

**Memorandum of Understanding (MOU)**  
**For the North Central Arkansas Workforce Development Area**  
**Arkansas Workforce Center Operations**  
**FY24, FY25, FY26**

This memorandum of Understanding (MOU) is entered into in accordance with the Workforce Innovation and Opportunity Act of 2014 (WIOA). This agreement among the signature agencies and organizations describes how their resources will be utilized to better serve mutual customers in the North Central Arkansas Workforce Development Area, and the Arkansas Workforce Center, which is a part of the American Job Center network and the Arkansas Workforce Development System. It is understood that the Arkansas Workforce Center will be a collaborative effort based on trust and teamwork among agencies working together as partners to accomplish a shared goal of improving the quality of life for individuals through employment, training, and education.

**Purpose**

This Mou is executed between the North Central Arkansas Local Workforce Development Board (Local Board), the Arkansas Workforce Center Partners (Partners), and the Chief Elected Officials (CEOs). They are collectively referred to as the "Parties" in this MOU. This MOU is developed to confirm the understanding of the Parties regarding the operation and management of the one Arkansas Workforce Center in the North Central Arkansas Local Workforce Development Area (Local Area). The Local Board, with the agreement of the CEOs, has competitively selected White River Planning & Development District, Inc. As the one stop operator for the Local Area, as further outlined in the One-Stop Operator section. The One-Stop Operating Budget and Infrastructure Funding Agreement establishes a financial plan, including terms and conditions, to fund the services and operating costs of the Local Area Arkansas Workforce Centers. The parties to the MOU agree that joint finding is an essential foundation for an integrated service delivery system and necessary to maintain the Local Area's high-standard Arkansas Workforce Center network. The Vision, Mission, System Structure, Terms and Conditions, One-Stop Operating Budget, and Infrastructure Funding Agreement outlined herein reflect the commitment of the Parties to their job seeker and business customers, as well as to the overall community.

**Vision**

The Arkansas Workforce Development Areas will have a world-class workforce that is well educated, skilled, and working in order to keep Arkansas's economy competitive in the global marketplace.



## **Mission**

To promote and support a talent development system in Arkansas that offers employers, individuals, and communities the opportunity to achieve and sustain economic prosperity.

## **Arkansas's Talent Development System Philosophy**

- We believe that there must be a pipeline of skilled workers for employers and a job for every Arkansas jobseeker.
- We believe that the talent development system of Arkansas must be relevant to the labor market to meet the needs of employers and job seekers, and for Arkansas to compete globally.
- We believe that every Arkansan should have opportunity and access to training and education that leads to a career with gainful employment.
- We believe innovation and partnerships centered on local economic priorities maximize effectiveness and puts the State in the best position to address local and regional workforce needs.
- We believe Arkansas's workforce system should be a viable resource for business and industry.
- We believe that in order for the talent development system to be the preferred system, the system must be accountable, flexible, and align education and training with business and industry needs.
- We believe that in order for the talent development system to be effective, we must eliminate overlap and duplication of resources and services and streamline investment of funds.

## **Characteristics of a High-Quality Arkansas Workforce Center**

The publicly funded workforce system envisioned by the Workforce innovation and Opportunity Act (WIOA) is quality focused, Employer-driven, customer-centered, and tailored to meet the needs of regional economies. It is designed to increase access to, and opportunities for, the employment, education, training, and supportive services that individuals need to succeed in the labor market, particularly those with barriers to employment. It aligns workforce development, education, and economic development programs with regional economic development strategies to meet the needs of local and regional employers, and provides a comprehensive, accessible, and high-quality workforce development system. This is accomplished by providing all customers access to high-quality workforce development centers that connect them with the full range of services available in their communities, whether they are looking to find jobs; build basic educational or occupational skills; earn a postsecondary certificate or degree; obtain guidance on how to make career choices; or are businesses and employers seeking skilled workers. For successful integration and implementation of Partner programs, all



Partners agree to support and reinforce the following characteristics of a high-quality workforce delivery system.

### **Customer Service**

- Reflect a Welcoming Environment
- Provide Career Services that Empower
- Value Skill Development
- Create Opportunities for Individuals at all Skill Levels
- Improve Job Seeker Skills
- Deliver Quality Business Services

### **Innovation and Service Design**

- Integrated Intake Process
- Actively Engage Industry Sectors
- Use Market Driven Principles
- Use Innovative Delivery Models
- Offer Virtual and Center-Based Services
- Ensure Access to All Customers

### **Systems Integration and High-Quality Staffing**

- Reflect Robust Partnerships
- Organize Services by Function
- Use Common Performance Indicators
- Implement Integrated Policies
- Cross-Train and Equip Center Staff
- Offer Highly Trained Career Counselors
- Maintain Integrated Case Management

### **Arkansas Workforce Centers (American Job Centers)**

The Local Area has one Comprehensive and two affiliate Arkansas Workforce Centers, also known as a one-stop center, designed to provide a full range of assistance to job seekers and businesses under one roof. The Arkansas Workforce Centers are proud partners of the American Job Center network. Established under the Workforce Investment Act of 1998 and continued by the Workforce Innovation and Opportunity Act, the centers offer a comprehensive array of services designed to match talent with opportunities.

### **Common Identifiers**

Section 121 (e)(4) of WIOA requires each one stop delivery system to use a common identifier on all products, programs, activities, services, electronic resources, facilities,

and related property and new materials. States and local areas are also permitted to use any State or locally developed identifier.

The Department established the "American Job Center" network, a unifying name and brand, which identifies online and in-person workforce development services as part of a single network of publicly funded services (20 CFR 678.900, 34 CFR 361.900, and 34 CFR 463.900).

The one-stop delivery system must use either that common identifier as its name or use the tag line phrase "a proud partner of the American Job Center network." Either plain text or one of the logos may be used. If a logo is used, it must be used in accordance with the guidelines contained in federal and state regulations.

### **One-Stop Operator**

The Local Board selected the one-stop operator, White River Planning & Development District, inc. Through a competitive process in accordance with the Uniform Guidance (2 C.F.R. 200 et seq. Entitled Grants and Agreements), WIOA and its implementing regulations (Pub. L. 113-118), and State and Local procurement laws and regulations (Ark. Code Ann. 15-4-3701 et. Seq). All documentation for the competitive one-stop operator procurement and selection process is published and may be viewed on the Local Board website at: [www.ncaworks.com](http://www.ncaworks.com). All Parties agree that this MOU should be reviewed and renewed the lessor of every three years or whenever a new one-stop operator is selected, or a new partner is added, or an existing partner withdraws from the center. Functional details are outlined in the Roles and Responsibilities of Partners section, under One-Stop Operator.

#### **American Job Centers/Arkansas Workforce Centers**

**Arkansas Workforce Center in Searcy (Comprehensive)  
501 W Arch Searcy, AR 72143**

**Business Hours for Center: Monday-Friday 8:00a.m.-4:30p.m.  
*After October 1, 2025***

**Business Hours for Center: Monday-Friday 8:00a.m.-5:00p.m.**

**University of Arkansas Community College Batesville (Affiliate)  
2005 White Dr. Batesville, AR 72501**

**Business Hours for Center: Monday-Friday 8:00a.m.-5:00p.m.**

**Ozarka Melbourne (Affiliate)  
2018 College Dr, Melbourne, AR 72556**

**Business Hours for Center: Monday-Friday 8:00a.m.-5:00p.m.**



Partner Program	Partner Organization	Authorization/ Category	Type of Presence	Contact Information
<i>WIOA Title I-B:</i> <b>Workforce Development Activities Adult, Dislocated Worker, and Youth Programs</b>	White River Planning & Development District, INC.	WIOA Title I Adult, Dislocated Worker, and Youth Programs	Physical: Monday-Friday 8:00a.m.- 5:00p.m.	Janet Smith P.O. Box 2396 Batesville, AR 72501 870-793-5233 <a href="mailto:jan@wrpdd.org">jan@wrpdd.org</a> <a href="http://www.ncaworks.com">www.ncaworks.com</a>
<i>WIOA Title I-B:</i> <b>Workforce Development Activities Adult, Dislocated Worker, and Youth Programs</b>	White River Planning & Development District, INC.	WIOA Title I Adult, Dislocated Worker, and Youth Programs	Physical: Monday-Friday 8:00a.m.- 5:00p.m.	Tonya Crawford Ozarka College (Affiliate) 2018 College Dr. Melbourne, AR 72556 870-368-2051 <a href="mailto:tonya@wrpdd.org">tonya@wrpdd.org</a> <a href="http://www.ncaworks.com">www.ncaworks.com</a>
<i>WIOA Title I-Job Corps</i>	Little Rock Job Corps Center	Job Corps, WIOA Title I, Subtitle C	Electronic: Monday-Friday 8:00a.m.- 5:00p.m. Physical: One Friday per month 8:00a.m.- 12:00p.m.	Kimberly Oliver 6900 Scott Hamilton Dr. Little Rock, AR 72209 501-618-2511 <a href="mailto:Oliver.Kimberly@jobcorps.org">Oliver.Kimberly@jobcorps.org</a> <a href="http://Littlerock.jobcorps.gov">Littlerock.jobcorps.gov</a>
<i>WIOA Title I- Youth Build</i> program	None in Area	WIOA—Title I, Section 171	Not applicable	None in Area
<i>WIOA Title I- Native American</i> programs	American Indian Centers of Arkansas	WIOA—Title I, Section 166	Electronic: Monday- Friday 8:00 a.m.— 5:00 p.m.	Star Jackson 400 W. Capitol Ave. Little Rock, AR 72201 501-666-9032 <a href="mailto:star@aicargo.org">star@aicargo.org</a> <a href="http://aicargo.org">aicargo.org</a>
<i>WIOA Title I- Migrant &amp; Seasonal Farmworker</i> programs	Arkansas Human Development Corporation	WIOA—Title I, Section 167	Electronic: Monday- Friday 8:00 a.m. — 5:00 p.m. Physical: One Friday per month 8:00 a.m. 12:00 p.m.	Clevon Young 300 S. Spring St. Suite 700 Little Rock, AR 72201 501-374-1103 <a href="mailto:cyoung@arhdc.org">cyoung@arhdc.org</a> <a href="http://arhdc.org">arhdc.org</a>



Partner Program	Partner Organization	Authorization/ Category	Type of Presence	Contact Information
<b>Adult Education and Family Literacy Act program (WIOA Title II)</b>	Arkansas State University-Beebe	WIOA Title II Adult Education and Family Literacy Act (AEFLA) program	Electronic: Monday-Friday 8:00 a.m. – 5:00 p.m.	Regina Ramey 1800 East Moore Ave. Searcy, AR 72143 501-207-6291 <a href="mailto:raramey@asub.edu">raramey@asub.edu</a> asub.edu
<b>Adult Education and Family Literacy Act program (WIOA Title II)</b>	University of Arkansas Community College Batesville	WIOA Title II Adult Education and Family Literacy Act (AEFLA) program	Physical: Monday-Friday 8:00 a.m.- 5:00 p.m.	Elizabeth Taylor 2005 White Dr. Batesville, AR 72501 870-612-2164 <a href="mailto:elizabeth.taylor@uaccb.edu">elizabeth.taylor@uaccb.edu</a> <a href="https://www.uaccb.edu/adult-education/">https://www.uaccb.edu/adult-education/</a>
<b>Wagner-Peyser/Employment Service program (WIOA Title III)</b>	Arkansas Workforce Connections	Wagner-Peyser Act (29 U.S.C. 49 et seq.) as amended by WIOA Title III	Physical: Monday-Friday 8:00 a.m. – 5:00 p.m.	Jennifer Pike 501 W. Arch Ave. Searcy, AR 72143 501-305-7234 <a href="mailto:Jennifer.pike@arkansas.gov">Jennifer.pike@arkansas.gov</a> Dws.arkansas.gov
<b>Vocational Rehabilitation program (WIOA Title IV)</b>	Arkansas Workforce Connections, <b>Arkansas Rehabilitation Services</b>	State Vocational Rehabilitation (VR) program, authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C.720 et seq.), as amended by title IV of WIOA	Physical: Monday-Friday 8:00 a.m.– 5:00 p.m.	Jada Washington 501 W. Arch Ave. Searcy, AR 72143 501-883-1490 <a href="mailto:Jada.Washington@arkansas.gov">Jada.Washington@arkansas.gov</a> Dws.arkansas.gov/ar-rehabilitation-services
<b>Vocational Rehabilitation program (WIOA Title IV)</b>	Arkansas Workforce Connections, <b>Division of Services for the Blind</b>	State Vocational Rehabilitation (VR) program, authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C.720 et seq.), as amended by title IV of WIOA	Electronic: Monday-Friday 8:00 a.m.– 5:00 p.m.	Amber Neal 2311 E. Nettleton Ave. Jonesboro, AR 72401 870-933-5060 <a href="mailto:Amber.neal@arkansas.gov">Amber.neal@arkansas.gov</a> Dws.arkansas.gov/services-for-the-blind
<b>Senior Community Service Employment program (SCSEP)</b>	American Association of Retired Persons Foundation (AARP)	Title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et. seq.)	Electronic: Monday-Friday 8:00 a.m.– 5:00 p.m.	Marty Hausam 3291 S. Thompson, Suite E101 Springdale, AR 72764 479-379-3001 <a href="mailto:mhausam@aarp.org">mhausam@aarp.org</a> aarp.org



Partner Program	Partner Organization	Authorization/ Category	Type of Presence	Contact Information
<b>Trade Adjustment Assistance (TAA)</b> program	Arkansas Workforce Connections	Trade Adjustment Assistance (TAA) auth. under Ch.2 of title II of the Trade Act of 1974 (19 U.S.C.2271 et seq.)	Electronic: Monday – Friday 8:00 a.m. – 4:30 p.m.	Kenneth Moore Arkansas Workforce Connections 501-682-3475 <a href="mailto:Kenneth.moore@arkansas.gov">Kenneth.moore@arkansas.gov</a> DWS.arkansas.gov
<b>Community Service Block Grant-</b> employment & training activities	Community Action Program for Central Arkansas (CAPCA)	Community Services Block Grant Act (42 U.S.C. 9901 et seq.)	Electronic: Monday-Friday 8:00 a.m.- 4:30 p.m.	Jennifer Welter 707 Robins St. Suite 118 Conway, AR 72034 501-329-3891 <a href="mailto:Jennifer.welter@capcainc.org">Jennifer.welter@capcainc.org</a> Capcainc.org
<b>*HUD Employment &amp; Training</b> activities	None in area	Housing and Urban Development regulations	Not applicable	None in area
<b>State Unemployment Insurance</b> program	Arkansas Workforce Connections	Unemployment Insurance (UI) programs under state unemployment compensation laws	Physical/ Electronic: Monday – Friday 8:00 a.m. – 4:30 p.m.	Kristen Rhodes Arkansas Workforce Connections 501-683-5366 <a href="mailto:Kristen.rhodes@arkansas.gov">Kristen.rhodes@arkansas.gov</a> Dws.arkansas.gov
<b>Supplemental Nutrition Assistance Program (SNAP)</b> Employment & Training	Arkansas State University- Beebe	Section 4022 of the Agricultural Act of 2014	Electronic: Monday-Friday 8:00 a.m. – 4:30 p.m.	LaJeana Carroll 1800 East Moore Ave. Searcy, AR 72143 501-207-6295 <a href="mailto:lmcarroll@asub.edu">lmcarroll@asub.edu</a> Asub.edu
<b>Career and Technical Education</b> programs at the postsecondary level	Arkansas State University - Beebe	Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.)	Electronic: Monday – Friday 8:00 a.m.– 4:30 p.m.	Dr. Cheryl Wiedmaier 1000 Iowa St. Beebe, AR 72012 501-882-8920 <a href="mailto:cdwiedmaier@asub.edu">cdwiedmaier@asub.edu</a> asub.edu

### Additional One-Stop Partners

Other Entities that carry out a workforce development program, including Federal, State, or Local programs and programs in the private sector, may serve as additional Partners



in the Arkansas Workforce Center network if the Local Board and chief elected official(s) approve the entity's participation.

### **Partner Services**

At a minimum, Partners will make the below services available, if applicable to the program, consistent with and coordinated via the Arkansas Workforce Center network system. Additional services may be provided on a case-by-case basis and with the approval of the Local Board and the CEO.

Each Partner will provide a representative to the Workforce Business Services Team. The purpose of a Business Services Team is to coordinate the available services of each Partner to provide appropriate services to businesses and to create a single point of contact for businesses.

Each Partner will provide the following services within the Searcy Workforce Center, either on-site or electronically, as applicable to the represented programs:

- Serve as a single point of contact for businesses, responding to all requests in a timely manner.
- Provide information and services related to Unemployment insurance taxes and claims.
- Assist with disability and communication accommodations, including job coaches.
- Conduct outreach regarding Local work system's services and products.
- Conduct on-site Rapid Response activities regarding closures and downsizings.
- Develop on-the-Job Training (OJT) contracts, incumbent worker contracts, or pay-for-services.
- Provide employer and industry cluster-driven Occupational Skills Training through Individual Training Accounts with eligible training providers.
- Assist with the interpretation of labor market information.
- Conduct job fairs.
- Develop customized training opportunities to meet specific employer and/or industry cluster needs.
- Use of one-stop center facilities for recruiting and interviewing job applicants
- Consult on human resources issues.
- Coordinate with employers to develop and implement layoff aversion strategies.
- Post job vacancies in the state labor exchange system and take and fill job orders.



- Provide information regarding disability awareness issues.
- Provide incumbent worker upgrade training through various modalities.
- Provide information regarding workforce development initiatives and programs.
- Provide information regarding assistive technology and communication accommodations.
- Develop, convene, or implement industry or sector partnerships.

## **Job Seeker Services**

For those partners offering Job Seeker Services the following is a non-exclusive list of services required.

- **Basic Career Services**
  - Outreach, intake and orientation to the information, services, programs, tools, and resources available through the Local workforce system
  - Initial assessments of skill level(s), aptitudes, abilities, and supportive service needs
  - In and out of area job search and placement assistance (including provision of information on in-demand industry sectors and occupations and non-traditional employment)
  - Access to employment opportunity and labor market information
  - Performance information and program costs for eligible providers of training, education, and workforce services
  - Information on performance of the Local workforce system
  - Information on the availability of supportive services and referral to such, as appropriate
  - Information and meaningful assistance on Unemployment Insurance claim filing
  - Determination of potential eligibility for workforce Partner services, programs, and referral(s)
  - Information and assistance in applying for financial aid for training and education programs not provided under WIOA



- **Individualized Career Services**

- Comprehensive and specialized assessments of skills levels and service needs
- Development of an individual employability development plan to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the customer to achieve the employment goals
- Referral to training services
- Group counseling
- Literacy activities related to work readiness
- Individual counseling and career planning
- Case management for customers seeking training services; individual in and out of area job search, referral, and placement assistance
- Work experience, transitional jobs, registered apprenticeships, and internships
- Workforce preparation services (e.g., development of learning skills, punctuality, communication skills, interviewing skills, personal maintenance, literacy skills, financial literacy skills, and professional conduct) to prepare individuals for unsubsidized employment or training

- **Training**

- Occupational skills training through Individual Training Accounts (ITAs)
- Adult education and literacy activities, including English language acquisition (ELA), provided in combination with the training services described above
- On-the-Job Training (OJT)
- Incumbent Worker Training
- Programs that combine workplace training with related instruction which may include cooperative education Training programs operated by the private sector
- Skill upgrading and retraining
- Entrepreneurial training
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training
- Other training services as determined by the workforce partner's governing rules



## **Roles and Responsibilities of Partners**

The Parties to this agreement will work closely together to ensure that all Local Area Arkansas Workforce Centers are high performing workplaces with staff who will ensure quality of service.

## **All Parties**

All Parties to this agreement shall comply with:

- Section 188 of the WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38; Final Rule, published December 2, 2016),
- Title VI of the Civil Rights Act of 1964 (Public Law 88-352),
- Section 504 of the Rehabilitation Act of 1973, as amended,
- The Americans with Disabilities Act of 1990 (Public Law 101-336),
- The Jobs for Veterans Act (Public Law 107-288) pertaining to priority of service in programs funded by the U.S. Department of Labor,
- Training and Employment Guidance Letter (TEGL) 37-14, Update on Complying with Nondiscrimination Requirements: Discrimination Based on Gender Identity, Gender Expression and Sex Stereotyping are Prohibited Forms of Sex Discrimination in the Workforce Development System and other guidance related to implementing WIOA sec. 188,
- The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR part 99),
- Confidentiality requirements governing the protection and use of personal information held by the VR agency (34 CFR 361.38),
- The confidentiality requirements governing the use of confidential information held by the State UI agency (20 CFR part 603),
- All amendments to each, and all requirements imposed by the regulations issued pursuant to these acts.

The above provisions require, in part, that no persons in the United States shall, on the grounds of race, color, national origin, sex, sexual orientation, gender identity and/or expression, age, disability, political beliefs or religion be excluded from participation in, or denied, any aid, care, services or other benefits provided by federal and/or state funding, or otherwise be subjected to discrimination.



Additionally, all Parties shall:

- Collaborate and reasonably assist each other in the development of necessary service delivery protocols for the services outlined in the Partner Services section above,
- Agree that the provisions contained herein are made subject to all applicable federal and state laws, implementing regulations, and guidelines imposed on either or all Parties relating to privacy rights of customers, maintenance of records, and other confidential information relating to customers, and
- Agree that all equipment and furniture purchased by any party for the purposes described herein shall remain the property of the purchaser after the termination of this agreement.

### **Chief Elected Official**

The CEO's will, at minimum:

- In Partnership with the Local Board and other applicable Partners within the planning region, develop and submit a single regional and/or local plan that includes a description of the activities that shall be undertaken by all Local Boards and their Partners, and that incorporates plans for each of the Local areas in the planning region, if applicable
- Approve the Local Board budget and workforce center cost allocation plan,
- Approve the selection of the one-stop operator following the competitive procurement process, and
- Coordinate with the Local Board to oversee the operations of the Local Area Arkansas Workforce Center network.

### **Local Board**

The Local Board ensures the workforce-related needs of employers, workers, and job seekers in the Local Area and/or the region are met, to the maximum extent possible with available resources. The Local Board will, at a minimum:

- In Partnership with the CEOs and other applicable Partners within the Local Area, develop and submit a Local Area plan that includes a description of the activities that shall be undertaken by the Local Board and its Partners, and that aligns its strategic vision, goals, objectives, and workforce-related policies to the regional plan and economy,

- In Partnership with the CEOs and other applicable Partners within the planning region, develop and submit a single regional plan that includes a description of the activities that shall be undertaken by all Local Boards and their Partners, and that incorporates plans for each of the Local areas in the planning region,
- In collaboration and Partnership with the CEOs and other applicable Partners within the planning region, develop the strategic regional vision, goals, objectives, and workforce related policies,
- In cooperation with the Local CEOs and the other Local Boards within the regional area, design and approve the Arkansas Workforce Center network structure. This includes, but is not limited to:
  - Adequate, sufficient, and accessible one-stop center locations and facilities
  - Sufficient numbers and types of providers of career and training services (Including eligible providers with expertise in assisting individuals with disabilities and eligible providers with expertise in assisting adults in need of adult education and literacy activities),
  - A holistic system of supporting services, and
  - One or more competitively procured one-stop operators.
- In collaboration with the CEOs, designate through a competitive process, oversee, monitor, implement corrective action, and, if applicable, terminate the one-stop operator(s)
- Determine the role and day-to-day duties of the one-stop operator,
- Approve annual budget allocations for operation of the Arkansas Workforce Center network,
- Help the one-stop operator recruit operational Partners and negotiate MOUs with new Partners,
- Leverage additional funding for the Arkansas Workforce Center network to operate and expand one-stop customer activities and resources,
- Review and evaluate performance of the Local Area and one-stop operator.

### **Local Workforce Development Board Staff**

Specific responsibilities include, at minimum:

- Assist the CEO and the Local Board with the development and submission of a single regional and local plan,
- Support the Local Board with the implementation and execution of the regional vision, goals, objectives, and workforce-related policies, including all duties outlined above,



- Provide operational and grant-specific guidance to the one-stop operator,
- Investigate and resolve elevated customer complaints and grievance issues,
- Prepare regular reports and recommendations to the Local Board, and
- Oversee negotiations and maintenance of MOUs with one-stop Partners.

### **One-Stop Operator**

The One-stop operator will assist the Local Board in establishing and maintaining the Arkansas Workforce Center network structure. This includes but is not limited to:

- Ensuring that State requirements for center certification are met and maintained,
- Ensuring that career services such the ones outlined in WIOA sec. 134(c)(2) are available and accessible,
- Ensuring that documentation for WIOA grant expenditures are maintained in accordance with 2 C.F.R. 200 et seq.,
- Ensuring that Local Board policies are implemented and adhered to,
- Adhering to the provisions outlined in the contract with the Local Board and the Local Board Business Plan,
- Reinforcing strategic objectives of the Local Board to Partners, and
- Ensuring staff are properly trained by their formal leadership organizations and provided technical assistance, as needed.
- Integrating systems and coordinating services for the center and its Partners, placing priority on customer service. Integrated Workforce Service Delivery, as defined by WIOA, means organizing and implementing services by function (rather than by program), when permitted by a program's authorizing statute and as appropriate, and by coordinating policies, staff communication, capacity building, and training efforts.
- Aligning activities functionally, e.g., Skills Development Team or Business Services Team.
- Ensuring service integration focuses on serving all customers seamlessly (including targeted populations) by providing a full range of services staffed by cross-functional teams, consistent with the purpose, scope, and requirements of each program. The services are seamless to the customer, meaning the services are free of cumbersome transitions or duplicative registrations from one program service to another and there is smooth customer flow to access the array of services available in the workforce center.
- Overseeing and coordinating partner, program, and Arkansas Workforce Center network performance. This includes but is not limited to:



- Providing and/or contributing to reports of center activities, as requested by the Local Board,
- Identifying and facilitating the timely resolution of complaints, problems, and other issues,
- Collaborating with the Local Board on efforts designed to ensure the meeting of program performance measures, including data sharing procedures to ensure effective data matching, timely data entry into the case management systems, and coordinated data batch downloads (while ensuring the confidentiality requirements of FERPA, 34 CFR 361.38, and 20 CFR part 603),
- Ensuring open communication with the formal leader(s) in order to facilitate efficient and effective center operations,
- Evaluating customer satisfaction data and propose service strategy changes to the Local Board based on findings.
- Managing fiscal responsibilities and records for the center. This includes assisting the Local Board with cost allocations and the maintenance and reconciliation of one-stop center operation budgets.

The one-stop operator will not assist in the development, preparation, and submission of Local plans. They cannot manage or assist in future competitive processes for selecting operators or select or terminate one-stop operators, career services providers, or Youth providers. The operator cannot negotiate local performance accountability measures or develop and submit budgets for activities of the Local Board. The Local Board is responsible for the negotiated performance measures, strategic planning, budgets, and one-stop operator oversight (including monitoring).

## **Partners**

Each Partner commits to cross-training of staff, as appropriate, and to providing other professional learning opportunities that promote continuous quality improvement. Partners will further promote system integration to the maximum extent feasible through:

- Provide access to its programs or activities through the workforce center system,
- Provide applicable career services,
- Effective communication, information sharing, and collaboration with the one-stop operator in accordance with Ark. Code Ann. 11-10-314 et seq,
- Joint planning, policy development, and system design processes,



- Commitment to the joint mission, vision, goals, strategies, and performance measures,
- The design and use of common intake, assessment, referral, and case management processes,
- The use of common and/or linked data management systems and data sharing methods,
- as appropriate,
- Leveraging of resources, including other public agency and non-profit organization services.
- Participation in a continuous improvement process designed to boost outcomes and increase customer satisfaction, and
- Participation in regularly scheduled Partner meetings to exchange information in support of the above and encourage program and staff integration.

## **Data Sharing**

Partners agree that the use of high-quality, integrated data is essential to inform decisions made by policymakers, employers, and job seekers. Additionally, it is vital to develop and maintain an integrated case management system, as appropriate, that informs customer service throughout customers' interaction with the integrated system and allows information collected from customers at intake to be captured once. Partners further agree that the collection, use, and disclosure of customers' personally identifiable information (PII) is subject to various requirements set forth in Federal and State privacy laws. Partners acknowledge that the execution of this MOU, by itself, does not function to satisfy all of these requirements. All data, including customer PII, collected, used, and disclosed by Partners will be subject to the following:

- Customer PII will be properly secured in accordance with the Local Board's policies and procedures regarding the safeguarding of PII.
- The collection, use, and disclosure of customer education records, and the PII contained therein, as defined under FERPA, shall comply with FERPA and applicable State privacy laws.
- All confidential data contained in UI wage records must be protected in accordance with the requirements set forth in 20 CFR part 603 and Ark. Code Ann. 11-10-314 et seq.
- All personal information contained in VR records must be protected in accordance with the requirements set forth in 34 CFR 361.38.



- Customer data may be shared with other programs, for those programs' purposes, within the Arkansas Workforce Center network only after the informed written consent of the individual has been obtained, where required.
- Customer data will be kept confidential, consistent with Federal and State privacy laws and regulations.
- All data exchange activity will be conducted in machine readable format, such as HTML or PDF, for example, and in compliance with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794 (d)). All one-stop center and Partner staff will be trained in the protection, use, and disclosure requirements governing PII and any other confidential data for all applicable programs, including FERPA-protected education records, confidential information in UI records, and personal information in VR records.

### **Confidentiality**

All Parties expressly agree to abide by all applicable Federal, State, and local laws and regulations regarding confidential information, including Personally Identifiable Information (PII) from educational records, such as but not limited to 20 CFR Part 603, 45 CFR Section 205.50, 20 USC 1232g and 34 CFR part 9934 CFR 361.38, and Ark. Code Ann. 11-10-314 et seq., as well as any applicable State and local laws and regulations. In addition, in carrying out their respective responsibilities, each Party shall respect and abide by the confidentiality policies and legal requirements of all of the other Parties.

Each Party will ensure that the collection and use of any information, systems, or records that contain PII, and other personal or confidential information will be limited to purposes that support the programs and activities described in this MOU and will comply with applicable law.

Each Party will ensure that access to software systems and files under its control that contain PII, or other personal or confidential information will be limited to authorized staff members who are assigned responsibilities in support of the services and activities described herein and will comply with applicable law. Each Party expressly agrees to take measures to ensure that no PII or other personal or confidential information is accessible by unauthorized individuals.

To the extent that confidential, private, or otherwise protected information needs to be shared amongst the Parties for the Parties' performance of their obligations under this MOU, and to the extent that such sharing is permitted by applicable law, the appropriate data sharing agreements will be created and required confidentiality and ethical certifications will be signed by authorized individuals. With respect to



confidential unemployment insurance information, any such data sharing must comply with all of the requirements in 20 CFR Part 603, including but not limited to requirements for an agreement consistent with 20 CFR 603.10, payments of costs, and permissible disclosures, as well as relevant State laws regarding unemployment insurance information.

With respect to the use and disclosure of FERPA-protected customer education records and the PII contained therein, any such data sharing agreement must comply with all of the requirements set forth in 20 U.S.C. § 1232g and 34 CFR Part 99. With respect to the use and disclosure of personal information contained in VR records, any such data sharing agreement must comply with all of the requirements set forth in 34 CFR 361.38.

## **Referrals**

The primary principle of the referral system is to provide integrated and seamless delivery of services to workers, job seekers, and employers. In order to facilitate such a system, Partners agree to:

- Familiarize themselves with the basic eligibility and participation requirements, as well as with the available services and benefits offered, for each of the Partners' programs represented in the Local Area Arkansas Workforce Center network,
- Develop materials summarizing their program requirements and making them available for Partners and customers,
- Develop and utilize common intake, eligibility determination, assessment, and registration forms or systems, with the exception of the Arkansas Division of Workforce Services, its employees or facilities,
- Provide substantive referrals - in accordance with the Local Area Referral Policy –
  - See attachment A

to customers who are eligible for supplemental and complementary services and benefits under partner programs,

- Regularly evaluate ways to improve the referral process, including the use of customer satisfaction surveys,
- Commit to robust & ongoing communication required for an effective referral process, and
- Commit to actively follow up on the results of referrals and assuring that Partner resources are being leveraged at an optimal level.



## **Accessibility**

Accessibility to the services provided by the Arkansas Workforce Centers and all Partner agencies is essential to meeting the requirements and goals of the Arkansas Workforce Center network. Job seekers and businesses must be able to access all information relevant to them via visits to physical locations as well as in virtual spaces, regardless of gender, age, race, religion, national origin, disability, veteran's status, or on the basis of any other classification protected under state or federal law.

### **Physical Accessibility**

One-stop centers will maintain a culture of inclusiveness and the physical characteristics of the facility, both indoor and outdoor, will meet the ADA Standards for Accessible Design or subsequent federal standards. Services will be available in a convenient and accessible location, taking into account reasonable distance from public transportation and adequate parking (including parking clearly marked for individuals with disabilities). Indoor space will be designed in an "equal and meaningful" manner providing access for individuals with disabilities.

### **Virtual Accessibility**

The Local Board will work with the Arkansas Workforce Development Board (State Board) to ensure that job seekers and businesses have access to the same information online as they do in a physical facility. Information must be clearly marked and compliant with Section 508 of the U.S. Department of Health and Human Services codes. Partners will comply with the Plain Writing Act of 2010, the law that requires that federal agencies use "clear Government communication that the public can understand and use" and all information kept virtually will be updated regularly to ensure dissemination of correct information. Partners should either have their own web presence via a website and/or the use of social media or work out a separate agreement with the Local Board to post content through its website or the State Board website.

### **Communication Accessibility**

Communications access, for purposes of this MOU, means that individuals with sensory disabilities can communicate (and be communicated with) on an equal footing with those who do not have such disabilities. All Partners agree that they will include methods to ensure the needs of individuals with barriers is addressed, including access to technology and materials available through the one-stop system. They will provide accommodations for individuals who have communication challenges, including but not limited to individuals who are deaf and hard of hearing, individuals with vision impairments, individuals with speech language impairments, and individuals with limited English proficiency.



- Display signs and posters in common areas, reception desks, and near entrances informing customers about the availability of accommodations.
- Information about accommodations is included in application forms and other paperwork provided to customers.
- Staff assistance is available to help individuals fill out forms or articulate their needs.
- Ensuring that requests for modifications are addressed promptly and efficiently.
- Assessing each request on a case-by-case basis to determine the most appropriate modification.
- A survey is also in place for customers to provide their feedback if they requested modifications.

### **Programmatic Accessibility**

All Partners agree that they will not discriminate in their employment practices or services on the basis of gender, gender identity and/or expression, age, race, religion, national origin, disability, veteran's status, or on the basis of any other classification protected under state or federal law. Partners must assure that they have policies and procedures in place to address these issues, and that those policies and procedures have been disseminated to their employees and otherwise posted as required by law. Partners further assure that they are currently in compliance with all applicable state and federal laws and regulations regarding these issues. All Partners will cooperate with compliance monitoring that is conducted at the Local level to ensure that all Arkansas Workforce Center programs, services, technology, and materials are physically and programmatically accessible and available to all.

Additionally, staff members will be trained to provide services to all, regardless of range of abilities, mobility, age, language, learning style, or comprehension or education level. An interpreter will be provided in real time or, if not available, within a reasonable timeframe to any customer with a language barrier. Assistive devices, such as screen-reading software programs (e.g., JAWS, DRAGON, or MAGic) and assistive listening devices must be available to ensure physical and programmatic accessibility within the Arkansas Workforce Center network.

### **Outreach**

The Local Board and its Partners will develop and implement a strategic outreach plan that will include, at a minimum:

- Specific steps to be taken by each partner,
- An outreach plan to the region's human resources professionals,



- An outreach and recruitment plan to the region's job seekers, including targeted efforts for populations most at-risk or most in need,
- An outreach and recruitment plan for out-of-school youth,
- Sector strategies and career pathways,
- Connections to registered apprenticeship,
- A plan for messaging to internal audiences,
- An outreach tool kit for Partners,
- Regular use of social media,
- Clear objectives and expected outcomes, and
- Leveraging of any statewide outreach materials relevant to the region.

## **Dispute Resolution**

The following section details the dispute resolution process designed for use by the Partners when unable to successfully reach an agreement necessary to satisfy the requirements of the MOU in accordance with WIOA § 181(c) and 20 C.F.R. 683

(Note: This is separate from the Local Area Customer Grievance and Complaint Management Policy.) A disagreement is considered to have reached the level of dispute resolution when an issue arises regarding the terms, conditions, or performance requirements of the MOU that cannot be resolved by agreement of the Parties. It is the responsibility of the Local Board Chair (or designee) to coordinate the MOU dispute resolution to ensure that issues are resolved appropriately. Any party to the MOU may seek resolution under this process.

1. Parties are advised to actively participate in Local negotiations in a good faith effort to reach agreement. Any disputes shall first be attempted to be resolved informally.
2. Should informal resolution efforts fail, the dispute resolution process must be formally initiated by the petitioner seeking resolution. The petitioner must send a notification to the Local Board Chair (or designee) and all Parties to the MOU regarding the conflict within 10 business days from the date that it is determined that agreement cannot be reached.
3. The Local Board Chair (or designee) shall place the dispute on the agenda of a special meeting of the Local Board's Executive Committee. The Executive Committee shall attempt to mediate and resolve the dispute. Disputes shall be resolved by a two-thirds majority consent of the Executive Committee members present.



4. The decision of the Executive Committee shall be final and binding unless such a decision is in contradiction of applicable State and Federal laws or regulations governing the Partner agencies.
5. The right of appeal no longer exists when a decision is final. Additionally, final decisions will not be precedent-setting or binding on future conflict resolutions unless they are officially stated in this procedure.
6. The Executive Committee must provide a written response and dated summary of the proposed resolution to all Parties to the MOU.

## **Monitoring**

The Local Board, or its designated staff, officials from the State and Local administrative entities, the U.S. Departments of Labor, Education, and Health and Human Services have the authority to conduct fiscal and programmatic monitoring to ensure that:

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

All Parties to this MOU should expect regular fiscal and programmatic monitoring to be conducted by each of the above entities, as appropriate.

## **Non-Discrimination and Equal Opportunity**

All Parties to this MOU certify that they prohibit, and will continue to prohibit, discrimination, and they certify that no person, otherwise qualified, is denied employment, services, or other benefits on the basis of: (i) political or religious opinion or affiliation, marital status, sexual orientation, gender, gender identification and/or expression, race, color, creed, or national origin; (ii) sex or age, except when age or sex constitutes a bona fide occupational qualification; or (iii) the physical or mental disability of a qualified individual with a disability.

The Parties specifically agree that they will comply with Section 188 of the WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38; Final Rule



December 2, 2016), the Americans with Disabilities Act (42 U.S.C. 12101 et seq.), the Non-traditional Employment for Women Act of 1991, titles VI and VII of the Civil Rights of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1967, as amended, title IX of the Education Amendments of 1972, as amended, and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR Part 37 and 38.

### **Indemnification**

With the exception of the Arkansas Division of Workforce Services, its employees or facilities, all Parties to this MOU recognize the Partnership consists of various levels of government, not for-profit, and for-profit entities. Each party to this agreement shall be responsible for injury to persons or damage to property resulting from negligence on the part of itself, its employees, its agents, or its officers. No Partner assumes any responsibility for any other party, State, or non-State, for the consequences of any act or omission of any third party. The Parties acknowledge the Local Board, and the one-stop operator have no responsibility and/or liability for any actions of the one-stop center employees, agents, and/or assignees. Likewise, the Parties have no responsibility and/or liability for any actions of the Local Board or the one-stop operator. Any claims against the state workforce agency must be made through the Arkansas Claims Commission. Nothing in this MOU should be construed as a waiver of the Arkansas Division of Workforce Services' sovereign immunity.

### **Severability**

If any part of this MOU is found to be null and void or is otherwise stricken, the rest of this MOU shall remain in force.

### **Drug and Alcohol-free Workplace**

All Parties to this MOU certify they will comply with the Drug-Free Workplace Act of 1988, 41 U.S.C. 702 et seq., and 2 CFR part 182 which require that all organizations receiving grants from any Federal agency maintain a drug-free workplace. The recipient must notify the awarding office if an employee of the recipient is convicted of violating a criminal drug statute. Failure to comply with these requirements may be cause for suspension or debarment under 2 CFR part 180, as adopted by the U.S. Department of Education at 2 CFR 3485, and the U.S. Department of Labor regulations at 29 CFR part 94.



### **Certification Regarding Lobbying**

All Parties shall comply with the Byrd Anti-Lobbying Amendment (31 U.S.C. Section 1352), 29 C.F.R. Part 93, and 34 CFR part 82, as well as the requirements in the Uniform Guidance at 2 CFR 200.450. The Parties shall not lobby federal entities using federal funds and will disclose lobbying activities as required by law and regulations.

### **Debarment and Suspension**

All Parties shall comply with the debarment and suspension requirements (E.O. 12549 and 12689) and 2 CFR part 180 and as adopted by the U.S. Department of Labor at 29 CFR part 2998 and by the U.S. Department of Education at 2 CFR 3485.

### **Priority of Service**

All Parties certify that they will adhere to all statutes, regulations, policies, and plans regarding priority of service, including, but not limited to, priority of service for veterans and their eligible spouses, and priority of service for the WIOA Title I Adult program, as required by 38 U.S.C. sec. 4215 and its implementing regulations and guidance, and WIOA sec. 134(c)(3)(E) and its implementing regulations and guidance. Partners will target recruitment of special populations that receive a focus for services under WIOA, such as individuals with disabilities, low-income individuals, basic skills deficient youth, English language learners, and others with barriers to employment.

### **Non-Assignment**

Except as otherwise indicated herein, no Party may, during the term of this MOU or any renewals or extensions of this MOU, assign or subcontract all or any part of the MOU without prior written consent of all other Parties.

### **Governing Law**

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



## **Modification Process**

Renewal of an MOU requires all parties to review and agree to all elements of the MOU and resign the MOU. An amendment or modification of the MOU must be in writing and must be signed by all parties. When the MOU is amended or modified *all* entities will be required to resign the new version of the MOU. If a new member or CEO is added to the MOU, only *that* member or CEO is required to sign the new MOU, as long as the MOU they are signing is the latest approved version of the MOU. For reference, MOU guidance can be found at (20 CFR 678.SOO(b)(6), (d), and (e); 34 CFR 361.SOO(b)(6), (d), and (e); and 34 CFR 463.SOO(b)(6), (d), and (e)).

The Infrastructure Funding Agreement (IFA) is considered a separate addendum to this MOU; and changes to the IFA do not necessarily constitute an amendment or modification to the MOU. The IFA governs costs associated not only to partners who are physically located within the workforce centers, but partners who are connected electronically with the workforce centers. Each local area must determine how infrastructure costs are charged to each partner in proportion to the partner's use of the one-stop center and relative benefit received.

Merely updating the IFA by reflecting changes in partner occupancy does not require renewal of the MOU.

*The following steps will be taken to modify the MOU:*

### **Notification**

When a Partner wishes to modify the MOU, the Partner must first provide written notification to all signatories of the existing MOU and outline the proposed modification(s).

### **Discussion/Negotiation**

Upon notification, the Local Board Chair (or designee) must ensure that discussions and negotiations related to the proposed modification take place with Partners in a timely manner and as appropriate. Depending upon the type of modification, the modification can be accomplished through electronic communication among all the Parties. If the proposed modification is extensive and is met with opposition, the Local Board Chair (or designee) may need to call a meeting of the Parties to resolve the issue. Upon agreement of all Parties, a modification will be processed.



If the modification involves substitution of a party that will not impact any of the terms of the agreement, it can be accomplished by the original party and the new party entering into an MOU that includes the Local Board, wherein the new party assumes all of the rights and obligations of the original party. Upon execution, the Local Board Chair (or designee) presents the agreement as a proposed modification to the MOU, and the remaining steps are followed.

If determined that a Partner is unwilling to agree to the MOU modification, the Local Board chair (or designee) must ensure that the process in the Dispute Resolution section is followed.

### **Signatures**

The Local Board Chair (or designee) must immediately circulate the MOU modification and secure Partner signatures. The modified MOU will be considered fully executed once all signatories have reviewed and signed.

The modification may be signed in counterparts, meaning each signatory can sign a separate document as long as the Local Board Chair (or designee) acquires signatures of each party and provides a complete copy of the modification with each party's signature to all the other Parties.

### **Termination**

This MOU will remain in effect until the end date specified in the Effective Period section below, unless:

- All Parties mutually agree to terminate this MOU prior to the end date. Federal oversight agencies charged with the administration of WIOA are unable to appropriate funds or if funds are not otherwise made available for continued performance for any fiscal period of this MOU succeeding the first fiscal period. If there is a risk of termination pursuant to this provision, the party unable to perform shall notify the other Parties as soon as the party has knowledge that funds may be unavailable for the continuation of activities under this MOU.
- WIOA is repealed or superseded by subsequent federal law.
- Local area designation is changed under WIOA.
- A party breaches any provision of this MOU, and such breach is not cured within thirty (30) days after receiving written notice from the Local Board Chair (or designee) specifying such breach in reasonable detail. In such an event, the non-breaching party(s) shall have the right to terminate this MOU by



giving written notice thereof to the party in breach, upon which termination will go into effect immediately.

In the event of termination, the Parties to the MOU must convene within thirty (30) days after the breach of the MOU to discuss the formation of the successor MOU. At that time, allocated costs must be addressed. Any party may request to terminate its inclusion in this MOU by following the modification process identified in the Modification Process section above. All parties agree that this MOU shall be reviewed and renewed the lessor of every four years or whenever a new one stop operator is selected.

### **Effective Period**

This MOU is entered into on July 1, 2023. This MOU will become effective as of the date of signing by the final signatory below and must terminate on June 30, 2026, unless any of the reasons in the Termination section above apply.

### **One-Stop Operating Budget**

The purpose of this section is to establish a financial plan, including terms and conditions, to fund the services and operating costs of the Local Area Arkansas Workforce Center network. The Parties to this MOU agree that joint funding is a necessary foundation for an integrated service delivery system. The goal of the operating budget is to develop a funding mechanism that:

- Establishes and maintains the Local workforce delivery system at a level that meets the needs of the job seekers and businesses in the Local area,
- Reduces duplication and maximizes program impact through the sharing of services, resources, and technologies among Partners (thereby improving each program's effectiveness),
- Reduces overhead costs for any one partner by streamlining and sharing financial,
- procurement, and facility costs, and
- Ensures that costs are appropriately shared by Arkansas Workforce Center Partners by determining contributions based on the proportionate use of the one-stop centers and relative benefits received and requiring that all funds are spent solely for allowable purposes in a manner consistent with the applicable authorizing statutes and all other applicable legal requirements, including the Uniform Guidance.



The Partners consider this one-stop operating budget the master budget that is necessary to maintain the Local Area's high-standard Arkansas Workforce Center network. It includes the following cost categories, as required by WIOA and its implementing regulations:

- Infrastructure costs,
- Career services, and
- Shared services.

All costs must be included in the MOU, allocated according to Partners' proportionate use and relative benefits received, and reconciled on a quarterly basis against actual costs incurred and adjusted accordingly. The one-stop operating budget is expected to be transparent and negotiated among Partners on an equitable basis to ensure costs are shared appropriately. All Partners must negotiate in good faith and seek to establish outcomes that are reasonable and fair.

The One-Stop Budget for Searcy Arkansas Workforce Center is itemized as follows:

- See Attachment B
- See Attachment C

The Infrastructure Funding Agreements (IFAs) and Operating Budgets will be implemented in accordance with the timelines established by the U. S. Department of Labor's Training and Employment Guidance Letter (TEGL) 17-16 and its' subsequent changes or guidance provided by the U.S. Department of Labor and may require a modification to this MOU to incorporate the changes.

## **Signatures**

By signing below, you agree to comply with the terms of this agreement. Person(s) signing this MOU on behalf of a Party swear and affirm that they are authorized to act on behalf of such Party and acknowledge that the other Parties are relying on their representations to that effect.



Program Name: North  
Central W.I.O.A.  
Name, Title: Janet Smith,  
Executive Director  
Organization: White River  
Planning and Development  
District, Inc.

Janet Smith 10/04/23  
Signature Date

Program Name: Adult  
Education- Title II  
Name, Title: Trenia Miles,  
Director  
Organization: ADWS- Adult  
Education

\_\_\_\_\_  
Signature Date

Program Name: Arkansas  
Rehabilitation Services  
Name, Title: Joseph  
Baxter, Commissioner  
Organization: ARS

\_\_\_\_\_  
Signature Date

Program Name: Division of  
Services for the Blind  
Name, Title: Cassondra  
Williams-Stokes, Director  
Organization: Division of  
Services for the Blind

\_\_\_\_\_  
Signature Date

Program Name: Temporary  
Assistance for Needy  
Families  
Name, Title: Phil Harris,  
Director  
Organization: Arkansas  
Department of Human  
Services

\_\_\_\_\_  
Signature Date

Program Name: Job Corps

Name, Title: Neal Randol,  
Center Director  
Organization: Job Corps

\_\_\_\_\_  
Signature Date

Program Name: Indian and  
Native American Programs

Name, Title: Star Jackson,  
Executive Director  
Organization: American  
Indian Center of Arkansas

\_\_\_\_\_  
Signature Date

Program Name:  
Community Service Block  
Grant Act  
Name, Title: Jennifer  
Welter, Executive Director  
Organization: Community  
Action Program for Central  
Arkansas

\_\_\_\_\_  
Signature Date



Signatures

By Signing below, you agree to comply with the terms of this agreement.



North Central Arkansas  
Workforce Development Board Chair  
Typed Name: Gayle Cooper



Date



North Central Arkansas  
Chief Elected Official Chair  
Typed Name: Rick Elumbaugh



Date

\_\_\_\_\_  
Signature Date

**Partner Program** \_ Adult, DLW, Youth \_  
Organization \_CAPDD\_  
Printed Name \_Rodney Larsen\_  
Title \_Executive Director\_

\_\_\_\_\_  
Signature Date

**Partner Program** \_\_\_\_\_  
Organization \_\_\_\_\_  
Printed Name \_\_\_\_\_  
Title \_\_\_\_\_

\_\_\_\_\_  
Signature Date

**Partner Program** \_\_\_\_\_  
Organization \_\_\_\_\_  
Printed Name \_\_\_\_\_  
Title \_\_\_\_\_

\_\_\_\_\_  
Signature Date

\_\_\_\_\_  
Signature Date

**Partner Program** SCSEP  
Organization AARP Foundation  
Printed Name: Demetri Antzoulatos  
Title: VP Finance, Grants, and Operations

DocuSigned by:  
Demetri Antzoulatos 7/1/2024  
\_\_\_\_\_  
Signature Date

**Partner Program** \_\_\_\_\_  
Organization \_\_\_\_\_  
Printed Name \_\_\_\_\_  
Title \_\_\_\_\_

\_\_\_\_\_  
Signature Date

**Partner Program** \_\_\_\_\_  
Organization \_\_\_\_\_  
Printed Name \_\_\_\_\_  
Title \_\_\_\_\_

\_\_\_\_\_  
Signature Date



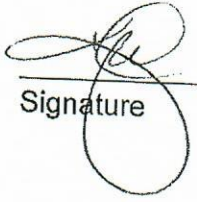
Memorandum of Understanding (MOU)  
for the North Central Arkansas Workforce Development Area Arkansas  
Workforce Center Operations  
FY24, FY25, FY26

Kimberly OLIVER  
Printed Name

LITTLE ROCK JTB CORPS  
Organization

CENTER DIRECTOR  
Title

WIOA  
Partner Program

  
Signature

10 15 2024  
Date

**Memorandum of Understanding (MOU)**  
**for the North Central Arkansas Workforce Development Area Arkansas**  
**Workforce Center Operations**

**FY24, FY25, FY26**

Clevon Young  
Printed Name

Arkansas Human Development Corp.  
Organization

Executive Director  
Title

National Farmworker Jobs Program  
Partner Program

Clevon Young  
Signature

10/15/2024  
Date



Memorandum of Understanding (MOU)

for the North Central Arkansas Workforce Development Area Arkansas  
Workforce Center Operations

FY24, FY25, FY26

Star Jackson

Printed Name

American Indian Center of Ar.

Organization

Executive Director

Title

WIOA / WORC

Partner Program

Star Jackson

Signature

11/18/2024

Date

**Memorandum of Understanding (MOU)**  
**for the North Central Arkansas Workforce Development Area Arkansas**  
**Workforce Center Operations**  
**FY24, FY25, FY26**

Kristen Rhodes-Berry

Printed Name

Reemployment

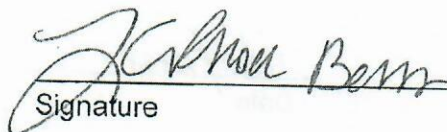
Organization

Workforce Director

Title

Unemployment Insurance and Reemployment Services and Eligibility Assessment (RESEA)

Partner Program

  
Signature

10/30/25  
Date



**Memorandum of Understanding (MOU)**

**for the North Central Arkansas Workforce Development Area Arkansas  
Workforce Center Operations**

**FY24, FY25, FY26**

Cody Waits

Printed Name

Arkansas Workforce Connections

Organization

Workforce Executive Director

Title

Adult Education, Arkansas Rehabilitation Services, Division Services for the Blind  
Jobs for Veterans State Grants (JVSG), Migrant and Seasonal Farmworker Program  
Trade Adjustment Assistance (TAA), Wagner-Peyser Employment Services (WIOA Title III)

Partner Program

Signature

Date

**Memorandum of Understanding (MOU)**  
**for the North Central Arkansas Workforce Development Area Arkansas**  
**Workforce Center Operations**

**FY24, FY25, FY26**

**Dr. Jennifer Methvin**

\_\_\_\_\_  
Printed Name

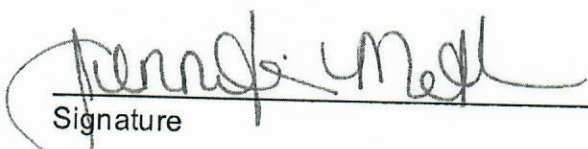
**Arkansas State University-Beebe**

\_\_\_\_\_  
Organization

**Chancellor**

\_\_\_\_\_  
Title

**Adult Education, SNAP E&T, and Career and Technical Education**  
\_\_\_\_\_  
Partner Program

  
\_\_\_\_\_  
Signature

11-20-25  
Date