-located at the CSBD South comprehensive OS Career Center and follow a mall approach which calls for a lease with CSBD OS. Partners can refer customers through the OS or the established referral process. VR State staff participate in OS partner meetings and have a representative on the BWDB.</p>
<p>WIOA Title II AEFLA A core partner</p>	<p>WIOA Title II AEFLA is not co-located; however, there is a technological connection and a robust referral process for adults and dislocated workers needing basic literacy skills. In addition, there is sub-grant agreement for the delivery of GED services to out of school youth. OS Partners have a direct linkage to AEL through the referral process. AEL has assigned an individual by title to serve as the “go to person” for all partner referrals. AEL has a representative on the BWDB.</p>
One Stop Partner	Services to be provided through the CSBD Career Centers or VIA Technology Connection

<p>WIOA Title III Wagner-Peyser Employment Service.</p> <p>A core partner</p>	<p>WIOA Title III Wagner-Peyser Employment Service staff are co-located and guided by the One-Stop Manager at the Career Centers. DEO allocates funds to local boards for the guidance and management of Wagner-Peyser staff. CSBD cost allocates these funds for infrastructure and operation of the OS career centers. CSBD funded Title I staff, and employment service staff provide access to self-help or minimal assistance services as needed including assistance to employers with job orders, matching and placement. OS Partners' customers can sign on and register for Wagner-Peyser services online, come into OS career center or participate in the referral process. Employment service staff attend the One-Stop Partners' meetings.</p>
<p>SCSEP Title V Older Americans Act</p>	<p>WIOA Title V Older Americans Act AARP staff are co-located in the CSBD South Career Center and have a lease with CSBD in accordance with a mall approach. Some Title V participants also have a Work Experience assignment in the Career Center. The ULPB participates through technology, and they assign a specific case manager to work on referrals and cross referrals. All OS Partners can link to Title V services through the referral and cross referral process. Title V staff participate in one-stop partner meetings.</p>
<p>Veterans</p>	<p>Veterans Representatives are co-located in the CSBD Career Center(s). Veterans Representatives see customers on a walk in and by appointment basis. Veterans' staff participate in the referral and cross referral process. They also participate in One- Stop Partners' meetings. CSBD is allocated funds by DEO to guide and manage the staff. Their participation in the funding of the infrastructure and operation of the OS is done through cost allocation of the DEO allocation to CSBD</p>
<p>Community Service Block Grant</p>	<p>OS Partners link to CSBG services through the technology and referral process. CSBG staff participate in the OS Partner meetings. CSBG is managed by Broward County and often contributes to the CSBD Summer Program. The CSBD Career Center and CSBG connect through technology by assigning a specific case manager. Support services available are key for eligible WIOA Adults and Dislocated Worker participants after exit during follow-up</p>

One Stop Partner	Services to be provided through the CSBD OS Career Centers or Via Technology Connection
Trade Adjustment Assistance Act	Trade Adjustment Assistance Act (Trade Act) staff are co-located in CSBD OS Career Center and funded through an allocation from DEO. Their participants are co-enrolled in WIOA Title I Dislocated Worker programs. Like Dislocated Worker programs participants are referred and cross referred among One-Stop Partners. Staff participate at one-stop partner meetings. Funds are cost allocated to cover their share of costs in the CSBD Career Center.
Unemployment Insurance (UI)	All Wagner-Peyser and WIOA Title I staff are trained to give basic UI information to customers and help with UI claims. For customers who need additional assistance, there are dedicated phone lines in the Career Center as needed. Funds are awarded to CSBD by DEO and cost allocated to cover their share of costs in the CSBD Career Center.
Supplemental Nutrition Assistance Program (SNAP) Employment and Training Services	All One-Stop Partners have a direct link to SNAP services through the referral process. There are specific staff assigned to provide SNAP case management. Funds are awarded to CSBD by DEO and cost allocated to cover the SNAP share of costs in the CSBD Career Center.
Second Chance Act	This program is administered by OIC of South Florida, and they participate through technology and assigns a specific case manager to work on referrals and cross referrals. All OS Partners can link to Second Chance services through the referral and cross referral process. Second Chance staff participate in one-stop partner meetings.

5. The One-Stop Partners worked diligently to map services provided to jobseekers and business customers in the CSBD workforce development area. The chart above details how each partner provides services through the CSBD OS Career Center System.
6. CSBD has 3 infrastructure options at this time: Co-location using a "mall approach," a technology approach, and cost allocation for all partner funds administered by CSBD. SBBC supports the infrastructure through the technology approach. The technology approach is impervious to funding increases and decreases. It is a minimum cost of \$215.49 annually. This pays for the presence of the SBBC OS representative and url on the CSBD website.
7. OS partners not co-located, regardless of funding agree to assign a position to be the main contact for inquiries regarding partner programs and for a "warm hand off" of a participant through referral. Technology connections also includes the phone, Zoom

or similar technology allows for intakes and assessment to occur concurrently for more than one program and may take place in the OS regardless of the OS partner's location.

8. SBBC commits to a position and a person and to informing CSBD when there are personnel changes so the website can be updated.
- e. A detailed WIOA services matrix has been created for the CSBD OS Career Center. The service matrix includes the OS partners along with current contact information for questions and referrals. Each OS Partner has also listed the services they provide.

VII. Data Sharing

- a. WIOA, federal, and state laws determine safeguards specific to the databases of the various OS partner funding streams. The SBBC and CSBD agree:
 - i. To maintain the confidentiality of participants' information.
 - ii. To safeguard Personal Identifying Information (PII) used to track participants.
 - iii. To notify the appropriate OS partner in the event of a breach.

VIII. Procurement of the OSO/History

CSBD followed the process established in 2 CFR Part 200.318-326, U.S. Department of Labor's Training and Employment Guidance Letter 35-10, and DEO guidance in procuring and selecting its OSO.

- a. In 2019 the BWDB and CSBD Council approved the issuance of a request for quotes (RFQ) for a one-stop operator.
- b. Three proposals were received and reviewed by CSBD staff for responsiveness. A Review Committee comprised of BWDB members reviewed the proposals, interviewed proposer representatives, rated and ranked the proposals and recommended Workforce Guidance Associates, LLC to the BWDB and CSBD Council.
- c. In 2022 the BWDB and CSBD Council approved the issuance of a new request for quotes (RFQ) for a one-stop operator.
- d. One proposal was received and reviewed by CSBD staff for responsiveness. A Review Committee comprised of BWDB members reviewed the proposals, interviewed proposer representatives, rated and ranked the proposals and recommended Workforce Guidance Associates, LLC to the BWDB and CSBD Council.
- e. The OSO was selected through a competitive process. The OSO meets regularly with the partners to plan, address continuous improvement, monitor referrals and accessibility among the partners and the labor force. The OS Partners agree that the OSO shall be responsible for:
 1. Coordinating required services delivery in the OS Career Center and ensuring that the services are being delivered to Center customers.

2. Serving as a liaison between the WIOA Title I staff and the OS Partners.
3. Reviewing the MOU annually to assure it is up to date.
4. Monitoring OS Partners adherence to the MOU.
5. Facilitating and/or delivering training to assure the OS Partners are aware of basic services offered by each of the OS Partners
6. Continuously working on improving the workforce development system by focusing the OS partners on coordination and integration of OS Partner services.
7. Assuring CSBD Career Center services are market-driven and that the labor market information is available and accessible.
8. Monitoring OS Partners' referrals.
9. Convening biannual OS System partner meetings, setting the agenda with the partners, recording minutes, and working with the partners on "next steps."

f. The OSO may not:

1. Participate in the development or submission of the local 4-year plan.
2. Be responsible for oversight of themselves.
3. Manage or participate in the one-stop operator procurement process.
4. Select or terminate themselves or service providers.
5. Negotiate local performance.
6. Develop the CSBD budget.

IX. Administration and Operations Management

a. CSBD provides oversight over the procured OSO by:

1. Attending partner meetings and participating in partner activities
2. By reviewing quarterly reports provided by the OSO detailing the OSO activities which must include:
 - i. Coordination of OS Center required career services with the OS partners.
 - ii. Educating all the OS partners regarding universally available basic career services
 - iii. Monitoring service delivery to assure services meet customer expectations.
 - iv. Serving as liaison between the OS partners to assure each OS partner has an equal voice regarding effective ways to deliver OS workforce services.
 - v. Facilitating OS Partner and Business Services staff joint meetings to plan and

deliver joint partner recruitment and job fairs.

- vi. Coordination with other community organizations to participate in community events for outreach and to publicize available one-stop partner available workforce services.

X. Shared Funding Process for Infrastructure Costs

a. OS Operating Budget

1. This is determined by a negotiation between the BWDB as represented by CSBD and the OS partners to determine how the costs and operating costs of the CSBD Career Center will be supported as expressed in the Infrastructure Funding Agreement (IFA) (Exhibit 3) which is a part of and incorporated into this One-Stop Partner MOU in accordance with WIOA § 121(c)(1), 20 CFR 678.500(b)(2)(i), 34 CFR 361.500(b)(2)(i), and 34 CFR 463.500(b)(2)(i).
2. All OS partners were a part of the discussions agreeing to the methodology presented. Individual one-on-one partner negotiations were conducted to finalize discussions and to iron out the details. CSBD has successfully negotiated to arrive at a cash contribution from each partner.
3. It is the belief of the BWDB that:
 - i. All partners must contribute cash to support the OS center.
 - ii. People and organizations value what they pay for.
 - iii. A low-cost solution must be available to assure every mandatory and non-mandatory approved partner can participate.
4. CSBD has offered 2 options to the OS Partners, 1) the mall approach and 2) the technological approach. CSBD cost allocates grant awards as appropriate to assure grants bear their fair share.
 - i. CSBD fiscal staff determined the cost of maintaining the OS Center, rent, utilities, common space, and related costs and arrived at a cost per square foot. Co-located partners were presented with the inclusive cost per square foot for the space that they occupy. All co-located partners pay for the square feet they occupy based on the calculation as determined by the CSBD fiscal staff. All formula grants, DEO allocations for co-located and managed partners and discretionary grants regardless of whether they are WIOA, or another funding stream are charged their fair share of the maintenance of the one-stop through cost allocation and funding decisions as determined by the CSBD President/CEO and Sr. VP Fiscal. See attachment 1 to the IFA depicting the cost allocation of the maintenance of the OS Center, not covered by co-located partners, and charged against each of the CSBD grants.
 - ii. CSBD used a "mall" approach for determining the costs attributable to co-located partners. Each co-located partner is responsible for covering their

service delivery operating costs as if they were leasing space in a "Mall".

- iii. CSBD Fiscal staff worked with CSBD IT staff to calculate the cost of a presence on the CSBD website, including utilities, maintenance, updates, and space and were able to establish an annual cost of \$215.49 per provider for a page on the CSBD website.
- iv. All non-collocated partners are technologically connected as stated in the "One-Stop Operations Guidance for the American Job Center" ETA OWI 1/18/17, the OS partners "uses technology to achieve integration and expanded service offerings" and by "making available a direct linkage through technology to a program staff member who can provide meaningful information or services" pursuant to TEGL 16 -16 20 CFR 678.305(d), 34 CFR 361.305(d), and 34 CFR 463.305(d).
- v. Exhibit 1 is a matrix of all one-stop partner participant staff contacts by person/position, email, regular mail, and phone contact. One-stop partners technologically connected may connect to participants via telephone, ZOOM, TEAMS or GOTOMEETING applications which allow for face-to-face interface and joint case management and counseling sessions as needed and appropriate. Generally, the initiating partner uses its license to connect to the other partner.

5. As described herein:

- i. The technology approach is impervious to funding increases and decreases.
- ii. CSBD is able to offer a minimal cost solution - partners don't have to struggle with budget concerns as budgets increase and decrease.
- iii. SBBC commits to a page on the CSBD website
- iv. OS Partners not co-located, regardless of funding assign a position to be the main contact for inquiries regarding partner programs and for a "warm hand off" of a participant through referral. Technology connections also include the phone for quick contacts and offers Zoom or similar technology for face-to-face intakes and assessment.
- v. SBBC commits to a position and a staff person so personnel changes have little or no impact on the referral of participants among partners.
- vi. Cost is stable.

6. Other Contributors - At this time we do not have any non-mandatory partners in the one stop.

b. Funding of Services and Operating Costs/Infrastructure Funding Agreement

- 1. Per 20 CFR 678.700-755 and 678.760; 34 CFR 361.700-755 and 361.760; and 34 CFR 463.700-755 and 463.760, WIOA legislative partners must contribute to the

infrastructure costs and operating costs of the one-stop based on their proportionate use. Because OS Partners' contributions must be an allowable in accordance with each partners' program guidelines as well as 2 CFR 200.

2. The SBBC agrees to the methodology for infrastructure funding as described herein.

XI. Conflict Resolution

- a. The SBBC and CareerSource Broward have agreed to the conflict resolution process described herein for disputes arising out of this agreement as follows:
 1. In the event of a dispute the partners will first negotiate in good faith to identify possible solutions to resolve the dispute.
 2. If the dispute cannot be resolved the matter will be forwarded to DEO as the Governor's representative, for assistance.
- b. When providing services through the OS, the SBBC will ensure enforcement of non-discrimination and equal opportunity policies. If a disagreement arises, the proper chain of command will be followed, and the staff member's employer of record will be called upon to help resolve any issue.

XII. The OS System Referral Process

- a. In accordance with WIOA the OS Partners have agreed to use the electronic Crosswalk Software System to refer and cross refer customers to each other.
 1. The vision of the OS Partners as expressed through this MOU is to utilize a referral process which will:
 - i. Provide our customers with seamless access to services across all programs.
 - ii. Provide job seekers and employers with the information they need to be successful.
 2. Access to Services: To accomplish the vision the SBBC agrees to include in their assessment process consideration of services available through each of the OS Partners including universal or basic career services available to the general public.

As described above the CSBD Career Center provides access to the programs and services of all the required OS Partners. This is accomplished through Crosswalk in accordance with the following steps:

- i. SBBC will request training from CSBD on Crosswalk. Once training is completed, SBBC will request permission to join Crosswalk.
- ii. SBBC will create an organizational profile once permission is granted by CSBD to include services provided.
- iii. SBBC will add users who are able to refer and receive customers electronically via CrossWalk.
- iv. To the extent possible referring SBBC staff shall directly contact the recipient of the referral to facilitate seamless delivery of services and shall inform the

customer regarding what to expect as a result of the referral to assure a “warm handoff.”

- b. A special referral process has been agreed to by the OS Partners for Unemployment Insurance (UI). In accordance with WIOA, UI claimants, must be provided with “meaningful” assistance when filing UI claims. This is critical to the OS Partners as well, as often they are also assisting the unemployed.
 - 1. All CSBD Career Center staff receive training sufficient to familiarize them with the online claims filing system. Staff must be able to explain claimants’ rights and responsibilities so they can understand the UI publications and correspondence.
 - 2. SBBC customers coming in or referred to the one-stop for UI meaningful assistance receive:
 - i. One-stop center on-site assistance from resource room staff trained in filing UI claims.
 - ii. Phone or other technology provided assistance by, as long as the assistance by trained and available staff.
 - iii. Access to a priority phoneline for claimants to speak directly with UI staff with little to no wait.
 - iv. An electronic feedback system which staff can access to refer potential UI eligibility issues to the UI staff for investigation.
 - 3. Other UI assistance beyond filing assistance is provided by state UI staff.
 - 4. SBBC agrees to the following definition of meaningful services. It is the provision of the contact information necessary for onsite and technologically connected partners to consult with customers. It is the delivery of initial assessment simultaneous with the customers’ visit to the CSBD Career Center. It is the scheduling of an appointment for the customer. The referral form also provides for a release so that information can be exchanged among the OS Partners.
- c. Customer referrals shall be made using the electronic referral form in the partner portal Crosswalk.
 - 1. SBBC agrees that appointments will be set within three working days of receiving a referral, and the participant will be contacted two days prior to their appointment to confirm the appointment. Participants shall be informed regarding documents they need to bring to their appointment.

All referrals must include the following information:

Date of Referral
Name of Referring (Partner) Organization
Referring Partner Contact Staff Person

Contact Person Phone and Email
Name of Organization (Partner) Receiving the Referral
Referring Partner Contact Staff Person
Contact Person Phone and Email
Name of Customer being referred
Customer's Address, Phone number, and Email
Reason for the Referral
Confirmation of receipt from the Recipient Agency

2. Feedback and Follow-Up: When a referral is made, customer feedback shall be solicited through a sampling of follow-up calls to be initiated by the OSO to discuss the services provided and next steps.
3. SBBC agrees to case note referrals as appropriate into their respective data management systems and notice of the referral shall be emailed to the case managers' supervisors. Supervisors shall maintain a master list of referrals on a monthly basis. The OSO shall work with the partners to track and report on referrals.
4. Shared information shall adhere to the DEO Confidentiality Policy and also be in accordance with the customer's agreement. Encrypted email shall be used for sensitive information.

XIII. Accessibility

- a. SBBC agrees to conduct their activities in a discrimination free environment that promotes employment opportunities to all jobseekers, in accordance with WIOA Section 188.
- b. All SBBC customers shall have equal access to all partner services provided through the CSBD Career Centers. The OS Partners agree to comply with the Americans with Disability Act of 1990 and its amendments.
- c. Each partner shall follow their organization's Equal Opportunity policies and procedures for reasonable accommodations under the ADA.
- d. Physical Accessibility
 1. The CSBD Comprehensive Career Center is in compliance with the requirements of physical accessibility, including ADA compliance.
 2. Private offices are available to help customers and staff with confidentiality, noise levels, and concentration.
 3. CSBD will revisit the center's accessibility from time to time to assure continuing compliance with all equal opportunity, discrimination and ADA requirements.
 4. All discrimination, equal opportunity and accommodations posters are posted so that that they are visible to customers and staff. Staff are trained to assist customers with their accessibility needs. The South Comprehensive OS center has been updated for physical accessibility. There are designated

handicapped parking spots near the building.

5. The CSBD Comprehensive Career Center is located within walking distance of public transportation and other workforce development and social service offices. The Center is accessible by car, bike, or public transportation.

e. **Programmatic Accessibility:** SBBC is aware that the CSBD Career Center provides a welcoming environment to all customers entering the OS. Accessibility is available to customers and to SBBC.

1. SBBC staff has been trained on how to use the technology in the OS Centers.
2. SBBC staff who need to access the one-stop tools for their customers can visit the one-stop or refer their customers in accordance with the referral mechanism provided for under this MOU. Accessibility is made available by offering the following tools:

i. Signage.

Signage announces accommodations and special assistance available from auxiliary and auditory aids to assistive-technology and program materials in a variety of accessible formats. Customers are able to access these tools even if they do not disclose that they have a barrier.

ii. English Language Learners

Interpretation services are available via Accessible Communication for the Deaf ACD, through phone, video, onsite interpreting, document translations as well as training for bilingual staff and interpreters.

iii. Physical Accommodations

Individuals in wheelchairs or who are small or large in stature can work at a kiosk with adjustable desktops and chairs. A trackball mouse and alternative keyboards are also available to assist customers.

iv. Vision

Low vision software, large screens and screen enlargement software is available. MS Office also provides for an accessible operating system.

v. Hearing Loss

For individuals with mild to moderate hearing loss, staff have access to an assistive listening device to assist customers in one-on-one or group settings. Staff is also familiar with the Florida Relay service as an alternative communication tool for individuals who are deaf, hard-of-hearing, deaf/blind, or with a speech impairment. Staff also have access to UBI DUO devices.

vi. General Disability

As Vocational Rehabilitation has a presence in the one-stop they are immediately available for WIOA and OS Partner referrals.

vii. Accessibility Maintenance

In addition to Vocational Rehabilitation and Services for the Blind, Adult Education, and Literacy are available for consultation to assure accessibility can be maintained at its highest level.

viii. Professional Development

SBBC agrees to share professional development training regarding accessibility, discrimination, quality services and continuous improvement.

- f. By being a party to this MOU, SBBC has reiterated their commitment to adopting policies and procedures in compliance with the Americans with Disabilities Act of 1990 as amended to provide equal access to all customers. The partners further agree to review their organization's policies on a yearly basis to assure policies are up to date.

XIV. Human Resource Management

Commonly developed expectations for customer service will be incorporated into each Partner's performance evaluation system. SBBC agrees to conduct regular performance reviews in accordance with their organization's policies and procedures.

XV. One-Stop Delivery System Performance Criteria

- a. The SBBC agrees that the OS Delivery System will strive to achieve these standards of quality service for its customers, employees, and One-Stop Partners:
1. All customers will receive prompt and courteous service from the staff.
 2. All customers will receive the services designed to assist customers in achieving their educational and/or job placement goals.
 3. All employees can expect to work in a safe and professional environment.
 4. All employees can expect to receive the best tools to achieve the desired outcome for their customers.
 5. All OS Partners will deliver high-quality services.
 6. All partners will participate in the 3-year schedule of one stop certification as required by WIOA.
 7. All partners agree to share aggregate performance information based upon the performance applicable to their program funding streams.
- b. OS Partner performance will be an indication of the strength of each OS Partner's collaboration. The goal is for the partners to understand each other's performance to further integration and to work toward assisting each other to exceed the measures for their program funding streams. The partners agree to review performance quarterly.

XVI. Governance of the One-Stop Delivery System

- a. The ultimate accountability and responsibility for the OS System organizational processes, services, and accomplishments rests with the CSBD, the OSO, and the OS Partners.
- b. The BWDB's and Council's OS Responsibilities:
 - 1. To develop and execute the MOU with the OS Partners.
 - 2. Develop and update the local plan.
 - 3. Select the OSO and terminate the OSO if needed.
 - 4. Conduct oversight of the local OS delivery system and the OSO.
 - 5. Serve as a convenor of the partners.
- c. The OSO Responsibilities:
 - 1. Assure the partners coordinate services and adhere to the agreements in this MOU.
 - 2. Serve as a liaison between CSBD their Title I staff and the OS Partners.
 - 3. Provide or facilitate training to ensure the OS Partner staff are knowledgeable regarding each other's services, accessibility and non-discrimination policies.
 - 4. Ensure that the Career Center staff deliver the services promised to customers.
 - 5. Work with the partners for continuous improvement in coordinating and integrating service delivery that is market-driven.
 - 6. Monitor and report on the effectiveness of the referral processes.
 - 7. Convene biannual One-Stop System partner meetings, composing agendas, recording minutes, and distributing action steps.
 - 8. Be knowledgeable of the performance standards of all One-Stop Partners communicate the measures to all the partners.
 - 9. Assure accessibility to services to individuals with barriers.
 - 10. Assist the CSBD in meeting OS Center certification.
- d. SBBC's responsibilities:
 - 1. Provide access to programs and services through the one-stop delivery system, including appropriate career services.

2. Support development of an integrated and coordinated customer- centered service delivery design.
3. Share infrastructure costs.
4. Co-enroll customers as needed.
5. Share information as agreed to by the partners.
6. Share performance data regarding shared customers.

XVII. Duration, Modification, and Revisions

- a. The parties agree that this MOU replaces the MOU entered into during program year 2019-2021 and will take effect July 1, 2023, or when executed by all the parties whichever date is earlier.
- b. This MOU will remain in effect until June 30, 2026, or until such time as there is a need to modify this MOU occurs because of a change in the law, federal or state policy or a request from one of the partners.
- c. The parties agree to review the MOU annually.
- d. Requests for modification of this MOU shall be made in writing to CSBD which shall communicate the modification request to all the partners. The OSO shall work with CSBD and the partners to come to agreement with respect to any modification. Material modifications will be presented to the BWDB for approval and their decision shall be final. Nonmaterial modifications shall be approved by consensus of the partners.
- e. The terms of the infrastructure costs and operating costs agreed to in Section X will take effect as of July 1, 2023, and will continue in effect until June 30, 2026, with adjustments reviewed at least annually to assure a fair and equitable proration of costs.
- f. Incorporation by Reference. Exhibits 1 (Matrix of One Stop Partners and services provided in Broward County), 2 (SBBC ADDENDUM), and 3 (Infrastructure Funding Agreement) attached hereto and referenced herein are incorporated into this Agreement by reference.

XVIII. Partial Void

Should any part of this MOU be found to be null and void or is otherwise stricken, the balance of this MOU shall remain in full force and effect.

XIX. Termination

- a. Any party to this MOU may rescind its agreement to participate in the agreement by notifying CSBD in writing at least 60 days in advance of its effect.

b. This MOU shall terminate June 30, 2026, and may be renewed and extended upon mutual written agreement of the parties executed with the same or similar formality.

XX. Checklist for Memorandum of Understanding Signatures

	The WIOA required partner:	MOU signed by:	Name of Authorized Representative Signing MOU
	Adult Education and Literacy (AEL) (Title II)	AEL Representatives The School Board of Broward County, Florida	Name: Earlean C. Smiley, Ed.D. Title: Interim Superintendent Date Signed:
	Perkins Career and Technical Education	The School Board of Broward County, Florida	Name: Earlean C. Smiley, Ed.D. Title: Interim Superintendent Date Signed:


EXECUTION PAGES

By signatures below, SBBC and CareerSource Broward attest to participation in the development of this MOU and agrees to abide by its terms and conditions as well as with the terms and conditions of the Infrastructure Funding Agreements (IFA). By signing below, SBBC and CareerSource Broward warrants and represents that the person signing this MOU has the authority to bind the Partner and that its participation in the MOU is not in violation of any By-law, Covenants and/or other restrictions placed upon it.

FOR THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA


(Corporate Seal)

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA

By  _____
Lori Alhadeff, Chair

ATTEST:

Date: May 16, 2023

 _____
Earlean C. Smiley, Ed.D.
Interim Superintendent

Approved as to Form and Legal Content:

**Maya
Moore**

Digitally signed by Maya Moore
Reason: CareerSource Broward
MOU
Date: 2023.04.21 14:28:30
-04'00'

Office of the General Counsel

FOR CAREERSOURCE BROWARD

ATTEST: S. Mastur

W. Beattie

BY: Tim Ryan

(Signature)

Print Name: The Honorable Tim Ryan

Title: CSBD COUNCIL OF ELECTED
OFFICIALS, CHAIR

Date: 6/30/2023

ATTEST: S. Mastur

W. Beattie

BY: Heiko Dobrikow

(Signature)

Print Name: Heiko Dobrikow

Title: BWDB CHAIR

Date: 6-26-23

ATTEST S. Mastur L.S.

W. Beattie L.S.

CAREERSOURCE BROWARD:

BY: C. Hylton

(Signature)

Printed Name: CAROL HYLTON

Title: PRESIDENT/CEO

Date: 6-22-23

Approved as to form by the CareerSource Broward

General Counsel

2890 West Cypress Creek Road

Ft. Lauderdale, FL 33309

BY: _____

Rochelle J. Daniels, General Counsel

Exhibit 1

Matrix of One Stop Partners and services provided in Broward County

One Stop Partner	Governance	Services Provided
The School Board of Broward County, Florida	WIOA Title II Adult Education and Family Literacy Act DOE	The program is designed to help adults get the basic skills they need including reading, writing and math, English language proficiency to be productive workers. Adult Education and literacy activities include adult education, literacy, workplace adult education, family literacy activities, English language acquisition, workforce preparation and integrated education and training.
Broward College The School Board of Broward County, Florida	Carl D. Perkins Career and Technical Education Act DOE	Provide career-technical education programs and integrate academic and career-technical instruction at both the secondary and postsecondary levels. The program emphasizes high-skill, high-wage, high-demand occupations to enable students to secure employment upon completion of their training.
Division of Vocational Rehabilitation	Rehabilitation Act of 1973 DOE	Federal-state program that helps people who have physical or mental disabilities get or keep a job. Main purpose of the program is to help people with disabilities find and maintain employment or enhance their independence. Services include employment programs, Ticket to Work, Deaf, Hard of Hearing and Deaf/Blind Services, transition youth and independent living programs.

<p>AARP Urban League of Palm Beach County</p>	<p>Older Americans Act Title V DOL</p>	<p>Senior Community Employment Service Program is a community service and work-based job training program for older Americans. The program provides training for low-income, unemployed seniors.</p>
<p>Broward County's Family Success Division</p>	<p>Community Services Block Grant HHS</p>	<p>The program is designed to help low-income individuals and families do a variety of things: secure and retain meaningful employment; attain an adequate education; improve the use of available income, obtain adequate housing and obtain emergency assistance including rental and utility payment assistance.</p>
<p>OIC of South Florida</p>	<p>Second Chance Act DOJ</p>	<p>The program's goal is to reduce recidivism and improve outcomes for people returning from state and federal prisons, local jails, and juvenile facilities.</p>
<p>CareerSource Broward</p>	<p>Adult, Dislocated , Youth Formula Funds WIOA Title 1 DOL</p>	<p>Program helps job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy.</p>
<p>CareerSource Broward</p>	<p>Jobs for Veterans DOL</p>	<p>Employment and training services are provided to veterans of the U.S. Armed Forces . Priority of service requirement for covered persons (i.e., veterans and eligible spouses, including widows and widowers) in qualified job training programs.</p>

CareerSource Broward	Trade Adjustment Act DOL	This program assists workers who have been laid off or whose jobs have been threatened (e.g., reduced hours or reduced wages) because of foreign trade or competition. The TAA program provides resources to help trade-affected workers obtain new skills and find suitable employment.
State of Florida	Wagner Peyser, WIOA Title II DOL	Services provided through this national employment program include job search assistance, recruiting assistance for employers and matching services for job seekers and employers.
CareerSource Broward	TANF HHS	Programs helps low-income families with children achieve economic self-sufficiency by providing monthly cash assistance payments.
State of Florida	Unemployment Compensation DOL	Provides temporary financial assistance to unemployed workers who meet the requirements.

EXHIBIT 2
SBBC ADDENDUM

XXI. No Disclosure of SBBC Education Records. SBBC shall not disclose any education records to CSBD pursuant to this Agreement. However, should CSBD come into contact with education records during the course of contracted responsibilities, these records are confidential and protected by the Family Educational Rights and Privacy Act (FERPA) and state laws and may not be used or re-disclosed. CSBD's use or re-disclosure may violate applicable federal and state laws.

XXII. CSBD Safeguarding the Confidentiality of Education Records.

Notwithstanding any provision to the contrary within this Agreement, CSBD shall:

- a) fully comply with the requirements of Sections 1002.22, 1002.221, and 1002.222, Florida Statutes; the Family Educational Rights and Privacy Act, 20 U.S.C § 1232g (FERPA) and its implementing regulations (34 C.F.R. Part 99), and any other state or federal law or regulation regarding the confidentiality of student information and records;
- b) hold any education records in strict confidence and not use or re-disclose same except as required by this Agreement or as required or permitted by law unless the parent of each student or a student age 18 years or older whose education records are to be shared provides prior written consent for their release;
- c) ensure that, at all times, all of its employees who have access to any education records during the term of their employment shall abide strictly by its obligations under this Agreement, and that access to education records is limited only to its employees that require the information to carry out the responsibilities under this Agreement and shall provide said list of employees to SBBC upon request;
- d) safeguard each education record through administrative, physical and technological safety standards to ensure that adequate controls are in place to protect the education records and information in accordance with FERPA's privacy requirements;
- e) notify SBBC immediately upon discovery of a breach of confidentiality of education records by telephone at 754-321-0300 (Manager, Information Security), and 754-321-1900 (Privacy Officer), and email at privacy@browardschools.com, and take all necessary notification steps as may be required by federal and Florida law, including, but not limited to, those required by Section 501.171, Florida Statutes;
- f) prepare and distribute, at its own cost, any and all required breach notifications, under federal and Florida Law, or reimburse SBBC any direct costs incurred by SBBC for doing so, including, but not limited to, those required by Section 501.171, Florida Statutes;
- g) be responsible for any fines or penalties for failure to meet breach notice requirements pursuant to federal and/or Florida law. This section shall survive the termination of all performance or obligations under this Agreement.

XXIII. Inspection of CSBD's Records by Institution. CSBD shall establish and maintain books, records, and documents (including electronic storage media) related to this Agreement. All of CSBD's Records, regardless of the form in which they are kept, shall be open to inspection and subject to audit, inspection, examination, evaluation and reproduction, during normal working hours, by Institution agent or its authorized representative. For the purpose of such audits, inspections, examinations, evaluations, and reproductions, Institution's agent or authorized representative shall have access to CSBD's Records from the Effective Date of this Agreement, for the duration of the term of the Agreement, and until the later of five (5) years after the termination of this Agreement or five (5) years after the date of final payment by Institution to CSBD pursuant to this Agreement. Institution's agent or its authorized representative shall provide CSBD with reasonable advance notice (not to exceed two (2) weeks) of any intended audit, inspection, examination, evaluation, and reproduction. Institution's agent or its authorized representative shall have access to the CSBD's facilities and to any and all records related to the Agreement, and shall be provided adequate and appropriate work space in order to exercise the rights permitted under this section. CSBD shall comply and cooperate immediately with any inspections, reviews, investigations, or audits deemed necessary by the Florida Office of the Inspector General or by any other state or federal officials.

XXIV. Indemnification. CSBD and SBBC agree to be fully responsible for their own acts of negligence, or its employees' acts of negligence when acting within the scope of their employment and agrees to be liable for any damages resulting from said negligence. This section shall survive the termination of all performance or obligations under this Agreement and shall be fully binding until such time as any proceeding brought on account of this Agreement is barred by any applicable statute of limitations.

Exhibit 3

Infrastructure Funding Agreement (IFA)

The purpose of this Infrastructure Funding Agreement is to delineate each party's responsibilities for sharing of infrastructure and operating costs for the applicable one-stop center.

1. THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA (SBBC) and CSBD recognize that infrastructure costs, in accordance with 20 CFR 678.500(b), 34 CFR 361.500(b) and 34 CFR 463.500(b) are applicable to all required partners, regardless of whether they are physically located in CSBD'S one-stop center. Pursuant to the United States Department of Labor's Training and Employment Guidance Letter No. 17- 16 (USDOL TEGL 17-16), each partner's contributions to the infrastructure costs, may vary, as these contributions are based on the proportionate use and relative benefit received, consistent with the partner programs' authorizing laws and regulations and the Uniform Guidance.
2. Infrastructure costs are defined as non-personnel costs that are necessary for the general operation of the south Broward one-stop center. Non-personnel costs are defined by USDOL TEGL 17-16 and includes, but are not limited to:
 - a. Rental of the facilities;
 - b. Utilities and maintenance;
 - c. Equipment, including assessment- related products and assistive technology for individuals with disabilities; and,
 - d. Technology to facilitate access to the one-stop center, including technology used for the center's planning and outreach activities.
3. SBBC has chosen to utilize technology to facilitate access to the one-stop center, including technology used for the center's planning and outreach activities (WIOA sec. 121(h)(4), 20 CFR 678.700(a), 34 CFR 361.700(a), and 34 CFR 463.700(a)). SBBC will provide all art, logos, and content to submit to CSBD for publication within the time provided by CSBD.
4. Upon the receipt of proper invoice(s) at least thirty (30) days prior to the payment due date as applicable or by the due dates below, SBBC will pay CSBD the total of Six Hundred Forty-six Dollars and 47/100 Cents (\$646.47) in three (3) separate payments of Two Hundred Fifteen Dollars and 49/100 Cents (\$215.49) for the following periods:
 - a. July 1, 2023 through June 30, 2024, payable by October 31, 2023.
 - b. July 1, 2024 through June 30, 2025, payable by October 31, 2024.

- c. July 1, 2025 through June 30, 2026, payable by October 31, 2025.
- 5. SBBC will pay for the costs associated with its participation in the one-stop center as described above, subject to Section XIX, TERMINATION. The Parties may mutually negotiate costs at the time of subsequent written amendments, subject to Section XVII, MODIFICATIONS.
- 6. In the event a consensus is not reached regarding infrastructure costs, this shall be reported to each partner's local governing entity, so that the governing entities can make an additional effort to reach agreement between the Parties. Should this effort fail the Parties will report their inability to reach consensus regarding the infrastructure costs to the Governor, who may invoke the State Funding Mechanism. In such instances, the Parties agree to abide by the Governor's determination.

By the signatures below, SBBC agrees to be responsible for the costs associated with their participation in the one-stop which shall be paid by October 31st of each year until such time as the costs are renegotiated at which time the MOU and or attached IFA will be amended.

FOR THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA:

(Corporate Seal)

THE SCHOOL BOARD OF BROWARD COUNTY,
FLORIDA

ATTEST:

By 
Lori Alhadeff, Chair



Earlean C. Smiley, Ed.D.

Interim Superintendent

Approved as to Form and Legal Content:

**Maya
Moore**

Digitally signed by
Maya Moore
Reason: IFA for
CareerSource Broward
Date: 2023.04.21
14:29:24 -04'00'

Office of the General Counsel

FOR CAREERSOURCE BROWARD

ATTEST: S. Martin
W. Beattie

Tim Ryan

BY: _____
(Signature)

Print Name: The Honorable Tim Ryan

Title: CSBD COUNCIL OF ELECTED OFFICIALS, CHAIR

Date: 6/30/2023

ATTEST: S. Martin
W. Beattie

BY: Heiko Dobrikow
(Signature)

Print Name: Heiko Dobrikow

Title: BWDB CHAIR

Date: 6-26-23

ATTEST S. Martin L.S.
W. Beattie L.S.

CAREERSOURCE BROWARD:
BY: Carol Hylton

(Signature)

Printed Name: CAROL HYLTON

Title: PRESIDENT/CEO

Date: 6-23-23

Approved as to form by the CareerSource Broward

General Counsel

2890 West Cypress Creek Road

Ft. Lauderdale, FL 33309

BY: _____

Rochelle J. Daniels, General Counsel

MEMORANDUM OF UNDERSTANDING

Between

CAREERSOURCE BROWARD

and

BROWARD COUNTY, FLORIDA

For Cooperative Workforce Training and Employment Efforts

July 1, 2023, to June 30, 2026

This Memorandum of Understanding under the Workforce Innovation and Opportunity Act (WIOA) is entered into by and between CareerSource Broward (CSBD) (the administrative entity for the Broward Workforce Development Board, Inc., (BWDB) and CareerSource Council of Elected Officials), and Broward County, Florida (County) under the Workforce Innovation and Opportunity Act (WIOA) Pub. L. 113 – 128, 29 U.S.C. 3101.

RECITALS

WHEREAS, WIOA Section 121(c)(1) requires that the Broward Workforce Development Board, Inc. (BWDB), in concert with the CareerSource Council of Elected Officials (CSBD Council), enter into a Memorandum of Understanding (MOU) consistent with WIOA Section 121(c)(2) with Broward County, Florida; and

WHEREAS, the MOU must describe how County will coordinate with CSBD and the One-Stop Partners (OS Partners) to operate the One-Stop Delivery System (OS Delivery System) in the Broward Workforce Development Area under WIOA; and

WHEREAS, the MOU must describe how County will support the infrastructure and operating costs of the OS Delivery System in the Broward Workforce Development Area; and

WHEREAS, the MOU must be the product of discussion and agreement between the BWDB and the CSBD Council, as represented by CSBD, and County in accordance with 20 CFR 678.500(a); and

WHEREAS, CSBD (representing the BWDB and the CSBD Council) has met with and worked with County and the One-Stop Operator (OSO) to develop the terms of this MOU.

NOW THEREFORE, in consideration of the premises and the mutual covenants herein contained, the parties hereto agree as follows:

I. Purpose

- a. The purpose of this MOU is to describe County's role as an OS Partner and how CSBD, the County, and the other OS Partners will coordinate their funding streams, resources, and personnel to serve their mutual customers through the comprehensive One-Stop Career Center (OS Center) located at 7550 Davie Road Extension, Hollywood, FL 33024 and its affiliate centers located at 2610 Oakland Park Blvd., Oakland Park, FL 33311 and 4941 Coconut Creek Pkwy, Coconut Creek, FL 33063.
- b. The description shall include:
 1. The services to be provided through the OS Delivery System,
 2. The manner in which services will be coordinated and delivered among the OS Partners through the OS Delivery System,
 3. The manner in which the costs of maintaining and delivering services through the OS Delivery System will be shared as expressed in an Infrastructure Funding Agreement (IFA) agreed to by the parties and attached as **Exhibit A**,
 4. The methods of referral among the OS Partners to ensure the most effective and highest quality services for their mutual customers.

II. Name and Location of the Comprehensive One-Stop Center

The BWDB and the CSBD have established one comprehensive OS Center to serve job-seekers and employers in the Broward Workforce Development Area which is the South Center located at: 7550 Davie Road Extension, Hollywood, FL 33024.

III. WIOA Required OS Partner Agencies

The WIOA requires collaboration of agencies (OS Partners) providing federally funded workforce development programs within local workforce development areas to provide infrastructure support and program staffing for an integrated comprehensive one-stop career center that provides an array of employment services and connects customers to work related training and education.

- a. The Broward Workforce Development Area participating OS Partners, their services, and relevant acts are as follows:

Services and Acts	One-Stop Legislative Partner
WIOA Title I Adult, Dislocated Worker, and Youth Programs	The CSBD Council and the BWDB
WIOA Title IV Vocational Rehabilitation (VR)	The Florida Department of Education, Division of Vocational Rehabilitation
WIOA Title II Adult Education and Family Literacy Act (AEFLA)	The School Board of Broward County, Florida
WIOA Title III Wagner-Peyser Employment Service	The State of Florida Department of Commerce (DEO)
WIOA Title V Older Americans Act	The AARP Foundation, Inc. and the Urban League of Palm Beach County, Inc.
Veterans Employment and Training	The State of Florida Department of Commerce (DEO)
Community Services Block Grant (CSBG)	Broward County, Florida
Trade Adjustment Assistance Act	The State of Florida Department of Commerce (DEO)
Unemployment Insurance (UI)	The State of Florida Department of Commerce (DEO)
Temporary Assistance for Needy Families/WTP	The State of Florida Department of Commerce (DEO)
Supplemental Nutrition Assistance Program (SNAP)	The State of Florida Department of Commerce (DEO)
Carl Perkins Career and Technical Education	The School Board of Broward County, Florida and the District Board of Trustees of Broward College, Florida
Second Chance Act	OIC of South Florida, Inc.

b. The following agencies are not currently providing employment and training services in the Broward Workforce Development Area: the Migrant and Seasonal

Farm Workers Program, Youth Build, the Native American Programs, and Housing and Urban Development Employment and Training.

IV. The OS Partners Vision and Goals

CSBD and the OS Partners met with the OSO selected by the BWDB and the CSBD Council, to develop a vision and common goals for the OS Delivery System. The vision and goals form the foundation of this MOU as follows:

a. The OS Partner Vision

The strategic vision for WIOA implementation is to enhance alignment of workforce, education and economic development systems through improved service integration that provides businesses with skilled, productive, and competitive talent and Broward County residents with employment, education, and training that reduce welfare dependence and increase opportunities for economic self-sufficiency, high skill and high wage careers, and lifelong learning.

b. The OS Partner Goals

To achieve the shared vision, the OS Partners have developed and agreed to the goals listed below.

1. Promote accountable, transparent, and data driven workforce investment through performance measures, monitoring and evaluation that informs strategies, drives operational excellence, and empowers an effective and efficient workforce delivery system.
2. Bring together citizens, employers, and educational providers to develop programs to support high-quality education, training, and employment services to meet regional workforce needs.
3. Encourage employers by engaging and identifying their needs and educating and connecting them to the workforce system to produce innovative workforce solutions.
4. To align Broward County community services to maximize employment and work opportunities for targeted populations comprised of veterans, youth, individuals with disabilities, older workers and returning citizens.

c. Goal Implementation

To implement these goals, the OS Partners, in cooperation with the OSO, are committed to:

1. Meeting twice a year to discuss continuous improvement of the OS Delivery System.
2. Reviewing the MOU annually and during the last meeting of each program

year for the purpose of modifications which shall be made by consensus.

3. Maintaining minutes of the meetings to ensure follow up. Minutes shall be the responsibility of the OSO.

V. OS Partner and OS Center Values

- a. The WIOA Title I staff and OS Partners situated at the comprehensive OS Center and the OS Partners connected through technology share a common belief that:
 1. Infusing a sense of achievement in their job-seekers through skills attainment and employment results in a workforce ready to meet the future.
 2. Employers will invest in the local workforce area when a skilled workforce is available to them.
- b. This is accomplished through:
 1. Providing customers with easy access to integrated basic career services, individualized career services, training services, placement, and follow-up.
 2. The welcome process in the OS Center as well as the welcome process for each technologically connected OS Partner location.
 3. The intake process which includes a referral and follow up process that ensures each customer will receive career services appropriate to their needs.
 4. The initial skills assessment.
 5. Available services.
 6. Pathways to a wide range of training services to improve customer employment opportunities through skill upgrading, skill validation, and credentialing.
- c. OS Partners coordinate their respective services with services which are available only through the OS Center. OS Partners can sequence or co-enroll customers so customers can receive basic literacy skills and skills advancement through a traditional classroom or a work-based training option.
- d. OS Delivery Services include individualized informational presentations for area businesses that provide information on work opportunity tax credits, opportunity zones, federal bonding, on-the-job training, registered apprenticeships, staffing services through job order listings and scheduled recruitments in the OS Centers.

VI. One-Stop Partner Services

- a. History

1. In 2019 the BWDB and CSBD Council approved the issuance of a request for quotes (RFQ) for an OSO.
 2. Three proposals were received and reviewed by CSBD staff for responsiveness. A Review Committee comprised of BWDB members reviewed the proposals, interviewed proposer representatives, rated and ranked the proposals, and recommended Workforce Guidance Associates, LLC to the BWDB and CSBD Council.
 3. In 2022 the BWDB and CSBD Council approved the issuance of a new RFQ for an OSO.
 4. One proposal was received and reviewed by CSBD staff for responsiveness. A Review Committee comprised of BWDB members reviewed the proposal, interviewed proposer representative(s), rated and ranked the proposal, and recommended Workforce Guidance Associates, LLC to the BWDB and CSBD Council.
- b. Access to Skills Attainment
1. A primary objective of the Florida Governor, and therefore of the OS Partners, is to increase the self-sufficiency of Broward County citizens and residents. To accomplish this, the OS Partners work with customers to assist them in following a career pathway that includes skill attainment. Skill attainments command higher wages.
 2. Skilled workers can expect to find businesses and jobs located around centers of an available and able workforce.
- c. The Provision of Integrated Services
1. Comprehensive integrated services are offered to customers of the OS Centers or by referral to an OS Partner.
 2. Customers of the OS Centers first access Wagner Peyser services through CSBD guided and co-located employment service staff. Employment service staff offer one-on-one services to customers. Customers who need more than minimal assistance, access to workshops, or job search resources are referred to WIOA funded Title I OS Center staff.
 3. Customers meet with OS Center staff on a one-on-one basis so customers' needs can be assessed, and they can be directed to products and services within the OS Delivery System to help them meet their individual employment and skill attainment goals.
 4. OS Partner staff participate in cross-training on programs offered through the OS Center and in the community so they can make appropriate and meaningful referrals.
 5. The OSO meets with the County and the other OS Partners at a minimum of twice a year to review cross referrals, barriers to services, and new discretionary grants offering additional opportunities.

6. The OS Partners review technology solutions and make recommendations to enhance services offered.

d. Responsibilities of County

1. County agrees to share in the planning, implementation, and operation of the OS Delivery System and OS Center with the assistance of the OSO, as provided for herein.
2. County and all OS Partners agree to assist and participate in capacity building and professional development opportunities for all staff to ensure an understanding of OS Partner programs.

e. Description of the Comprehensive OS Center Services

1. The County is committed to an integrated, coordinated system which reduces duplication and encourages cost efficiencies while expanding services to our customers.
2. The County is committed to offering priority of services to veterans, public assistance recipients, low-income individuals, and individuals who are basic skills deficient when providing basic career services, individualized career services, and training services.
3. The OS Partners worked diligently to map services provided to job-seekers and business customers in the CSBD workforce development area. The chart below details how each OS Partner provides services through the OS Delivery System.

OS Partner Program	Services to be provided through the OS Centers or via Technology Connection
WIOA Title I Adult, Dislocated Worker and Youth Programs A core partner	Integrative Staffing Group is the procured staffing company that employs the WIOA Title I Adult, Dislocated Worker and Youth Program staff located in the OS Centers. All OS Partners have a direct linkage to Title I services through the referral process.
WIOA Title IV Vocational Rehabilitation (VR) A core partner	WIOA Title IV VR is co-located at the Comprehensive OS Center and follows the mall approach which calls for a lease with CSBD. OIC of South Florida can refer customers through the OS Delivery System or the established referral process. All OS Partners participate in OS Partner meetings and have a representative on the BWDB.

OS Partner Program	Services to be provided through the OS Centers or via Technology Connection
WIOA Title II, Adult Education and Family Literacy Act (AEFLA)	The School Board of Broward County, Florida WIOA Title II AEFLA staff is not co-located; however, there is a technological connection. In addition, there is sub-grant agreement for the delivery of GED services to out of school youth. OS Partners have a direct linkage to AEFLA services through the referral process. The School Board of Broward County, Florida has a representative on the BWDB.
WIOA Title III, Wagner-Peyser Employment Service A core partner	WIOA Title III Wagner-Peyser Employment Service staff are co-located and guided by the One-Stop Manager at the OS Centers. DEO allocates funds to local boards for the guidance and management of Wagner Peyser staff. CSBD cost allocates these funds for infrastructure and operation of the OS Centers. CSBD funded Title I staff and employment service staff provide access to self-help or minimal assistance services as needed including assistance to employers with job orders, matching, and placement. OS Partner customers can register for Wagner Peyser services online, come into an OS Center or participate in the referral process. Employment service staff attend the OS Partner meetings.
WIOA Title V, Older Americans Act, Senior Community Service Employment Program (SCSEP)	WIOA Title V Older Americans Act. AARP FOUNDATION staff is co- located in the Comprehensive OS Center and have a lease with CSBD in accordance with the mall approach. Some Title V participants also have a Work Experience assignment in the OS Center. The Urban League of Palm Beach County (ULPB) participates through technology, and they assign a specific case manager to work on referrals and cross referrals. All OS Partners can link to Title V services through the referral and cross referral process. Title V staff participate in OS Partner meetings.

OS Partner Program	Services to be provided through the OS Centers or via Technology Connection
Veterans Employment and Training	Veterans Representatives are co-located at all OS Centers. Veterans Representatives see customers on a walk-in and by appointment basis. Veterans' staff participate in the referral and cross referral process. They also participate in OS Partner meetings. CSBD is allocated funds by DEO to guide and manage the staff. Their participation in the funding of the infrastructure and operation of the OS Delivery System is done through cost allocation of the DEO allocation to CSBD.
Community Services Block Grant (CSBG)	OS Partners link to CSBG services through the technology and referral process. CSBG staff participate in the OS Partner meetings. CSBG is managed by Broward County and often contributes to the CSBD Summer Program. The OS Center and CSBG connect through technology by assigning a specific case manager. Support services available are key for eligible WIOA Adults and Dislocated Worker participants after exit during follow-up.
Trade Adjustment Assistance Act	Trade Adjustment Assistance Act (Trade Act) staff are co-located in the OS Center and funded through an allocation from DEO. Their participants are co-enrolled in WIOA Title I Dislocated Worker programs. Like Dislocated Worker programs participants are referred and cross referred among OS Partners. Staff participate in OS Partner meetings. Funds are cost allocated to cover their share of costs in the OS Center.
Unemployment Insurance (UI)	All Wagner-Peyser and WIOA Title I staff are trained to give basic UI information to customers and help with UI claims. There are dedicated phone lines in the OS Center for customers who need additional assistance. Funds are awarded to CSBD by DEO and cost allocated to cover their share of costs in the OS Center.

OS Partner Program	Services to be provided through the OS Centers or via Technology Connection
Supplemental Nutrition Assistance Program (SNAP) Employment and Training Services	All OS Partners have a direct link to SNAP services through the referral process. There are specific staff assigned to provide SNAP case management. Funds are awarded to CSBD by DEO and cost allocated to cover the SNAP share of costs in the OS Center.
Carl Perkins Act	The School Board of Broward County, Florida and Broward College are co-located; however, there is a technological connection. Both OS Partners have a direct linkage to AEL through the referral process.
Second Chance Act	This program is administered by OIC of South Florida and they participate through technology and assigns a specific case manager to work on referrals and cross referrals. All OS Partners can link to Second Chance services through the referral and cross referral process. Second Chance staff participate in OS Partner meetings.

4. CSBD has three infrastructure options:
 1. Co-location using a “mall approach”,
 2. a technology approach, and
 3. cost allocation for all OS Partner funds administered by CSBD.
 - i. The Mall Approach - Using a mall approach for the OS Partners who co-locate at an OS Center provides infrastructure support through a type of lease arrangement. Each OS Partner is responsible for taking care of their own needs within their space. these OS Partners budget at the beginning of the year for the space they occupy. They commit to that space regardless of whether their funds are reduced or staffing decreases or increases, the dedicated space stays the same for the duration of the year as it would in a mall lease. The lease charge is stable for the year. The OS Partner is responsible for all costs related to their space.
 - ii. The Technology Approach - The technology approach is also impervious to funding increases and decreases. It is a minimal cost so the OS Partners don't have to struggle with budget concerns. These OS Partners commit to maintaining a page or partial page on the CSBD website.
 - iii. The Cost Allocation Approach – Cost allocation is not an optional method. It is required for all OS Partner grant funds awarded by DEO to CSBD and

the other local boards. If awarded discretionary grants, CSBD allocates a portion of the costs to support the OS infrastructure and operations.

5. OS Partners not co-located, regardless of funding, agree to assign a position to be the main contact for inquiries regarding OS Partner programs and for a “warm hand off” of a customer through referral. Technology connections include the phone, Zoom or similar technology allowing for intakes and assessment to occur concurrently for more than one program and may take place in the OS Center regardless of the OS Partner’s location.
6. OS Partners commit to a position, not a person, so personnel changes have little impact on the referral of customers among the OS Partners.
- f. A detailed WIOA services matrix has been created for the OS Center. The service matrix includes the OS Partners and the services they provide and is attached as Exhibit B.

VII. Data Sharing

- a. WIOA, federal, and state laws determine safeguards specific to the databases of the various OS Partner funding streams.
 1. Broward County and CareerSource Broward agree:
 - i. To share data and technology as appropriate in serving job-seekers, including obtaining signed releases to be able to share information among the necessary OS Partners to deliver needed services;
 - ii. To maintain the confidentiality of customers’ information;
 - iii. To safeguard Personal Identifying Information (PII), as PII is defined under Florida Statutes Section 501.171, *et seq.*; and
 - iv. To notify the appropriate OS Partner in the event of a breach.

VIII. Procurement of the OSO

- a. CSBD followed the process established in 2 CFR Part 200.318-326, U.S. Department of Labor’s Training and Employment Guidance Letter 35-10, and DEO guidance in procuring and selecting their OSO.
- b. The OSO was selected through a competitive process. The OSO meets regularly with the OS Partners to plan, address continuous improvement, monitor referrals and accessibility among the OS Partners.
- c. The OS Partners agree that the OSO shall be responsible for:
 1. Coordinating required services delivery in the OS Center and ensuring that the services are being delivered to OS Center customers.

2. Serving as a liaison between the WIOA Title I staff and the OS Partners.
 3. Reviewing the MOU annually to ensure it is up to date.
 4. Monitoring OS Partners adherence to the terms of the MOU.
 5. Facilitating and/or delivering training to ensure the OS Partners are aware of basic services offered by each of the OS Partners.
 6. Continuously working on improving the OS Delivery System by focusing the OS Partners on coordination and integration of OS Partner services.
 7. Ensuring CSBD Career Center services are market-driven and that labor market information is available and accessible.
 8. Monitoring OS Partners' referrals.
 9. Convening biannual OS Partner meetings, setting the agenda, recording minutes, and working with the OS Partners on future plans.
- d. The OSO may not:
1. Participate in the development or submission of the local 4-year plan.
 2. Be responsible for oversight of themselves.
 3. Manage or participate in the OSO procurement process.
 4. Select or terminate themselves or service providers.
 5. Negotiate local performance.
 6. Develop the CSBD budget.

IX. Administration and Operations Management

- a. CSBD provides oversight over the procured OSO by:
1. Attending partner meetings and participating in partner activities
 2. Reviewing quarterly reports provided by the OSO detailing the OSO activities which must include:
 - i. Coordination of OS Center required career services with the OS Partners.
 - ii. Educating all the OS Partners regarding universally available basic career services.
 - iii. Monitoring service delivery to ensure services meet customer expectations.
 - iv. Serving as liaison between the OS Partners to ensure each OS Partner has an equal voice regarding effective ways to deliver OS Partners' workforce services.
 - v. Facilitating OS Partner and Employer Services staff joint meetings to plan and deliver joint partner recruitment and job fairs.

- vi. Coordination with other community organizations to participate in community events for outreach and to publicize available OS Partners workforce services.

X. Shared Funding Process for Infrastructure Costs

a. OS Operating Budget

1. This is determined by a negotiation between the BWDB as represented by CSBD and the OS Partners to determine how the costs and operating costs of the OS Center will be supported as expressed in the IFA found at **Exhibit A**, which is a part of and incorporated into this MOU in accordance with WIOA § 121(c)(1), 20 CFR 678.500(b)(2)(i), 34 CFR 361.500(b)(2)(i), and 34 CFR 463.500(b)(2)(i).
2. All OS Partners were a part of the discussions agreeing to the methodology presented. Individual one-on-one negotiations were conducted to finalize discussions and to iron out the details. CSBD has successfully negotiated to arrive at a cash contribution from each OS Partner.
3. It is the belief of the BWDB that:
 - i. All OS Partners must contribute cash to support the OS Center.
 - ii. People and organizations value what they pay for.
 - iii. A low-cost solution must be available to ensure every mandatory and non-mandatory approved OS Partner can participate.
4. CSBD has offered 2 options to the OS Partners, 1) the mall approach and 2) the technological approach. CSBD cost allocates grant awards as appropriate to ensure grants bear their fair share.
 - i. CSBD fiscal staff determined the cost of maintaining the OS Center rent, utilities, common space, and related costs and arrived at a cost per square foot. Co-located OS Partners were presented with the inclusive cost per square foot for the space that they occupy. All co-located OS Partners pay for the square feet they occupy based on the calculation as determined by the CSBD fiscal staff. All formula grants, DEO allocations for co-located and managed partners, and discretionary grants, regardless of whether they are WIOA or another funding stream, are charged their fair share of the maintenance of the OS Center through cost allocation and funding decisions as determined by the CSBD President/CEO and Senior Vice President Fiscal Sr. VP Fiscal.
 - ii. CSBD uses a "Mall" approach for determining the costs attributable to co-located OS Partners. Each co-located OS Partners is responsible for covering their service delivery operating costs as if they were leasing space in a "Mall".

- iii. CSBD Fiscal staff worked with CSBD Information Technology staff to calculate the cost of a presence on the CSBD website, including utilities, maintenance, updates, and space and were able to establish an annual cost of \$215.49 per provider for a page on the CSBD website.
- iv. All non-co-located OS Partners are technologically connected as stated in the "One-Stop Operations Guidance for the American Job Center Network" from the U.S. Department of Labor, Employment & Training Administration, Office of Workforce Investment on 1/18/17, the OS Partners "uses technology to achieve integration and expanded service offerings" and by "making available a direct linkage through technology to a program staff member who can provide meaningful information or services" pursuant to Training and Employment Guidance Letter (TEGL) 16 -16, 20 CFR 678.305(d), 34 CFR 361.305(d), and 34 CFR 463.305(d).
- v. OS Partners technologically connected may connect to customers via telephone, ZOOM, TEAMS or GOTOMEETING applications which allow for face-to-face interface and joint case management and counseling sessions as needed and appropriate. Generally, the initiating OS Partner uses their license to connect to the other OS Partner.

5. As described herein:

- i. The technology approach is impervious to funding increases and decreases.
- ii. CSBD is able to offer a minimal cost solution - OS Partners don't have to struggle with budget concerns as budgets increase and decrease.
- iii. OS Partners commit to a page and the cost of its maintenance on the CSBD website.
- iv. OS Partners not co-located, regardless of funding assign a position to be the main contact for inquiries regarding OS Partner programs and for a "warm hand off" of a customer through referral. Technology connections also include the phone for quick contacts and offers Zoom or similar technology for face-to-face intakes and assessment.
- v. OS Partners commit to indicate a position and/or a staff person as the designated contact, so personnel changes have little or no impact on the referral of customers among OS Partners.
- vi. Cost is stable.

6. Other Contributors - At this time only mandatory partners are participating in the OS Delivery System.

b. Funding of Services and Operating Costs/Infrastructure Funding Agreement

- 1. Per 20 CFR 678.700-755 and 678.760; 34 CFR 361.700-755 and 361.760; and 34 CFR 463.700-755 and 463.760, OS Partners must contribute to the

infrastructure costs and operating costs of the OS Center based on their proportionate use. Because OS Partners' contributions must be an allowable expenditure in accordance with each OS Partners' program guidelines as well as under 2 CFR 200 et al, the OS Partners developed options that allowed each agency to meet their WIOA obligation while complying with their program requirements.

2. By the authority vested in the signatory for County, the County agrees to the methodology for infrastructure funding as described in the IFA, Exhibit

XI. Grievance and Complaints

County and CSBD will utilize the grievance and complaint procedures applicable to nondiscrimination complaints as outlined in WIOA for mutual customers utilizing the OS Center.

XII. Dispute Resolution and Law, Jurisdiction, Venue, Waiver of Jury Trial

a. Dispute Resolution

The Parties will attempt to resolve disputes concerning implementation of this MOU at the lowest level, starting with the site supervisor(s) and staff. If issues cannot be resolved at this level, they will be referred to the management staff of the respective partner (such as the Director of the County's Family Success Administration Division) and the OSO selected by BWDB for discussion and resolution.

b. Law, Jurisdiction, Venue, Waiver of Jury Trial

This MOU will be interpreted and construed in accordance with and governed by the laws of the state of Florida. The exclusive venue for any lawsuit arising from, related to, or in connection with this MOU will be in the state courts of the Seventeenth Judicial Circuit in and for Broward County, Florida. If any claim arising from, relating to, or in connection with this MOU must be litigated in federal court, the exclusive venue for any such lawsuit will be in the United States District Court or United States Bankruptcy Court for the Southern District of Florida. **BY ENTERING INTO THIS MOU, CSBD AND COUNTY HEREBY EXPRESSLY WAIVE ANY RIGHTS EITHER PARTY MAY HAVE TO A TRIAL BY JURY OF ANY CIVIL LITIGATION RELATED TO THIS MOU.**

XIII. The OS System Referral Process

- a. In accordance with WIOA, the OS Partners have agreed on how referrals and cross referrals will be accomplished between the OS Partners.

1. The vision of the OS Partners as expressed through this MOU is to utilize a

referral process which will:

- i. Provide customers with seamless access to services across all programs.
 - ii. Provide job-seekers and employers with the information they need to be successful.
2. Access to Services: To accomplish the vision the OS Partners agree to include in their assessment process consideration of services available through each of the OS Partners including universal or basic career services available to the general public.
3. As described above the OS Center provides access to the programs and services of all the required OS Partners. This is accomplished by the following steps:
- i. Customers are guided to the job search tools of the OS resource center.
 - ii. Employment service or WIOA staff provide general assistance or identify the appropriate OS Partner service.
 - iii. Individuals needing referral are then guided to access the appropriate OS Partner program by being directed to a co-located OS Partner or being assisted to immediately connect to an appropriate OS Partner through technology via phone and /or a web-based video conferencing platform such as Zoom for an initial assessment. The OS Centers also provide direct linkage via email to OS Partner program staff.
 - iv. In accordance with the agreed upon OSO's responsibility, OSO program staff are trained sufficiently to familiarize them with all services available through all the OS Partners. This ensures the staff have the competency and skills necessary to assist customers when applying for program benefits or services.
 - v. All required OS Partner program staff, in accordance with training facilitated by the OSO, shall be sufficiently knowledgeable about the other OS Partner programs and services to screen an applicant to determine appropriate referrals.
 - vi. To the extent possible, referring OS partner staff shall directly contact the recipient of the referral to facilitate seamless delivery of services and shall inform the customer regarding what to expect as a result of the referral to ensure a "warm handoff."
- b. A special referral process has been agreed to by the OS Partners for Unemployment Insurance (UI). In accordance with WIOA, UI claimants must be provided with "meaningful" assistance when filing UI claims. This is critical to the OS Partners as well, as often they are also assisting the unemployed.
1. All OS Center staff receive training sufficient to familiarize them with the

online claims filing system. Staff must be able to explain claimants' rights and responsibilities so they can understand the UI publications and correspondence.

2. County customers coming in or referred to the OS Center for UI meaningful assistance receive:
 - i. OS Center on-site assistance from resource room staff trained in filing UI claims.
 - ii. Phone or other technology provided assistance, as long as the assistance is by trained and available staff.
 - iii. Access to a priority phonenumber for claimants to speak directly with UI staff with little to no wait.
 - iv. An electronic feedback system which staff can access to refer potential UI eligibility issues to the UI staff for investigation.
 3. Other UI assistance beyond filing assistance is provided by state UI staff.
 4. The Parties agree to the following definition of meaningful services. It is the provision of the contact information necessary for onsite and technologically connected OS Partners to consult with customers. It is the delivery of initial assessment simultaneous with the customers' visit to the CSBD Career Center. It is the scheduling of an appointment for the customer. The referral form also provides for a release so that information can be exchanged among the OS Partners.
- c. Customer referrals shall be made using the electronic referral form in the OS Partner portal, "Crosswalk".
1. The Parties agree that appointments will be set within three business days of receiving a referral, and the customer will be contacted two days prior to their appointment to confirm the appointment. Customers shall be informed regarding documents they need to bring to their appointment.

All referrals must include the following information:

Date of Referral
Name of Referring (OS Partner) Organization
Referring OS Partner Contact Staff Person
Contact Person Phone and Email
Name of Organization (OS Partner) Receiving the Referral
Referring OS Partner Contact Staff Person

Contact Person Phone and Email
Name of Customer being referred
Customer's Address, Phone number, and Email
Reason for the Referral
Confirmation of receipt from the Recipient Agency

2. Feedback and Follow-Up: When a referral is made, customer feedback shall be solicited through a sampling of follow-up calls to be initiated by the OSO to discuss the services provided and next steps.
3. County agrees to note referrals as appropriate in their respective data management systems and notice of the referral shall be emailed to the case managers' supervisors. Supervisors shall maintain a master list of referrals on a monthly basis. The OSO shall work with the OS Partners to track and report on referrals.

XIV. Accessibility

- a. All OS Partners agree to conduct their activities in a discrimination free environment that promotes employment opportunities to all job-seekers, in accordance with WIOA Section 188.
- b. All customers shall have equal access to all OS Partner services provided through the OS Centers. The OS Partners agree to comply with the Americans with Disability Act of 1990 and its amendments (the ADA).
- c. Each OS Partner shall follow their organization's equal opportunity policies and procedures for reasonable accommodations under the ADA.
- d. Physical Accessibility
 1. The OS Center is in compliance with the requirements of physical accessibility, including ADA compliance.
 2. Private offices are available to help customers and staff with confidentiality, noise levels, and concentration.
 3. CSBD will revisit the OS Center's accessibility from time to time to ensure continuing compliance with all equal opportunity, non-discrimination, and ADA requirements.
 4. All non-discrimination, equal opportunity, and ADA accommodations posters are displayed so they are visible to customers and staff. Staff are trained to assist customers with their accessibility needs. The South OS Center has been updated for physical accessibility. There are designated handicapped parking spots near the building.

5. The OS Center is located within walking distance of public transportation and other workforce development and social service offices. The OS Center is accessible by car, bike, or public transportation.
- e. Programmatic Accessibility: The OS Partners are aware that the OS Center provides a welcoming environment to all customers entering the OS Delivery System. Accessibility is available to customers and to OS Partners.
1. County staff has been trained how to use the technology in the OS Centers.
 2. OS Partners that need to access the OS Center tools for their customers can visit the OS Center or refer their customers in accordance with the referral mechanism provided for under this MOU. Accessibility is made available by offering the following tools:
 - i. Signage
Signage announces accommodations and special assistance available from auxiliary and auditory aids to assistive-technology and program materials in a variety of accessible formats. Customers are able to access these tools even if they do not disclose that they have a barrier.
 - ii. English Language Learners
Interpretation services are available via Accessible Communication for the Deaf ACD, through phone, video, onsite interpreting, document translations as well as training for bilingual staff and interpreters.
 - iii. Physical Accommodations
Individuals in wheelchairs or who are small or large in stature can work at a kiosk with adjustable desktops and chairs. A trackball mouse and alternative keyboards are also available to assist customers.
 - iv. Vision
Low vision software, large screens and screen enlargement software is available. MS Office also provides accessible software.
 - v. Hearing Loss
For individuals with mild to moderate hearing loss, staff have access to an assistive listening device to assist customers in one-on-one or group settings. Staff is also familiar with the Florida Relay service as an alternative communication tool for individuals who are deaf, hard-of-hearing, deaf/blind, or with a speech impairment. Staff also have access to UBI DUO devices.
 - vi. General Disability
As Vocational Rehabilitation has a presence in the OS Center, they are immediately available for WIOA and OS Partner referrals.

vii. Accessibility Maintenance

In addition to Vocational Rehabilitation and Services for the Blind, Adult Education, and Literacy are available for consultation to ensure accessibility can be maintained at its highest level.

viii. Professional Development

All OS Partners agree to share professional development training regarding accessibility, discrimination, quality services, and continuous improvement.

- f. By being a party to this MOU, the County has reiterated its commitment to adopting policies and procedures in compliance with the ADA to provide equal access to all customers. The County further agrees to review their organization's ADA policies on a yearly basis to ensure policies are up to date.

XV. Human Resource Management

Commonly developed expectations for customer service will be incorporated into each OS Partner's performance evaluation system. All OS Partners agree to conduct regular performance reviews in accordance with their organization's policies and procedures.

XVI. One-Stop Delivery System Performance Criteria

- a. The OS Partners agree that the OS Delivery System will strive to achieve these standards of quality service for its customers, employees, and OS Partners:
1. All customers will receive prompt and courteous service from the staff.
 2. All customers will receive the services designed to assist customers in achieving their educational and/or job placement goals.
 3. All employees can expect to work in a safe and professional environment.
 4. All employees can expect to receive the best tools to achieve the desired outcome for their customers.
 5. All OS Partners will deliver meaningful services.
 6. All OS Partners will participate in the 3-year schedule of one-stop certification as required by WIOA.
 7. All OS Partners agree to share aggregate performance information based upon the performance applicable to their program funding streams.
- b. OS Partner performance will be an indication of the strength of each OS Partner's collaboration. The goal is for the OS Partners to understand each other's performance to further integration and to work toward assisting each other to exceed the measures for their program funding streams. The OS Partners agree

to review performance annually.

XVII. Governance of the One-Stop Delivery System

- a. The ultimate accountability and responsibility for the OS Delivery System organizational processes, services, and accomplishments rests with the CSBD, the OSO, and the OS Partners.
- b. The BWDB's and CSBD Council's Responsibilities
 - 1. To develop and execute the MOU with the OS Partners.
 - 2. Develop and update the local 4-year plan.
 - 3. Select the OSO and terminate the OSO if needed.
 - 4. Conduct oversight of the local OS Delivery System and the OSO.
 - 5. Serve as a convener of the OS Partners.
- c. The OSO's Responsibilities
 - 1. Ensure the OS Partners coordinate services and adhere to the terms of this MOU.
 - 2. Serve as a liaison between CSBD, their Title I staff, and the OS Partners.
 - 3. Provide or facilitate training to ensure the OS Partner staff are knowledgeable regarding each other's services, accessibility, and non-discrimination policies.
 - 4. Ensure that the OS Center staff deliver the services promised to customers.
 - 5. Work with the OS Partners for continuous improvement in coordinating and integrating service delivery that is market-driven.
 - 6. Monitor and report on the effectiveness of the referral processes.
 - 7. Convene biannual OS Partner meetings, composing agendas, recording minutes, and distributing action steps.
 - 8. Be knowledgeable of the performance standards of all OS Partners and communicate the measures to all the OS Partners.
 - 9. Ensure accessibility to services for individuals with barriers.
 - 10. Assist the CSBD in meeting OS Center certification.
- d. OS Partner's responsibilities
 - 1. Provide access to programs and services through the OS Delivery System, including appropriate career services.
 - 2. Support development of an integrated and coordinated customer- centered service delivery design.

3. Share infrastructure costs.
4. Co-enroll customers as needed.
5. Share information as agreed to by the OS Partners.
6. Share performance data regarding shared customers.

XVIII. Duration, Modification, and Revisions

- a. The parties agree that this MOU replaces the MOU entered into during program year 2019-2021 and will take effect July 1, 2023, or when executed by all the parties, whichever date is earlier.
- b. This MOU will remain in effect until June 30, 2026, unless otherwise modified because of a change in the law, federal or state policy, or a request from one of the parties.
- c. The parties agree to review the MOU annually.
- d. The MOU may be mutually negotiated and modified to reflect changes in the terms, conditions, or scope of work, subject to entry into a written amendment. County, through its County Administrator, may approve and execute any amendment to this MOU, including to extend the term or change the scope of services, but such authority does not extend to amendments that increase County's share of the infrastructure costs, operating costs, or funding obligations to more than the amount pre-approved by the County's Board of County Commissioners. All amendments are subject to review by the Office of the County Attorney, prior to approval and execution by the County Administrator.
- e. The terms of the infrastructure costs and operating costs agreed to in the IFC will take effect as of July 1, 2023, and will continue in effect until June 30, 2026, with adjustments reviewed at least annually to ensure a fair and equitable proration of costs.

XIX. Partial Void

Should any part of this MOU be found to be null and void or is otherwise stricken, the balance of this MOU shall remain in full force and effect.

XX. Termination

- a. Any party to this MOU may rescind their agreement to participate in the MOU by notifying CSBD in writing at least 60 days in advance of its effect.
- b. This MOU shall terminate June 30, 2026, and may be renewed and extended upon agreement of the OS Partners.

XXI. Independent Contractor

The Parties are each independent contractors under this MOU. In providing services under this MOU, none of the parties or their agents will act as officers, employees, or agents of any other party. Neither Party will not have the right to bind the other Party to any obligation not expressly undertaken by that Party under this MOU.

XXII. Use of Broward County Logo

Except as specifically authorized in the MOU (including the IFA at Exhibit A), CSBD must not use Broward County, Florida's name, logo, or otherwise refer to this MOU in any marketing or publicity materials without the prior written consent of Broward County, Florida, through its Family Success Administration Division Director in conjunction with its Office of Public Communications, as necessary.

XXIII. Governmental Immunity

Except to the extent sovereign immunity may be deemed waived by entering into this MOU, nothing herein is intended to serve as a waiver of sovereign immunity by either Party nor shall anything included herein be construed as consent by either Party to be sued by a third party in any matter arising out of this MOU. Each Party is a state agency or political subdivision as defined in Section 768.28, Florida Statutes, and will be responsible for the acts and omissions of its agents or employees to the extent required by applicable law.

XXIV. Insurance

The Parties are public entities subject to 768.28, Florida Statutes, and each Party will furnish the other, upon request, with written verification of liability protection in accordance with state law prior to final execution of this MOU.

Each Party will maintain such insurance as is appropriate to its own organization. Each Party will conduct itself in accordance with the tenets (principles) of good faith in the execution of its responsibilities.

XXV. Agency or Employment Relationship

No provision of this MOU will be construed as creating an agency or employment relationship between the Parties. The Parties agree that they are responsible for the actions of their representatives and employees with regard to all aspects of this MOU.

XXVI. Public Records

County and CSBD are public agencies subject to Chapter 119, Florida Statutes. Each Party (as a separate public entity) is responsible for directly responding to each request it receives for records made or received by each Party in conjunction with this MOU and will provide the applicable public records in response to such request. In addition, CSBD will notify County of the receipt and content of such request by sending an email to nmoffitt@broward.org (with a copy to kasmith@broward.org) within one (1) business day from receipt of such request. Likewise, County will notify CSBD of the receipt and content of such request by sending an email to rdaniels@careersourcebroward.com (with a copy to njackson@careersourcebroward.com) within one (1) business day from receipt of such request.

XXVII. Signature in Counterparts

This MOU may be executed in multiple identical counterparts, whether signed physically or electronically, all of which will constitute one agreement.

EXECUTION PAGES

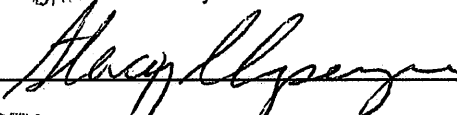
By their signatures below, CareerSource Broward and Broward County, Florida attest to participation in the development of this MOU and agree to abide by its terms and conditions as well as with the terms and conditions of the Infrastructure Funding Agreement (IFA). By signing below, each party warrants and represents that the person signing this MOU has the authority to bind that party and that participation in the MOU is not in violation of any By-law, Covenant and/or other restriction placed upon them by their respective entity.

FOR BROWARD COUNTY


ATTEST:



Christina Daly L.S.



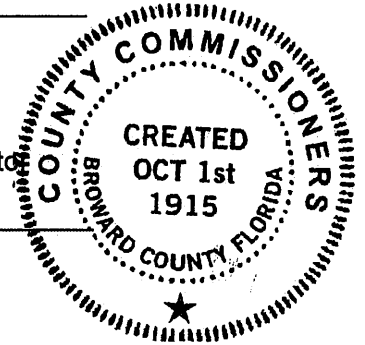
STACY LYSENGEN L.S.

BY: 

(Signature)

Print Name: Monica Cepero
Title: County Administrator

Date: 10/20/23



Reviewed and approved as to form:
Andrew J. Meyers, County Attorney

By: Ronald Honick Digitally signed by Ronald Honick
Date: 2023.10.18 15:14:40 -04'00'
Ronald Honick
Assistant County Attorney

FOR CAREERSOURCE BROWARD

ATTEST: [Signature] L.S.
[Signature] L.S.

BY: [Signature]
(Signature)
Printed Name: Tim Ryan
Title: Chair, CSBD Council of Elected
Officials
Date: 10-26-2023

ATTEST: [Signature] L.S.
[Signature] L.S.

BY: [Signature]
(Signature)
Printed Name: Heiko Dobrikow
Title: Chair, BWDB
Date: 10-26-23

ATTEST: [Signature] L.S.
[Signature] L.S.

BY: [Signature]
(Signature)
Printed Name: Carol Hylton
Title: President/CEO,
CareerSource Broward
Date: 10-25-23

Approved as to form
by the CareerSource Broward General Council
2890 West Cypress Creek Road
Ft. Lauderdale, FL 33309

BY: [Signature]
Rochelle J. Daniels, General Counsel

Exhibit A

Infrastructure Funding Agreement (IFA)

The purpose of this Infrastructure Funding Agreement is to delineate each party's responsibilities for sharing of infrastructure and operating costs for the applicable OS Center.

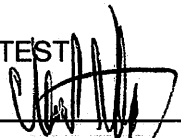
1. County and CSBD recognize that infrastructure costs, in accordance with 20 CFR 678.500(b), 34 CFR 361.500(b) and 34 CFR 463.500(b) are applicable to all OS Partners, regardless of whether they are physically located in CSBD'S OS Center. Pursuant to the United States Department of Labor's Training and Employment Guidance Letter No. 17- 16 ("USDOL TEGL 17-16"), each OS Partner's contributions to the infrastructure costs may vary as these contributions are based on the proportionate use and relative benefit received, consistent with the OS Partner programs' authorizing laws and regulations and the Uniform Guidance.
2. Infrastructure costs are defined as non-personnel costs that are necessary for the general operation of the OS Center. Non-personnel costs are defined by USDOL TEGL 17-16 and include, but are not limited to:
 - a. Rental of the facilities;
 - b. Utilities and maintenance;
 - c. Equipment, including assessment- related products and assistive technology for individuals with disabilities; and,
 - d. Technology to facilitate access to the OS Center, including technology used for the OS Center's planning and outreach activities.
3. County has chosen to utilize technology to facilitate access to the OS Center, including technology used for the OS Center's planning and outreach activities (WIOA sec. 121(h)(4), 20 CFR 678.700(a), 34 CFR 361.700(a), and 34 CFR 463.700(a)). BROWARD COUNTY will provide all art, logos, and content to submit to CSBD for publication within 30 days of execution of this agreement.
4. Upon the receipt of proper invoice(s) at least thirty (30) days prior to the payment due date as applicable or by the due dates below, County will pay CSBD the total of Six Hundred Forty-six Dollars and 47/100 Cents (\$646.47) in three (3) separate payments of Two Hundred Fifteen Dollars and 49/100 Cents (\$215.49) for the following periods:
 - a. July 1, 2023 through June 30, 2024, payable by October 31, 2023.
 - b. July 1, 2024 through June 30, 2025, payable by October 31, 2024.
 - c. July 1, 2025 through June 30, 2026, payable by October 31, 2025.

5. County will pay for the costs associated with its participation in the OS Center as described above, subject to Section XX., TERMINATION. The Parties may mutually negotiate costs at the time of subsequent written amendments, subject to Section XVIII., DURATION, MODIFICATION, AND REVISIONS.
6. In the event a consensus is not reached regarding infrastructure costs, this shall be reported to each OS Partner's local governing entity, so that the governing entities can make an additional effort to reach agreement between the Parties. Should this effort fail, the Parties will report their inability to reach consensus regarding the infrastructure costs to the Governor, who may invoke the State Funding Mechanism. In such instances, the Parties agree to abide by the Governor's determination.

By the signatures below, County agrees to be responsible for the costs associated with their participation in the OS Center which shall be paid by October 31st of each year until such time as the costs are renegotiated at which time the MOU and/or IFA will be amended.

FOR BROWARD COUNTY

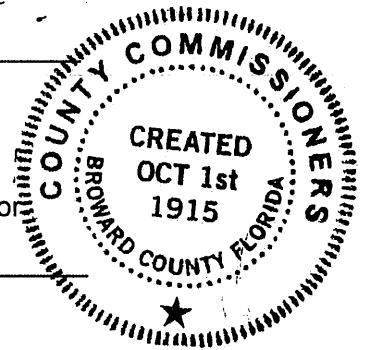
ATTEST


 _____ L.S.
 Christina Daly


 _____ L.S.
 STACY LYSENGEN

BY: 

(Signature)
 Print Name: Monica Cepero
 Title: County Administrator
 Date: 10/20/23

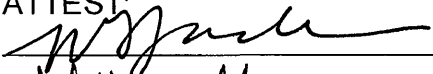
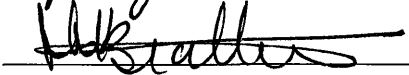


Reviewed and approved as to form:
 Andrew J. Meyers, County Attorney

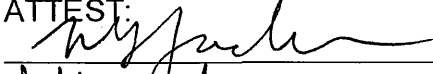
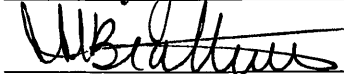
Digitally signed by Ronald Honick
 Honick
 Date: 2023.10.18 15:15:01
 -04'00'
 By: Ronald Honick
 Assistant County Attorney

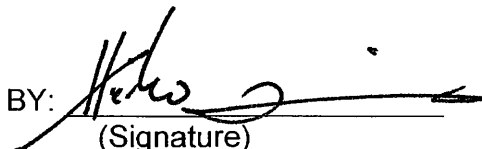
FOR CAREERSOURCE BROWARD

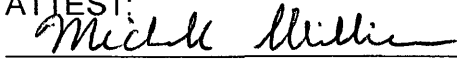
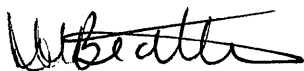


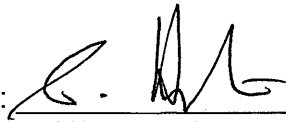
ATTEST:
 L.S.
 L.S.

BY: _____
(Signature)
Printed Name: Tim Ryan
Title: Chair, CSBD Council of Elected
Officials
Date: 11-09-2023

ATTEST:
 L.S.
 L.S.

BY: 
(Signature)
Printed Name: Heiko Dobrikow
Title: Chair, BWDB
Date: 11-06-2023

ATTEST:
 L.S.
Michelle Williams L.S.


BY: 
(Signature)
Printed Name: Carol Hylton
Title: President/CEO,
CareerSource Broward
Date: 10-25-23

Approved as to form
by the CareerSource Broward General Council
2890 West Cypress Creek Road
Ft. Lauderdale, FL 33309

BY: _____
Rochelle J. Daniels, General Counsel

Exhibit B

Matrix of One-Stop Partners and Services Provided in Broward County

One-Stop Partner	Governance	Services Provided
The School Board of Broward County, Florida	WIOA Title II Adult Education and Family Literacy Act DOE	The program is designed to help adults get the basic skills they need including reading, writing and math, English language proficiency to be productive workers. Adult Education and literacy activities include adult education, literacy, workplace adult education, family literacy activities, English language acquisition, workforce preparation and integrated education and training.
The District Board of Trustees of Broward College, Florida The School Board of Broward County, Florida	Carl D. Perkins Career and Technical Education Act DOE	Provide career-technical education programs and integrate academic and career-technical instruction at both the secondary and postsecondary levels. The program emphasizes high-skill, high-wage, high-demand occupations to enable students to secure employment upon completion of their training.
Division of Vocational Rehabilitation	Rehabilitation Act of 1973 DOE	Federal-state program that helps people who have physical or mental disabilities get or keep a job. Main purpose of the program is to help people with disabilities find and maintain employment or enhance their independence. Services include employment programs, Ticket to Work, Deaf, Hard of Hearing and Deaf/Blind Services, transition youth and independent living programs.
AARP Foundation Urban League of Palm Beach County	Older Americans Act Title V DOL	Senior Community Employment Service Program is a community service and work-based job training program for older Americans. The program provides training for low-income, unemployed seniors.
Broward County's Family Success Division	Community Services Block Grant HHS	The program is designed to help low-income individuals and families do a variety of things: secure and retain meaningful employment; attain an adequate education; improve the use of available income, obtain adequate housing and obtain emergency assistance including rental and utility payment assistance.

One-Stop Partner	Governance	Services Provided
OIC of South Florida	Second Chance Act DOJ	The program's goal is to reduce recidivism and improve outcomes for people returning from state and federal prisons, local jails, and juvenile facilities.
CareerSource Broward	Adult, Dislocated, Youth Formula Funds WIOA Title 1 DOL	Program helps job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy.
CareerSource Broward	Jobs for Veterans DOL	Employment and training services are provided to veterans of the U.S. Armed Forces. Priority of service requirement for covered persons (i.e., veterans and eligible spouses, including widows and widowers) in qualified job training programs.
CareerSource Broward	Trade Adjustment Act DOL	This program assists workers who have been laid off or whose jobs have been threatened (e.g., reduced hours or reduced wages) because of foreign trade or competition. The TAA program provides resources to help trade-affected workers obtain new skills and find suitable employment.
State of Florida	Wagner Peyser, WIOA Title II DOL	Services provided through this national employment program include job search assistance, recruiting assistance for employers and matching services for job seekers and employers.
CareerSource Broward	TANF HHS	Programs help low-income families with children achieve economic self-sufficiency by providing monthly cash assistance payments.
State of Florida	Unemployment Compensation DOL	Provides temporary financial assistance to unemployed workers who meet the requirements.

MEMORANDUM OF UNDERSTANDING
between
CAREERSOURCE BROWARD
and
URBAN LEAGUE OF PALM BEACH COUNTY

July 1, 2023 to June 30, 2026

This Memorandum of Understanding is entered into by and between CareerSource Broward (CSBD), on behalf of the Broward Workforce Development Board, Inc., (BWDB) and on behalf of the CareerSource Council of Elected Officials (CSBD Council), as their administrative entity, and the Urban League of Palm Beach County under the Workforce Innovation and Opportunity Act (WIOA) Pub. L. 113 – 128, 29 U.S.C. 3101.,

RECITALS

WHEREAS WIOA Section 121(c)(1) requires that the BWDB, in concert with the CSBD Council, enter into a Memorandum of Understanding (MOU) consistent with WIOA Section 121(c)(2) with the Urban League of Palm Beach County; and

WHEREAS, the MOU must describe how Urban League of Palm Beach County will coordinate to operate the One-Stop Delivery System (OS Delivery System) in the Broward Workforce Development Area under WIOA; and

WHEREAS, the MOU must describe how Urban League of Palm Beach County will support the infrastructure and operating costs of the OS Delivery System in the Broward Workforce Development Area; and

WHEREAS, the MOU must be the product of discussion and agreement between the BWDB and the CSBD Council, as represented by CSBD and Urban League of Palm Beach County in accordance with 20 CFR 678.500 (a); and

WHEREAS, CSBD representing the BWDB and the CSBD Council has met with and worked with the Urban League of Palm Beach County and the One-Stop Operator (OSO) to develop the terms of this MOU;

NOW THEREFORE, in consideration of the premises and the mutual covenants herein contained, the parties hereto agree as follows:

I. Purpose

- a. The purpose of this MOU is to describe how the Urban League of Palm Beach County will coordinate their funding streams, resources, and personnel to serve their mutual customers through the comprehensive One-Stop Career Center (OS Center) located at 7550 Davie Road Extension, Hollywood, FL 33024 and its affiliate centers located at 2610 Oakland Park Blvd., Oakland Park, FL 33311 and 4941 Coconut Creek Pkwy, Coconut Creek, FL 33063.

b. The description shall include:

1. The services to be provided through the OS (One-Stop) Delivery System.
2. The manner in which services will be coordinated and delivered among One Stop partners through the OS Delivery System.
3. The manner in which the costs of maintaining and delivering services through the OS Delivery System will be shared as expressed in an Infrastructure Funding Agreement (IFA) agreed to by all the parties.
4. The methods of referral between the one stop centers and the Urban League of Palm Beach County to ensure the most effective and highest quality services for their mutual customers.

II. Name and Location of the Comprehensive One-Stop Center

The BWDB and the CSBD have established one comprehensive OS Center to serve job-seekers and employers in the Broward Workforce Development Area which is the South Center located at: 7550 Davie Road Extension, Hollywood, FL 33024.

III. The Parties to the MOU

This MOU is the result of a collaborative agreement between the CSBD Council and the Urban League of Palm Beach County.

a. The One-Stop Legislative Partners (One Stop Partners)

One-Stop Legislative Partner	Represented By
WIOA Title I Adult, Dislocated Worker and Youth Programs	The CSBD Council and the BWDB
WIOA Title III Wagner-Peyser Employment Service	The State of Florida Department of Economic Opportunity
Senior Employment Services	Urban League of Palm Beach County
Veterans Employment and Training	The State of Florida Department of Economic Opportunity
Trade Adjustment Assistance Act	The State of Florida Department of Economic Opportunity
Unemployment Insurance	The State of Florida Department of Economic Opportunity
Temporary Assistance for Needy Families/WTP	The State of Florida Department of Economic Opportunity
Supplemental Nutrition Assistance Program (SNAP)	The State of Florida Department of Economic Opportunity

- b. The One Stop partners not participating in this MOU are the Migrant and Seasonal Farm Workers Program, Youth Build, the Native American Programs, and Housing and Urban Development Employment and Training. These agencies are not currently providing employment and training services in the Broward Workforce Development Area.

IV. The One Stop Partners Vision and Goals

CSBD and the One Stop Partners met with the OS Operator (OSO) selected by the BWDB and the CSBD Council, to develop a vision and common goals for the OS Delivery System on September 14, 2022. Providers were given several weeks to edit/modify the goals as needed and provide feedback to the OSO. The vision and goals form the foundation of this MOU as follows:

a. The OS Partner Vision

The strategic vision for WIOA implementation is to enhance alignment of workforce, education and economic development systems through improved service integration that provides businesses with skilled, productive, and competitive talent and Broward County residents with employment, education, and training that reduce welfare dependence and increase opportunities for economic self-sufficiency, high skill and high wage careers, and lifelong learning.

b. The OS Partner Goals

To achieve the shared vision, the One Stop Partners have developed and agreed to the goals listed below.

1. Promote accountable, transparent, and data driven workforce investment through performance measures, monitoring and evaluation that informs strategies, drives operational excellence and empowers an effective and efficient workforce delivery system
2. Bring together citizens, employers, and educational providers to develop programs to support high-quality education, training, and employment services to meet regional workforce needs.
3. Encourage employers by engaging and identifying their needs and educating and connecting them to the workforce system to produce innovative workforce solutions.
4. To align Broward County community services to maximize employment and work opportunities for targeted populations comprised of veterans, youth, individuals with disabilities, older workers and returning citizens.

c. Goal Implementation

To implement these goals, the one stop partners including Urban League of Palm Beach County, in cooperation with the OSO, are committed to:

1. Meeting twice a year to discuss continuous improvement of the OS Delivery System.

2. Reviewing the MOU annually and during the last meeting of each program year for the purpose of modifications which shall be made by consensus.
3. Maintaining minutes of the meetings to ensure follow up. Minutes shall be the responsibility of the OSO.

V. OS Partner and OS Center Values

- a. The WIOA Title I staff and One Stop partners situated at the Comprehensive OS Center and other One Stop partners connected through technology share a common belief that:
 1. Infusing a sense of achievement in their job-seekers through skills attainment and employment results in a workforce ready to meet the future.
 2. Employers will invest in the local workforce area when a skilled workforce is available to them.
- b. This is accomplished through:
 1. Providing customers with easy access to integrated basic career services, individualized career services, training services, placement and follow-up
 2. The welcome process in the OS Center as well as the welcome process for each technologically connected OS Partner location
 3. The intake process which includes a referral and follow up process that ensures each customer will receive career services appropriate to their needs
 4. The initial skills assessment
 5. Available services
 6. Pathways to a wide range of training services to improve customer employment opportunities through skill upgrading, skill validation, and credentialing
- c. The One Stop partners coordinate services with services available only through the OS Center. One Stop partners can sequence or co-enroll customers so they can receive basic literacy skills and skills advancement through a traditional classroom or a work-based training option.
- d. OS Delivery Services include individualized informational presentations for area businesses that provide information on Work Opportunity Tax Credits, Opportunity Zones, Federal Bonding, On-the-Job Training, Registered Apprenticeships, staffing services through Job Order Listings and scheduled recruitments in the OS Centers.

VI. One-Stop Partner Services

a. History

1. In 2019 the BWDB and CSBD Council approved the issuance of a request for

quotes (RFQ) for an OSO.

2. Three proposals were received and reviewed by CSBD staff for responsiveness. A Review Committee comprised of BWDB members reviewed the proposals, interviewed proposer representatives, rated and ranked the proposals and recommended Workforce Guidance Associates, LLC to the BWDB and CSBD Council.
3. In 2022 the BWDB and CSBD Council approved the issuance of a new request for quotes (RFQ) for an OSO.
4. One proposal was received and reviewed by CSBD staff for responsiveness. A Review Committee comprised of BWDB members reviewed the proposals, interviewed proposer representatives, rated and ranked the proposals and recommended Workforce Guidance Associates, LLC to the BWDB and CSBD Council.

b. Access to Skills Attainment

1. A primary objective of the Florida Governor, and therefore of the One Stop partners is to increase the self-sufficiency of Broward County citizens and residents. To accomplish this, Urban League of Palm Beach County works with customers to assist them in following a career pathway that includes skill attainment. Skill attainments command higher wages.
2. Skilled workers can expect to find businesses and jobs located around centers of an available and able workforce

c. The Provision of Integration of Services

1. Comprehensive integrated services are offered to customers of the OS Centers or by referral to an OS Partner.
2. Customers of the OS Centers first access Wagner Peyser services through CSBD guided and co-located employment service staff. Employment service staff offer one-on-one services to customers. Customers who need more than minimal assistance, access to workshops, or job search resources are referred to WIOA funded Title I OS Center staff.
3. Customers meet with OS Center staff on a one-on-one basis so their needs can be assessed, and they can be directed to products and services within the OS Delivery System to help them meet their individual employment and skill attainment goals.
4. OS Partner staff participate in cross-training on programs offered through the OS Centers and in the community so they can make appropriate and meaningful referrals.
5. The OSO shall meet with the Urban League of Palm Beach County and the other one stop partners at a minimum of twice a year to review cross referrals, barriers to services, and new discretionary grants offering additional opportunities.

6. The One Stop partners shall review technology solutions and make recommendations to enhance services offered.

d. Responsibilities of the Urban League of Palm Beach County

1. Urban League of Palm Beach County agrees to share in the planning, implementation, and operation of the OS delivery System and OS Center with the assistance of the OSO, as provided for herein.
2. All one stop partners agree to assist and participate in capacity building and professional development opportunities for all staff to ensure an understanding of OS Partner programs.

e. A Description of the Comprehensive OS Center Services

1. The One Stop partners are committed to an integrated, coordinated system which reduces duplication and encourages cost efficiencies while expanding services to our customers.
2. The One Stop partners are committed to offering priority of services to veterans, public assistance recipients, low-income individuals, and individuals who are basic skills deficient when providing basic career services, individualized career services, and training services.
3. The chart below details each One Stop partners' participation in the development of all components of the MOU.

OS Partner	Services to be provided through the OS Centers or via Technology Connection
WIOA Title I Adult, Dislocated Worker and Youth Programs A core partner.	Integrative Staffing Group is the procured staffing company that employs the WIOA Title I Adult, Dislocated Worker and Youth Program staff located in the OS Centers. All One Stop partners have a direct linkage to Title I services through the referral process.
WIOA Title IV Vocational Rehabilitation (VR) A core partner	WIOA Title IV VR is co-located at the Comprehensive OS Center and follows the mall approach which calls for a lease with CSBD. Urban League of Palm Beach County can refer customers through the OS Delivery System or the established referral process. All One Stop partners participate in OS Partner meetings and have a representative on the BWDB.

OS Partner	Services to be provided through the OS Centers or via Technology Connection
<p>WIOA Title III Wagner-Peyser Employment Service.</p> <p>A core partner</p>	<p>WIOA Title III Wagner-Peyser Employment Service staff are co-located and guided by the One-Stop Manager at the OS Centers. DEO allocates funds to local boards for the guidance and management of Wagner Peyser staff. CSBD cost allocates these funds for infrastructure and operation of the OS Centers. CSBD funded Title I staff and employment service staff provide access to self-help or minimal assistance services as needed including assistance to employers with job orders, matching, and placement. One Stop partners' customers can register for Wagner Peyser services online, come into an OS Center or participate in the referral process. Employment service staff attend the One Stop partners' meetings.</p>
<p>SCSEP Title V Older Americans Act</p>	<p>WIOA Title V Older Americans Act. AARP FOUNDATION staff is co- located in the Comprehensive OS Center and have a lease with CSBD in accordance with the mall approach. Some Title V participants also have a Work Experience assignment in the OS Center. The Urban League of Palm Beach County (ULPB) participates through technology, and they assign a specific case manager to work on referrals and cross referrals. All One Stop partners can link to Title V services through the referral and cross referral process. Title V staff participate in OS Partner meetings.</p>
<p>Veterans</p>	<p>Veterans Representatives are co-located at all OS Centers. Veterans Representatives see customers on a walk-in and by appointment basis. Veterans' staff participate in the referral and cross referral process. They also participate in One Stop partner meetings. CSBD is allocated funds by DEO to guide and manage the staff. Their participation in the funding of the infrastructure and operation of the OS Delivery System is done through cost allocation of the DEO allocation to CSBD</p>

OS Partner	Services to be provided through the OS Centers or via Technology Connection
Community Service Block Grant (CSBG)	One Stop partners link to CSBG services through the technology and referral process. CSBG staff participate in the OS Partner meetings. CSBG is managed by Broward County and often contributes to the CSBD Summer Program. The OS Center and CSBG connect through technology by assigning a specific case manager. Support services available are key for eligible WIOA Adults and Dislocated Worker participants after exit during follow-up
Trade Adjustment Assistance Act	Trade Adjustment Assistance Act (Trade Act) staff are co-located in OS Center and funded through an allocation from DEO. Their participants are co-enrolled in WIOA Title I Dislocated Worker programs. Like Dislocated Worker programs participants are referred and cross referred among One Stop partners. Staff participate in OS Partner meetings. Funds are cost allocated to cover their share of costs in the OS Center.
Unemployment Insurance (UI)	All Wagner-Peyser and WIOA Title I staff are trained to give basic UI information to customers and help with UI claims. There are dedicated phone lines in the OS Center for customers who need additional assistance. Funds are awarded to CSBD by DEO and cost allocated to cover their share of costs in the OS Center.
Supplemental Nutrition Assistance Program (SNAP) Employment and Training Services	All One Stop partners have a direct link to SNAP services through the referral process. There are specific staff assigned to provide SNAP case management. Funds are awarded to CSBD by DEO and cost allocated to cover the SNAP share of costs in the OS Center.
Second Chance Act	This program is administered by OIC of South Florida and they participate through technology and assigns a specific case manager to work on referrals and cross referrals. All One Stop partners can link to Second Chance services through the referral and cross referral process. Second Chance staff participate in OS Partner meetings.

4. The One Stop partners worked diligently to map services provided to job-seekers and business customers in the CSBD workforce development area. The chart above details how each OS Partner provides services through the OS Delivery System.
5. CSBD has three infrastructure options:
 1. Co-location using a "mall approach",
 2. a technology approach, and
 3. cost allocation for all OS Partner funds administered by CSBD.
 - i. The Mall Approach - Using a mall approach for the One Stop partners who co-locate at an OS Center provides infrastructure support through a type of lease arrangement. Each OS Partner is responsible for taking care of their own needs within their space. These One Stop partners budget at the beginning of the year for the space they occupy. They commit to that space regardless of whether their funds are reduced or staffing decreases or increases, the dedicated space stays the same for the duration of the year as it would in a mall lease. The lease charge is stable for the year. The OS Partner is responsible for all costs related to their space.
 - ii. The Technology Approach - The technology approach is also impervious to funding increases and decreases. It is a minimal cost so the One Stop partners don't have to struggle with budget concerns. These One Stop partners commit to maintaining a page or partial page on the CSBD website
 - iii. The Cost Allocation Approach – Cost allocation is not an agreed to method. It is required for all OS Partner grant funds awarded by DEO to CSBD and the other local boards. If awarded discretionary grants, CSBD allocates a portion of the costs to support the OS infrastructure and operations.
6. One Stop partners not co-located, regardless of funding, agree to assign a position to be the main contact for inquiries regarding OS Partner programs and for a "warm hand off" of a participant through referral. Technology connections include the phone, Zoom or similar technology allows for intakes and assessment to occur concurrently for more than one program and may take place in the OS Center regardless of the OS Partner's location.
7. One Stop partners commit to a position, not a person, so personnel changes have little impact on the referral of participants among the One Stop Partners.
- f. A detailed WIOA services matrix has been created for the OS Center. The service matrix includes the One Stop partners along with current contact information for questions and referrals. Each OS Partner has also listed the services they provide.

VII. Data Sharing

- a. WIOA, federal, and state laws determine safeguards specific to the databases of the various OS Partner funding streams.
 1. Urban League of Palm Beach County agrees:

- i. To share data in accordance with the State of Florida Shared Data Confidentiality Policy
- ii. To share data and technology as appropriate in serving job-seekers. This may include obtaining signed releases to be able to share information among the necessary One Stop partners to deliver needed services
- iii. To maintain the confidentiality of participants' information
- iv. To safeguard Personal Identifying Information (PII) used to track participants prior to sharing participant information
- v. To notify the appropriate OS Partner in the event of a breach

VIII. Procurement of the OSO

- a. CSBD followed the process established in 2 CFR Part 200.318-326, U.S. Department of Labor's Training and Employment Guidance Letter 35-10, and DEO guidance in procuring and selecting their OSO.
- b. The OSO was selected through a competitive process. The OSO communicates regularly with the One Stop partners to plan, address continuous improvement, monitor referrals and accessibility among the One Stop partners.
- c. One Stop partners agree that the OSO shall be responsible for:
 - 1. Coordinating required services delivery in the OS Center and ensuring that the services are being delivered to OS Center customers
 - 2. Serving as a liaison between the WIOA Title I staff and One Stop partners
 - 3. Reviewing the MOU annually to ensure it is up to date
 - 4. Monitoring One Stop partners' adherence to the terms of the MOU
 - 5. Facilitating and/or delivering training to ensure Urban League of Palm Beach County staff is aware of basic services offered by each of the One Stop partners
 - 6. Continuously work on improving the OS Delivery System by focusing the One Stop partners on coordination and integration of OS Partner services
 - 7. Ensuring CSBD Career Center services are market-driven and that labor market information is available and accessible
 - 8. Monitor One Stop partners referrals
 - 9. Convene biannual OS Partner meetings, setting the agenda, recording minutes, and working with the One Stop partners on "next steps"

- d. The OSO may not:
 - 1. Participate in the development or submission of the local 4-year plan.
 - 2. Be responsible for oversight of themselves.
 - 3. Manage or participate in the OSO procurement process.
 - 4. Select or terminate themselves or service providers.
 - 5. Negotiate local performance.
 - 6. Develop the CSBD budget.

IX. Administration and Operations Management

- a. CSBD provides oversight over the procured OSO by:
 - 1. Attending partner meetings and participating in partner activities
 - 2. By reviewing quarterly reports provided by the OSO detailing the OSO activities which must include:
 - i. Coordination of OS Center required career services with the One Stop partners
 - ii. Educating all the One Stop partners regarding universally available basic career services
 - iii. Monitoring service delivery to ensure services meet customer expectations
 - iv. Serving as liaison between the One Stop partners to ensure each OS Partner has an equal voice regarding effective ways to deliver OS workforce services
 - v. Facilitating OS Partner and Business Services staff joint meetings to plan and deliver joint partner recruitment and job fairs
 - vi. Coordination with other community organizations to participate in community events for outreach and to publicize available One Stop partners' workforce services

X. Shared Funding Process for Infrastructure Costs

- a. OS Operating Budget
 - 1. This is determined by a negotiation between the BWDB as represented by CSBD and the One Stop partners to determine how the costs and operating costs of the OS Center will be supported as expressed in the Infrastructure Funding Agreement (IFA) which is a part of and incorporated into this MOU in accordance with WIOA § 121(c)(1), 20 CFR 678.500(b)(2)(i), 34 CFR 361.500(b)(2)(i), and 34 CFR 463.500(b)(2)(i)).
 - 2. All One Stop partners were a part of the discussions agreeing to the methodology presented. Individual one-on-one negotiations were conducted to finalize discussions and to iron out the details. CSBD has successfully negotiated to arrive at a cash contribution from each OS Partner.

3. It is the belief of the BWDB that:
 - i. All One Stop partners must contribute cash to support the OS Center.
 - ii. People and organizations value what they pay for.
 - iii. A low-cost solution must be available to ensure every mandatory and non-mandatory approved OS Partner can participate.
4. CSBD has offered 2 options to the One Stop partners, 1) the mall approach and 2) the technological approach. CSBD cost allocates grant awards as appropriate to ensure grants bear their fair share.
 - i. CSBD fiscal staff determined the cost of maintaining the OS Center rent, utilities, common space, and related costs and arrived at a cost per square foot. Co-located One Stop partners were presented with the inclusive cost per square foot for the space that they occupy. All co-located One Stop partners pay for the square feet they occupy based on the calculation as determined by the CSBD fiscal staff. All formula grants, DEO allocations for co-located and managed partners, and discretionary grants, regardless of whether they are WIOA or another funding stream, are charged their fair share of the maintenance of the OS Center through cost allocation and funding decisions as determined by the CSBD President/CEO and Senior Vice President Fiscal Sr. VP Fiscal.
 - ii. CSBD uses a "Mall" approach for determining the costs attributable to co-located One Stop partners. Each co-located One Stop partner is responsible for covering their service delivery operating costs as if they were leasing space in a "Mall".
 - iii. CSBD Fiscal staff worked with CSBD IT staff to calculate the cost of a presence on the CSBD website, including utilities, maintenance, updates, and space and were able to establish an annual cost of \$215.49 per provider for a page on the CSBD website.
 - iv. All non-co-located One Stop partners are technologically connected as stated in the "One-Stop Operations Guidance for the American Job Center" ETA OWI 1/18/17, the One Stop partners "uses technology to achieve integration and expanded service offerings" and by "making available a direct linkage through technology to a program staff member who can provide meaningful information or services" pursuant to TEGL 16 -16 20 CFR 678.305(d), 34 CFR 361.305(d), and 34 CFR 463.305(d).
 - v. **Exhibit 1** is a matrix of all One Stop partners participant staff contacts by person/position, email, regular mail, and phone contact. One Stop partners technologically connected may connect to participants via telephone, ZOOM, TEAMS or GOTOMEETING applications which allow for face-to-face interface and joint case management and counseling sessions as needed

and appropriate. Generally, the initiating OS Partner uses their license to connect to the other OS Partner.

5. As described herein:

- i. The technology approach is impervious to funding increases and decreases.
- ii. CSBD is able to offer a minimal cost solution - One Stop partners don't have to struggle with budget concerns as budgets increase and decrease.
- iii. One Stop partners commit to a page and the cost of its maintenance on the CSBD website.
- iv. One Stop partners not co-located, regardless of funding assign a position to be the main contact for inquiries regarding OS Partner programs and for a "warm hand off" of a participant through referral. Technology connections also include the phone for quick contacts and offers Zoom or similar technology for face-to-face intakes and assessment.
- v. One Stop partners commit to indicate a position and/or a staff person as the designated contact, so personnel changes have little or no impact on the referral of participants among One Stop partners.
- vi. Cost is stable.

6. Other Contributors - At this time only mandatory partners are participating in the OS Delivery System.

b. Funding of Services and Operating Costs/Infrastructure Funding Agreement

1. Per 20 CFR 678.700-755 and 678.760; 34 CFR 361.700-755 and 361.760; and 34 CFR 463.700-755 and 463.760, One Stop partners must contribute to the infrastructure costs and operating costs of the OS Center based on their proportionate use. Because One Stop partners contributions must be an allowable expenditure in accordance with each One Stop partner. One Stop partners' program guidelines as well as under 2 CFR 200 et al, the One Stop partners developed options that allowed each agency to meet their WIOA obligation while complying with their program requirements.
2. By the authority vested in the signatory for each OS Partner, the OS Partner agrees to the methodology for infrastructure funding as described herein.

XI. Conflict Resolution

- a. Urban League of Palm Beach County has agreed to the conflict resolution process described herein for disputes arising out of this agreement as follows:
 1. In the event of a dispute, Urban League of Palm Beach County will first negotiate in good faith to identify possible solutions to resolve the dispute.
 2. If the dispute cannot be resolved the matter will be forwarded to DEO as the

Governor's representative, for assistance.

- b. When providing services through the OS Delivery System, Urban League of Palm Beach County will ensure enforcement of non-discrimination and equal opportunity policies. If a violation occurs, the proper chain of command will be followed, and the staff member's employer of record will be called upon to help resolve any issue.

XII. The OS System Referral Process

- a. In accordance with WIOA, the One Stop partners have agreed on how referrals and cross referrals will be accomplished between the One Stop partners.
 - 1. The vision of the One Stop partners as expressed through this MOU is to utilize a referral process which will:
 - i. Provide customers with seamless access to services across all programs
 - ii. Provide job-seekers and employers with the information they need to be successful
 - 2. Access to Services: To accomplish the vision, the One Stop partners agree to include in their assessment process consideration of services available through each of the One Stop partners including universal or basic career services available to the general public.
 - 3. As described above the OS Center provides access to the programs and services of all the required One Stop partners. This is accomplished by the following steps:
 - i. Customers are guided to the job search tools of the resource center.
 - ii. Employment service or WIOA staff provide general assistance or identify the appropriate OS Partner service.
 - iii. Individuals needing referral are then guided to access the appropriate OS Partner program by being directed to a co-located OS Partner or being assisted to immediately connect to a non-collocated OS Partner through technology via phone and /or a web-based video conferencing platform such as Zoom for an initial assessment. The OS Centers also provide direct linkage via email to OS Partner program staff.
 - iv. In accordance with the agreed upon OSO's responsibility, OSO program staff are trained sufficiently to familiarize them with all services available through all the One Stop partners. This ensures the staff have the competency and skills necessary to assist participants when applying for program benefits or services.
 - v. All required OS Partner program staff, in accordance with training facilitated by the OSO, shall be sufficiently knowledgeable about the other OS Partner programs and services to screen an applicant to determine appropriate referrals.
 - vi. To the extent possible referring staff shall directly contact the recipient of the

referral to facilitate seamless delivery of services and shall inform the customer regarding what to expect as a result of the referral to ensure a “warm handoff.”

- b. A special referral process has been agreed to by the One Stop partners for Unemployment Insurance (UI). In accordance with WIOA, UI claimants, must be provided with “meaningful” assistance when filing UI claims. This is critical to the One Stop partners as well, as often they are also assisting the unemployed.
 - 1. All OS Center staff receive training sufficient to familiarize them with the online claims filing system. Staff must be able to explain claimants’ rights and responsibilities so they can understand the UI publications and correspondence.
 - 2. OS Partner customers coming in or referred to the OS Center for UI meaningful assistance receive:
 - i. OS Center on-site assistance from resource room staff trained in filing UI claims.
 - ii. Phone or other technology provided assistance, as long as the assistance is by trained and available staff.
 - iii. Access to a priority phonenumber for claimants to speak directly with UI staff with little to no wait.
 - iv. An electronic feedback system which staff can access to refer potential UI eligibility issues to the UI staff for investigation.
 - 3. Other UI assistance beyond filing assistance is provided by state UI staff.
 - 4. The One Stop partners agree to the following definition of meaningful services. It is the provision of the contact information necessary for onsite and technologically connected One Stop partners to consult with customers. It is the delivery of initial assessment simultaneous with the customers’ visit to the CSBD Career Center. It is the scheduling of an appointment for the customer. The referral form also provides for a release so that information can be exchanged among the One Stop partners
- c. Customer referrals shall be made using the electronic referral form in the OS Partner portal, “Crosswalk”.
 - 1. Urban League of Palm Beach County agrees that appointments will be set within three working days of receiving a referral, and the participant will be contacted two days prior to their appointment to confirm the appointment. Participants shall be informed regarding documents they need to bring to their appointment.

All referrals must include the following information:

Date of Referral
Name of Referring (OS Partner) Organization
Referring OS Partner Contact Staff Person

Contact Person Phone and Email
Name of Organization (OS Partner) Receiving the Referral
Referring OS Partner Contact Staff Person
Contact Person Phone and Email
Name of Customer being referred
Customer's Address, Phone number, and Email
Reason for the Referral
Confirmation of receipt from the Recipient Agency

2. Feedback and Follow-Up: When a referral is made, customer feedback shall be solicited through a sampling of follow-up calls to be initiated by the OSO to discuss the services provided and next steps.
3. All One Stop partners agree to case note referrals as appropriate in their respective data management systems and notice of the referral shall be emailed to the case managers' supervisors. Supervisors shall maintain a master list of referrals on a monthly basis. The OSO shall work with the One Stop partners to track and report on referrals.
4. Shared information shall adhere to the customer disclosure form and be in accordance with the customer's agreement. Encrypted email shall be used for sensitive information.

XIII. Accessibility

- a. All One Stop partners agree to conduct their activities in a discrimination free environment that promotes employment opportunities to all job-seekers, in accordance with WIOA Section 188.
- b. All customers shall have equal access to all OS Partner services provided through the OS Centers. The One Stop partners agree to comply with the Americans with Disability Act of 1990 and its amendments.
- c. Each OS Partner shall follow their organization's equal opportunity policies and procedures for reasonable accommodations under the ADA.
- d. Physical Accessibility
 1. The OS Center is in compliance with the requirements of physical accessibility, including ADA compliance.
 2. Private offices are available to help customers and staff with confidentiality, noise levels, and concentration.
 3. CSBD will revisit the OS Center's accessibility from time to time to ensure continuing compliance with all equal opportunity, non-discrimination, and ADA requirements.

4. All non-discrimination, equal opportunity, and ADA accommodations posters are displayed so they are visible to customers and staff. Staff are trained to assist customers with their accessibility needs. The South Comprehensive OS Center has been updated for physical accessibility. There are designated handicapped parking spots near the building.
 5. The Comprehensive OS Center is located within walking distance of public transportation and other workforce development and social service offices. The OS Center is accessible by car, bike, or public transportation.
- e. **Programmatic Accessibility:** Urban League of Palm Beach County is aware that the OS Center provides a welcoming environment to all customers entering the OS Delivery System. Accessibility is available to customers and to One Stop partners.
1. OS Partner staff have been trained how to use the technology in the OS Centers.
 2. One Stop partners that need to access the OS Center tools for their customers can visit the OS Center or refer their customers in accordance with the referral mechanism provided for under this MOU. Accessibility is made available by offering the following tools:
 - i. Signage.

Signage announces accommodations and special assistance available from auxiliary and auditory aids to assistive-technology and program materials in a variety of accessible formats. Customers are able to access these tools even if they do not disclose that they have a barrier.
 - ii. English Language Learners

Interpretation services are available via Accessible Communication for the Deaf ACD, through phone, video, onsite interpreting, document translations as well as training for bilingual staff and interpreters.
 - iii. Physical Accommodations

Individuals in wheelchairs or who are small or large in stature can work at a kiosk with adjustable desktops and chairs. A trackball mouse and alternative keyboards are also available to assist customers.
 - iv. Vision

Low vision software, large screens and screen enlargement software is available. MS Office also provides accessible software.
 - v. Hearing Loss

For individuals with mild to moderate hearing loss, staff have access to an assistive listening device to assist customers in one-on-one or group settings. Staff is also familiar with the Florida Relay service as an alternative communication tool for individuals who are deaf, hard-of-hearing, deaf/blind, or with a speech impairment. Staff also have access to UBI DUO devices.

vi. General Disability

As Vocational Rehabilitation has a presence in the OS Center, they are immediately available for WIOA and OS Partner referrals.

vii. Accessibility Maintenance

In addition to Vocational Rehabilitation and Services for the Blind, Adult Education, and Literacy are available for consultation to ensure accessibility can be maintained at its highest level.

viii. Professional Development

All One Stop partners agree to share professional development training regarding accessibility, discrimination, quality services, and continuous improvement.

- f. By being a party to this MOU, Urban League of Palm Beach County has reiterated their commitment to adopting policies and procedures in compliance with the Americans with Disabilities Act of 1990 as amended to provide equal access to all customers. Urban League of Palm Beach County further agrees to review their organization's policies on a yearly basis to ensure policies are up to date.

XIV. Human Resource Management

Commonly developed expectations for customer service will be incorporated into each OS Partner's performance evaluation system. All One Stop partners agree to conduct regular performance reviews in accordance with their organization's policies and procedures.

XV. One-Stop Delivery System Performance Criteria

- a. The One Stop partners agree that the OS Delivery System will strive to achieve these standards of quality service for its customers, employees, and One Stop partners:
1. All customers will receive prompt and courteous service from the staff.
 2. All customers will receive the services designed to assist customers in achieving their educational and/or job placement goals.
 3. All employees can expect to work in a safe and professional environment.
 4. All employees can expect to receive the best tools to achieve the desired outcome for their customers.

5. All One Stop partners will deliver high-quality services.
 6. All Urban League of Palm Beach County will participate in the 3-year schedule of one-stop certification as required by WIOA.
 7. All One Stop partners agree to share aggregate performance information based upon the performance applicable to their program funding streams.
- b. OS Partner performance will be an indication of the strength of each OS Partner's collaboration. The goal is for the One Stop partners to understand each other's performance to further integration and to work toward assisting each other to exceed the measures for their program funding streams. The One Stop partners agree to review performance quarterly.

XVI. Governance of the One-Stop Delivery System

- a. The ultimate accountability and responsibility for the OS Delivery System organizational processes, services, and accomplishments rests with the CSBD, the OSO, and the One Stop partners.
- b. The BWDB's and CSBD Council's Responsibilities
 1. To develop and execute the MOU with the Urban League of Palm Beach County.
 2. Develop and update the local plan
 3. Select the OSO and terminate the OSO if needed
 4. Conduct oversight of the local OS Delivery System and the OSO
 5. Serve as a convener of the One Stop partners
- c. The OSO Responsibilities
 1. Ensure the One Stop partners coordinate services and adhere to the terms of this MOU.
 2. Serve as a liaison between CSBD their Title I staff and the One Stop partners.
 3. Provide or facilitate training to ensure the OS Partner staff are knowledgeable regarding each other's services, accessibility, and non-discrimination policies.
 4. Ensure that the OS Center staff deliver the services promised to customers.
 5. Work with the One Stop partners for continuous improvement in coordinating and

integrating service delivery that is market-driven.

6. Monitor and report on the effectiveness of the referral processes.
 7. Convene biannual OS Partner meetings, composing agendas, recording minutes, and distributing action steps.
 8. Be knowledgeable of the performance standards of all One Stop partners and communicate the measures to all the One Stop partners.
 9. Ensure accessibility to services for individuals with barriers.
 10. Assist the CSBD in meeting OS Center certification.
- d. Urban League of Palm Beach County's responsibilities
1. Provide access to programs and services through the OS Delivery System, including appropriate career services
 2. Support development of an integrated and coordinated customer- centered service delivery design
 3. Share infrastructure costs
 4. Co-enroll customers as needed
 5. Share information as agreed to by the One Stop partners
 6. Share performance data regarding shared customers

XVII. Duration, Modification, and Revisions

- a. The parties agree that this MOU replaces the MOU entered into during program year 2019-2021 and will take effect July 1, 2023, or when executed by all the parties whichever date is earlier.
- b. This MOU will remain in effect until June 30, 2026, or until such time as there is a need to modify this MOU because of a change in the law, federal or state policy, or a request from either CSBD or the Urban League of Palm Beach County.
- c. The parties agree to review the MOU annually.
- d. Either CSBD or Urban League of Palm Beach County may request to modify this MOU. Requests for modification shall be made in writing to CSBD which shall communicate the modification request to all the One Stop partners. The OSO shall work with CSBD and Urban League of Palm Beach County to come to agreement with respect to any modification. Material modifications will be presented to the BWDB for approval and their decision shall be final.

- e. The terms of the infrastructure costs and operating costs agreed to in Section IV will take effect as of July 1, 2023, and will continue in effect until June 30, 2026, with adjustments reviewed at least annually to ensure a fair and equitable proration of costs.

XVIII. Partial Void

Should any part of this MOU be found to be null and void or is otherwise stricken, the balance of this MOU shall remain in full force and effect. Any modifications to the MOU, including adding new one stop partners, will require the modified MOU to be signed by all either party.

XIX. Termination

- a. Any party to this MOU may rescind their agreement to participate in the MOU by notifying CSBD in writing at least 60 days in advance of its effect.
- b. This MOU shall terminate June 30, 2026, and may be renewed and extended upon agreement of both parties.

XX. Checklist for Memorandum of Understanding Signatures

	The WIOA required partner:	MOU signed by:	Name of Authorized Representative Signing MOU and Local Agency:
	WIOA Adult, Dislocated Worker and Youth Programs (Title I)	DEO Commissioner, Broward County BWDB Board Chair	Name: Dane Eagle Title: Date Signed: Name: Tim Ryan Title: Commissioner Date Signed: Name: Heiko Dobrikow Title: BWDB Chair Date Signed:
	Older American's Act- Senior Community Service Employment Act	Urban League of Palm Beach County	Name: Title: Date Signed:

EXECUTION PAGES

By their signature below, Urban League of Palm Beach County and CareerSource Broward attest to participation in the development of this MOU and agree to abide by its terms and conditions as well as with the terms and conditions of the Infrastructure Funding Agreements (IFA). By signing below, each One-Stop Partner warrants and represents that the person signing this MOU has the authority to bind the Partner and that the One-Stop Partners participation in the MOU is not in violation of any By-laws, Covenants and/or other restrictions placed upon them by their respective entity.

FOR URBAN LEAGUE OF PALM BEACH COUNTY

By: [Signature]
Title: President & CEO
Patrick J. Franklin

FOR CAREERSOURCE BROWARD

ATTEST: [Signature]
[Signature]

BY: [Signature]
(Signature)
Print Name: Tim Ryan
Title: CSBD COUNCIL OF ELECTED OFFICIALS, CHAIR
Date: 6/30/2023

ATTEST: [Signature]
[Signature]

BY: [Signature]
(Signature)
Print Name: Heiko Dobrikow
Title: BWDB CHAIR
Date: 6-26-23

ATTEST Vernice Davis L.S.
[Signature] L.S.

CAREERSOURCE BROWARD:
BY: [Signature]
(Signature)
Printed Name: CAROL HYLTON
Title: PRESIDENT/CEO
Date: 6-22-23

Approved as to form by the CareerSource Broward
General Counsel
2890 West Cypress Creek Road
Ft. Lauderdale, FL 33309

BY: _____
Rochelle J. Daniels, General Counsel

Exhibit A

Infrastructure Funding Agreement (IFA)

The purpose of this Infrastructure Funding Agreement is to delineate each party's responsibilities for sharing of infrastructure and operating costs for the applicable one-stop center.

1. THE URBAN LEAGUE OF PALM BEACH COUNTY and CSBD recognize that infrastructure costs, in accordance with 20 CFR 678.500(b), 34 CFR 361.500(b) and 34 CFR 463.500(b) are applicable to all required partners, regardless of whether they are physically located in CSBD'S one-stop center. Pursuant to the United States Department of Labor's Training and Employment Guidance Letter No. 17- 16 (USDOL TEGL 17-16), each partner's contributions to the infrastructure costs, may vary, as these contributions are based on the proportionate use and relative benefit received, consistent with the partner programs' authorizing laws and regulations and the Uniform Guidance.
2. Infrastructure costs are defined as non-personnel costs that are necessary for the general operation of the south Broward one-stop center. Non-personnel costs are defined by USDOL TEGL 17-16 and includes, but are not limited to:
 - a. Rental of the facilities;
 - b. Utilities and maintenance;
 - c. Equipment, including assessment- related products and assistive technology for individuals with disabilities; and,
 - d. Technology to facilitate access to the one-stop center, including technology used for the center's planning and outreach activities.
3. THE URBAN LEAGUE OF PALM BEACH COUNTY has chosen to utilize technology to facilitate access to the one-stop center, including technology used for the center's planning and outreach activities (WIOA sec. 121(h)(4), 20 CFR 678.700(a), 34 CFR 361.700(a), and 34 CFR 463.700(a)). BROWARD COUNTY will provide all art, logos, and content to submit to CSBD for publication within the time provided by CSBD.
4. Upon the receipt of proper invoice(s) at least thirty (30) days prior to the payment due date as applicable or by the due dates below, THE URBAN LEAGUE OF PALM BEACH COUNTY will pay CSBD the total of Six Hundred Forty-six Dollars and 47/100 Cents (\$646.47) in three (3) separate payments of Two Hundred Fifteen Dollars and 49/100 Cents (\$215.49) for the following periods:
 - a. July 1, 2023 through June 30, 2024, payable by October 31, 2023.
 - b. July 1, 2024 through June 30, 2025, payable by October 31, 2024.

c. July 1, 2025 through June 30, 2026, payable by October 31, 2025.

5. THE URBAN LEAGUE OF PALM BEACH COUNTY will pay for the costs associated with its participation in the one-stop center as described above, subject to Section XIX, TERMINATION. The Parties may mutually negotiate costs at the time of subsequent written amendments, subject to Section XVII, MODIFICATIONS.
6. In the event a consensus is not reached regarding infrastructure costs, this shall be reported to each partner's local governing entity, so that the governing entities can make an additional effort to reach agreement between the Parties. Should this effort fail the Parties will report their inability to reach consensus regarding the infrastructure costs to the Governor, who may invoke the State Funding Mechanism. In such instances, the Parties agree to abide by the Governor's determination.

By the signatures below, THE URBAN LEAGUE OF PALM BEACH COUNTY agrees to be responsible for the costs associated with their participation in the one-stop which shall be paid by October 31st of each year until such time as the costs are renegotiated at which time the MOU and or attached IFA will be amended.

FOR THE URBAN LEAGUE OF PALM BEACH COUNTY

ATTEST:

By: 

Date: 5/23/23

Patrick J. Franklin
Name
Title President/CEO

FOR CAREERSOURCE BROWARD

ATTEST:

S. Martin
WB Broward

BY: 

(Signature)

Print Name: Tim Ryan

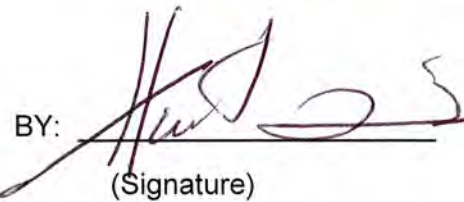
Broward County Commissioner

Title: CSBD COUNCIL OF ELECTED OFFICIALS, CHAIR

Date: 6/30/2023

ATTEST:

S. Martin
WB Broward

BY: 

(Signature)

Print Name: Heiko Dobrikow

Title: BWDB CHAIR

Date: 6-26-23

ATTEST

S. Martin L.S.

H. Bialko L.S.

CAREERSOURCE BROWARD:

BY: C. Hylton

(Signature)

Printed Name: CAROL HYLTON

Title: PRESIDENT/CEO

Date: 6-22-23

Approved as to form by the CareerSource Broward

General Counsel

2890 West Cypress Creek Road

Ft. Lauderdale, FL 33309

BY: Rochelle J. Daniels

Rochelle J. Daniels, General Counsel