MEMORANDUM OF UNDERSTANDING

between

Sinclair Community College

And

Butler, Clermont, Warren Workforce Investment Board (BCWWIB)

This Memorandum of Understanding ("MOU") is entered into by and between Sinclair Community College ("Sinclair") and Butler, Clermont, Warren Workforce Investment Board (BCWWIB), the administrative entity for the Butler, Clermont and Warren Counties Workforce Investment Board and Butler, Clermont and Warren Counties Consortium, (collectively the "Organization").

The purpose of this Memorandum of Understanding is to increase Organization's coaching capacity and to allow Organization to further support the effectiveness of Ohio to Work interventions such as new workforce tools/technology, business intelligence reports, and additional training funds by providing funding to Organization for Organization to serve jobseekers in the Cincinnati and Dayton regions. <u>The effective date will be as of the last date of execution of this agreement.</u>

Key commitments and proposed outcome expectations are detailed below.

1. Funding

    Organization understands that funding provided to it under this MOU will be paid by Sinclair from funding that Sinclair receives for this purpose from Jobs Ohio and agrees that in the event Sinclair does not receive any or all of the funding from Jobs Ohio Sinclair will not be obligated to pay Organization.

    Additional funding beyond that set forth below may be made available if initiative goals are surpassed, and further funding can accelerate momentum, as described in the performance-based bonuses section below.

    Base funding of up to ninety thousand Dollars ($90,000) per year will be available to Organization. The total amount of funding provided will be outcomes-based.

    Sinclair will pay eighteen thousand Dollars ($18,000) to Organization within four weeks of the full execution of this MOU.

Sinclair will pay up to eighteen thousand Dollars ($18,000) to Organization based upon invoices submitted by Organization, which are acceptable to Sinclair. Invoice deadlines are:

March 31, 2022 | May 31, 2022 | July 31, 2022 | September 30, 2022

Organization will use the funding it receives from Sinclair for the following purposes:

Identification and participation of up to 1-2 consultants/coaches
Continued support for additional coaching capacity
Funding can be flexibly allocated to best enable Organization to deliver agreed-upon outcomes (e.g., to support multiple consultants part-time, for surge support)

Sinclair and Organization will communicate regularly regarding Organization's intended use of funding and its anticipated invoices.

Performance-Based Bonuses:

In addition to the base contract amount outlined in the disbursement schedule above, Ohio to Work includes the potential for the Organization to earn up to an additional $65,000 in performance-based incentives on the following schedule:

First Invoice March 31, 2022:   Up to $16,250
Second Invoice May 31, 2022:   Up to $16,250
Third Invoice July 31, 2022:   Up to $16,250
Fourth Invoice September 30, 2022: Up to $16,250

Performance-based incentives will be granted solely to the extent Organization's performance meets or exceeds outcomes for each billing period, at the discretion of Sinclair, after reviewing results from the billing period.

INVOICES ARE TO BE SENT TO: accounts.payable@sinclair.edu with Blanket PO # listed on invoice. Invoices will be paid promptly upon receipt.

2. Guidelines and Goals

Organization's use of the Funding will be guided by the following guidelines and goals:

Maximize value for Ohio's workers — not for any one of the individual organizations participating in the Ohio to Work program

Amplify the work of other organizations—supplement and enhance existing relationships and resources, with the goal of amplifying impact and promoting a trust-based relationship

Prioritize speed to impact — launch rapidly and lean on other organizations to provide real-time feedback on tools and processes to promote a "test and learn" approach

Embrace agility — expect our plans to evolve as we learn what works (e.g., anticipate that we will trial multiple tech tools/enablers within the scope of this program)

Participate fully in the effort — provide timely feedback and responses, attend meetings/working sessions, proactively raise issues/concerns, and maintain clear points of contact and accountability

3. Coach commitments

A minimum of 1- 2 Ohio to Work "fellows" will be assigned as dedicated points of contact for the Ohio to Work initiative, chosen from among Organization's experienced coaches

Delivery of Ohio to Work services:
- o Fellows will continue to serve displaced workers (i.e., remaining on existing grant programs/keeping existing caseload, but integrating Ohio to Work tools/services into services provided to clients if appropriate)

- o As appropriate, fellows should prioritize engagement with workers who come through Ohio to Work marketing channels or request Ohio to Work services

Time commitment:
- o There will be existing, regular meetings with the fellows, as well as training sessions on new tools, feedback sessions around events and activities, etc.

- o Every week will look different, but approximately 5-10% of each of the fellow's time would be spent engaging with the Ohio to Work team

Engagement with Ohio to Work team to include:
- o Regular feedback from coaches on tools/technology and other Ohio to Work services/features

- o Support accessing "voice of jobseeker" (e.g., surveying clients, identifying, writing and submitting success stories/moments, recommending clients to be interviewed)

- o Active engagement from coaches in coaching fellows' professional development: sharing best practices and challenges, learning about our in-demand sectors and showcased employers, etc.

4. Expected Organization leadership activities and commitments

Overall :
- o Organization's leadership will provide project support as needed.

- o Sharing of reach and impact metrics —reporting agreed-upon impact metrics for client services on the determined cadence (some biweekly, some monthly)

Marketing:
- o Organization's identified Outreach and Data contacts to share baseline data and complete monthly tracking reports with data points such as number of social media posts, email click rates and dates posted/sent

- o Work with JobsOhio, Sinclair, and outsourced marketing firm (such as Fahlgren Mortine) to expand marketing tactics and activate outreach strategies with existing and new community networks.

- o Organization will be named as public partner and provide rights to JobsOhio for logo and name utilization

- o Communications to Organization's clients, retained clients, and potential clients by pushing rotated messaging from provided toolkit about services to clients by agreed upon dates (e.g., via email blasts, newsletters, social media, website feature)

- o Promotion of Ohio to Work events and opportunities (e.g., advertise career fairs to clients, promotion of Ohio to Work-supported training opportunities to high-potential candidates)

Assessment:
- o Consider use of assessment tools in the coaching process, and if decision is made to proceed, monitor assessment portal to ensure recommended clients are logging in and completing assessment, and to ensure follow up with clients who have completed to encourage them to discuss the results and discover new pathways

Coaching
- Support for the activities of the Ohio to Work fellows to ensure their ability to fulfill agreed-upon commitments

Connections to employers / redeployment
- Utilization of business intelligence to monitor opportunities, including proactive outreach to current and potential new clients who could be good fits for roles shared in Ohio to Work business intelligence reports/calls

- Promotion of Ohio to Work activities to existing and new clients, coaching of clients on best practices for attending job recruitment events, follow-up with clients on connections made with employers, and additional support to help clients follow up with employers after events

- Driving the identification and preparation of jobseekers for interviewing and hiring events with Ohio to Work employers

- Responsiveness to direct introductions with employers and their desire to work with Organization to build talent pipelines and identity candidates

Training / reskilling
- Discussion with clients of in-demand occupations supported by Ohio to Work, and identification of clients that align with relevant training programs/providers — encouraging clients to apply for, enroll in, and complete appropriate training

- Support in creating individualized financial plans for clients, through collaboration with training providers, that identify eligible programs to offset the cost of the training for that client and to identify any gaps remaining that Ohio to Work would help fund — in order to ensure effective integration of Ohio to Work funds

Employment / interface with Ohio to Work employers
- Collaboration with Ohio to Work partners on employer engagement (e.g., requesting feedback from employers on Ohio to Work candidates)

- Assistance with identifying, capturing,, and telling success stories of clients who have been supported, trained, and/or placed

      o   Support for clients on preparation for interviews, acceptance of position, and follow-ups on first day/first week/frequently thereafter to continue encouraging client and to get feedback on their experiences

5. **Expected results/outcomes** (collective results of all service provider organizations, aggregated goals for calendar year 2022):

> Serve: 19,000 displaced workers (includes job seekers receiving coaching services by all Ohio to Work partners, job seekers taking Ohio to Work assessment and connections via career fair and other event attendance)

> Reskill: 1250 displaced workers into training opportunities in identified in-demand fields and with partner providers

> Placement / Received Offers: 4000 job seekers (includes, but is not limited to, individuals from coaching, reskilling programs, committed employers, career fairs, employment referrals, internships and or apprenticeships)

> Impact Tracking: process adherence including the reporting of all agreed-upon metrics on the determined timing/cadence

> Success Stories: Identification of clients that have been positively impacted by Ohio to Work, sharing the components of those successes with the Ohio to Work team, and encouragement of those clients to share their story in various public ways to inspire and inform others. Minimum three (3) successes identified and shared per month

> Attendance/Engagement: appropriate parties in attendance at the regular meetings and events. Participation in opportunities to engage with employers, other community stakeholders, and outreach mechanisms

6. Reassessment

This MOU may be reassessed if concerns arise about Organization's performance or adherence to this MOU. Reasons for reassessment may include Organization failing to adhere to Guidelines and Goals outlined above or otherwise failing to achieve the standards set forth in the scope of work.

Actions to be taken in connection with reassessment may include but are not limited to:

- Informal conversation to resolve challenges amicably, reflect on lessons learned, and update target activities/outcomes going forward

- Formal conversation (e.g., providing notice/a performance improvement period to address concerns)
  Further formal action, including termination of MOU

7. This agreement is subordinate to the JOBSOHIO SERVICE AGREEMENT executed with Sinclair Community College and will terminate in accordance with any termination of the JOBS OHIO SERVICE AGREEMENT effective September 1, 2021 between JOBSOHIO and Sinclair Community College.

8. Neither party to this Agreement shall be liable for the other party. Each party agrees to be liable for the acts and omissions of their respective officers, employees, and agents engaged in the scope of their employment arising under this Agreement.

SINCLAIR COMMUNITY COLLEGE	Butler, Clermont, Warren Counties Workforce Investment Board
Signed:	Signed: _____
Name: PAUL MURPHY	Name: Becky Ehling
Title: Director of Business Services	Title: Executive Director (Interim)
Date: January 24, 2022	Date: March XX, 2022