

MEMORANDUM OF UNDERSTANDING BETWEEN
CAREERSOURCE GULF COAST
AND
FLORIDA DEPARTMENT OF EDUCATION DIVISION OF VOCATIONAL REHABILITATION

I. Parties

This Memorandum of Understanding (MOU) is entered into pursuant to 29 United States Code ("USC") §721(a) (11) (A) (the Rehabilitation Act of 1973), and PL 113-128, (the Workforce Innovation and Opportunity Act - WIOA) Section I between CareerSource Gulf Coast (CSGC) and the Florida Department of Education, Division of Vocational Rehabilitation, hereinafter referred to as "DOE/DVR."

II. Background

Pursuant to §413.201 and §413.202, Florida Statutes, and 29 USC §721(a)(2), DOE/DVR is the designated State unit which is required by WIOA Sec.121 (a)(1)(B) (iv) to enter into cooperative agreements with other entities that are components of the statewide workforce innovation and opportunity system; and is required by WIOA Sec.107(b)(2)(D)(iii) to provide representation on the Workforce Board.

The vision for the One-Stop Delivery System is to align a wide range of publicly and privately funded education, employment, and job training programs while also providing high-quality customer service to job seekers, workers, and businesses. One-stop centers (currently branded as American Job Centers) continue to be a valued community resource, known both locally and nationally as an important source of assistance for those looking for work or workers, and those looking for opportunities to grow their careers. Individuals who can benefit from vocational rehabilitation services can be expeditiously identified and served using a shared placement concept through the One-Stop Delivery System.

III. Purpose

The purpose of this MOU is to further codify the existing relationship for service provision and the infrastructure funding agreement between CareerSource Gulf Coast and DOE/DVR, provider of vocational rehabilitation services in LWDA 04.

IV. Responsibilities

A. CareerSource Gulf Coast will:

1. Provide brochures, pamphlets, guides, schedules of presentations, information, signage of affiliate status and training for DOE/DVR staff.
2. Provide a single Point of Contact (POC) to assist DOE/DVR with questions and issues that arise in the day-to-day operations. Answers will be provided within 24 hours.
3. Provide space (when applicable) at the One-Stops to DOE/DVR on an as needed basis. Scheduling must be approved in advance with the One-Stop Operator.

4. Provide and receive referrals to and from DOE/DVR in a timely manner.
5. Share information that will benefit participants in finding a job, accessing training support if qualified, and gaining certifications or degrees to improve their employment opportunities.
6. Provide access (if applicable) to staff-level permissions in the Employ Florida (EF) system in order to serve client job seekers. Upon request, the Board will provide a user id and training to allow DOE/DVR staff to provide services that require lesser security measures. DOE/DVR staff who are granted access to EF must undergo a Level One background check, complete the appropriate security forms and attend security training as required

V. DOE/DVR will:

1. Participate in activities associated with assessing organizational performance and developing and carrying out improvement plans. It is expected that these activities will include full integration of workforce development services by and between DOE/DVR and the CareerSource Gulf Coast so that services will be delivered in a seamless manner.
2. Be familiar with the array of services provided in the One-Stop service delivery system.
3. Provide vocational rehabilitation services to eligible customers. Examples of DOE/DVR services include:
 - a. Medical and Psychological Assessment;
 - b. Vocational Evaluation and Planning;
 - c. Career Counseling and Guidance;
 - d. Training and Education After High School;
 - e. Job-Site Assessment and Accommodations;
 - f. Job Placement;
 - g. Job Coaching;
 - h. On-the-Job Training;
 - i. Supported Employment;
 - j. Assistive Technology and Devices; and
 - k. Time-Limited Medical and/or Psychological Treatment

VI. The CareerSource Gulf Coast and DOE/DVR will:

Perform all such responsibilities as are required by the Workforce Innovation and Opportunity Act (29 USC Chapter 32) and subsequent federal regulations such as:

1. Provide job seekers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages.

2. Provide access and opportunities to all job seekers, including individuals with barriers to employment, such as individuals with disabilities, to prepare for, obtain, retain, and advance in high-quality jobs and high-demand careers.
3. Enable businesses and employers to easily identify and hire skilled workers and access other supports, including education and training for their current workforce;
4. Participate in rigorous evaluations that support continuous improvement of one-stop centers by identifying which strategies work better for different populations.
5. Ensure that high-quality integrated data inform decisions made by policymakers, employers, and job seekers.

VII. Cost Sharing/Resource Sharing: - Attachment A

Costs of the infrastructure of CareerSource Gulf Coast's comprehensive Job Center will be funded in accordance with the requirements of the Workforce Innovation and Opportunity Act; federal cost principles; and all other applicable legal requirements. Please see the attached One Stop operating budget (Attachment A – One Stop Budget) which details the infrastructure cost of the one stop delivery system and the assigned cost to the required partners based upon their proportionate use of the system and relative benefit received. VR has agreed to share office space at the Job Center, located in Mariner Plaza, 625 Highway 231 for 4 hours per week for an estimated cost of \$115.00 per month.

VIII. Infrastructure Funding Agreement (IFA): - Addendum, Attachment B

In compliance with WIOA and its implementing regulations and consistent with the Uniform Guidance, funding provided by the one-stop partners to cover the operating costs, including infrastructure cost of the one-stop delivery system must be based on the partner program's proportionate use of the system and relative benefit received (WIOA sec. 121 (h)(1)(B)(i) and 121 (h)(2)(C)(i), 20 CFR 678.700 through 678.760, 34 CFR 361.700 through 361.760, and 34 CFR 463.700 through 463.760).

Payment Method: DOE/VR will remit its share quarterly, pro-rated for the first quarter. The One Stop operating budget is subject to change based upon increases or decreases in infrastructure cost contained within. The actual infrastructure costs will be reconciled with those projected quarterly.

Required Partners in Local Workforce Development Area 4 (CareerSource Gulf Coast region) are:

SCSEP (Senior Comm. Svc. Emplmnt. Prgm.) - NCBA
VR (Vocational Rehabilitation)
Division of Blind Services
Adult Ed (Bay District Schools)

Career Tech (Bay District Schools)
Career Tech (Gulf Coast State College)
CSBG (Comm. Svc Block Grant) Tri-County Community Council, Inc.

The following programs are administered by CareerSource Gulf Coast:

WIOA Adult	RA/UC
WIOA Youth	Vets DVOP
WIOA Disl. Wkr.	Vets LVER
WT TANF	Military Spouse
SNAP	RESEA 17
SNAP ERS	RESEA 18
Wagner-Peyser	Wagner-Peyser Perf. Inc.

Chief Elected Officials: Bay County Board of Commissioners
Gulf County Board of Commissioners
Franklin County Board of Commissioners

IX. Modification

CareerSource Gulf Coast or DOE/DVR may propose to modify this MOU at any time. Any such modification will not be effective until a written amendment to this MOU is executed by both parties. Modifications made solely due to changes in infrastructure costs will not require approval of local elected officials.

VIII. Dispute and Impasse Resolution

All Parties will actively participate in local IFA negotiations in a good faith effort to reach agreement. Any disputes shall first be attempted to be resolved informally. Should informal resolution efforts fail, then the following Dispute Resolution process must be followed.

1. If an issue arises involving this MOU, both parties will make every effort to reach a resolution in a timely and efficient manner. Either partner may request a face-to-face meeting of the local partners to identify and discuss the issue. If resolved and no further action is deemed necessary by the partners, the issue and the resolution will be documented in writing.
2. If issues regarding MOUs and/or IFAs remain unresolved, LWDBs shall document the issue and efforts at resolution. Documentation is forwarded to the Department of Economic Opportunity, Division of Workforce Services (DEO), and the Chancellor for Career and Adult Education the Director of the Division of Vocational Rehabilitation. Director of the Division of Blind Services or the executive administer(s) of agencies responsible for administering the partner's program DEO and the appropriate division (Director of the Division of Vocational Rehabilitation) will work to resolve the impasse and secure an executed agreement. A joint decision shall be transmitted within 30 calendar days of receipt. Issues will be remanded back to the local partners to execute recommended action.

3. If issues remain unresolved, the LWDB must notify CareerSource Florida and include the details of the impasse. CareerSource Florida will work with the Commissioner of Education, the Executive Director of the Department of Economic Opportunity or other agency heads to resolve the impasse and provide a resolution response to all parties. Decisions are considered final.

IX. Confidentiality of Records

In the event that either party to this MOU obtains access to any records, files, or other information of the other party in connection with, or during the performance of this MOU, then that party shall keep all such records, files or other information confidential, and shall comply with all laws and regulations concerning the confidentiality of such records, files or other information to the same extent as such laws and regulations apply to the other party.

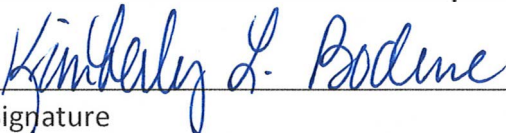
X. Terms of Contract

The term of this MOU shall commence on July 1, 2020, or the date last executed by both parties, whichever is later, through June 30, 2023, and may be renewed for an additional three-year term. This MOU may be terminated for convenience at any time by either party upon thirty (30) days written notice.

Neither this MOU nor any provision hereof may be changed or amended orally, but only by an instrument in writing signed by all of the parties to this Agreement.

XI. MOU Management

Listed below are the individuals identified as the MOU Managers. These individuals are responsible for enforcing performance of the MOU terms and conditions and shall serve as liaison/contact regarding issues arising out of this MOU.

CAREERSOURCE GULF COAST  _____ Signature Name: Kimberly L. Bodine Title: Executive Director Address: 5230 W. US Hwy. 98 Panama City, FL 32401 Phone: 850-913-3285 Email: 850-913-3269	DEPARTMENT OF EDUCATION/DIVISION OF VOCATIONAL REHABILITATION _____ Signature Name: Allison Flanagan Title: Director of Vocational Rehabilitation Address: 4070 Esplanade Way 2 nd Floor Tallahassee, FL 32399 Phone: 850-245-3399 Email: Allison.Flanagan@vr.fldoe.org
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Signature Date

Richard Corcoran, Commissioner

Printed Name and Title

Department of Education

Agency Name

850-245-0505 Commissioner@fldoe.org

Phone/Email

Authority and Signature
Local Elected Official

➤ One completed, signed, and dated Authority and Signature page is required for each signatory official.

By signing my name below, I Philip Griffitts, Chair of Bay BOCC
I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either in three years or upon amendment, modification or termination or on June 30, 2023, whichever occurs earlier. The effective period for this MOU is 3 annual periods: 7/1/20-6/30/21, 7/1/21-6/30/22, and 7/1/22-6/30/23.

Signature

Date

Philip Griffitts, Chair

Printed Name and Title

Bay County Board of County Commissioners

Agency Name

Agency Contact Information

Authority and Signature
Local Elected Official

- One completed, signed, and dated Authority and Signature page is required for each signatory official.

By signing my name below, I Sandy Quinn, Chair of Gulf BOCC, certify that I have read the above information. All of my questions have been discussed and answered satisfactorily. My signature certifies my understanding of the terms outlined herein and agreement with:

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either in three years or upon amendment, modification or termination or on June 30, 2023, whichever occurs earlier. The effective period for this MOU is 3 annual periods: 7/1/20-6/30/21, 7/1/21-6/30/22, and 7/1/22-6/30/23.

Signature

Date

Sandy Quinn, Chair
Printed Name and Title

Gulf County Board of County Commissioners
Agency Name

Agency Contact Information

Authority and Signature
Local Elected Official

- One completed, signed, and dated Authority and Signature page is required for each signatory official.

By signing my name below, I Noah Lockley, Jr., Chair of Franklin BOCC , certify that I have read the above information. All of my questions have been discussed and answered satisfactorily. My signature certifies my understanding of the terms outlined herein and agreement with:

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either in three years or upon amendment, modification or termination or on June 30, 2023, whichever occurs earlier. The effective period for this MOU is 3 annual periods: 7/1/20-6/30/21, 7/1/21-6/30/22, and 7/1/22-6/30/23.

Signature

Date

Noah Lockley, Jr. , Chair
Printed Name and Title

Franklin County Board of County Commissioners
Agency Name

**INFRASTRUCTURE FUNDING AGREEMENT
FOR ONE-STOP CAREER CENTER SYSTEM
BETWEEN THE DEPARTMENT OF
EDUCATION DIVISION OF VOCATIONAL
REHABILITATION
AND CAREERSOURCE GULF COAST**

I. PARTIES

This Infrastructure Funding Agreement (CWIFA"), is made pursuant to the Workforce Innovation and Opportunity Act of 2014 (MWJOA") and is entered into by the Florida Department of Education, Division of Vocational Rehabilitation (hereafter referred to as the Partners) and CareerSource Gulf Coast (hereafter referred to as "CareerSource").

II. PURPOSE

The Workforce Innovation and Opportunity Act of 2014 is an affirmation of the work that has been done in Florida to build the workforce development system. The cornerstone of the Act is its one-stop customer service delivery system. The one-stop system assures coordination between the activities authorized in and linked to this Act.

The purpose of this IFA is to describe the Infrastructure cost responsibilities of the Parties to provide for the maintenance of an effective and successful one-stop system. This agreement is intended to coordinate resources and to prevent duplication and ensure the effective and efficient delivery of workforce services in three counties.

The parties to this document agree to coordinate and perform the responsibilities described herein within the scope of legislative requirements governing the parties' respective programs, services, and agencies.

III. INFRASTRUCTURE COST BUDGET

SEE ATTACHMENT "A"

IV. COST ALLOCATION METHODOLOGY

CareerSource selected FTE as the allocation basis to determine overall Partner contributions. This was done in an effort:

- a) To remedy the imbalance of non-physically represented Partners, and
- b) To comply with the requirement of Partners' contributions having to be in proportion to the Partners' use of the one-stop center(s) and relative benefit received.

V. ALLOCATION BASIS PER COST ITEM

N/A

VI. PARTNER CONTRIBUTION AMOUNTS SEE ATTACHMENT "A"

VII. COST RECONCILIATION AND ALLOCATION BASE UPDATE

All Parties agree that a quarterly reconciliation of budgeted and actual costs and update of the allocation bases will be completed in accordance with the following process:

1. Partners will provide CareerSource with the following information no later than fifteen (15) days after the end of each quarter, as applicable:
 - Updated staffing Information (per the 1st day of the 1st month of each quarter)
2. Upon receipt of the above information, CareerSource will:
 - Compare budgeted costs to actual costs,
 - Update the allocation bases, and
 - Apply the updated allocation bases, as described in the Cost Allocation Methodology section above, to determine the actual costs allocable to each partner.
3. CareerSource will prepare an updated budget document showing cost adjustments and will prepare an invoice for the balance due.
4. CareerSource will submit the invoices to the Partners and send a copy of the updated budget to all Parties no later than forty-five (45) days after the end of each quarter. The Partners understand that the timeliness of CareerSource's preparation and submission of Invoices and adjusted budgets is contingent upon the timeliness of each Partner In providing the necessary cost information. For Partners that advance funds to the local area, CareerSource will only send a copy of the updated budget.
5. Upon receipt of the invoice and adjusted budget, each Partner will review both documents and will submit payment to CareerSource no later than fifteen (15) days following receipt. Payment of the Invoice signifies agreement with the costs in the adjusted budget. For Partners that advance funds to the local area, CareerSource may draw down funds for quarterly payments upon approval via email of the reconciled budget.

6. Partners will communicate any disputes with costs in the invoice or the adjusted budget to CareerSource in writing. CareerSource will review the disputed cost items and respond accordingly to the Partner within ten (10) days of receipt of notice of the disputed costs. When necessary, CareerSource will revise the invoice and the adjusted budget upon resolution of the dispute.

VIII. STEPS UTILIZED TO REACH CONSENSUS

The Partners and CareerSource conferred regarding the involvement of each partner at the CareerSource Centers. The appropriate allocation bases were discussed and those bases included in this IFA were agreed upon as the most appropriate. CareerSource proposed the initial Partner Contribution Amounts as described above and the Partners concurred with their proposal. Finally, the parties discussed the best mechanisms by which to review and reconcile actual expenses in the future and agreed to the term included in the Cost Reconciliation and Allocation Base Update section above.

IX. DISPUTE AND IMPASSE RESOLUTION

All Parties will actively participate in local IFA negotiations in a good faith effort to reach agreement. Any disputes shall first be attempted to be resolved informally. Should informal resolution efforts fail, then the following Dispute Resolution process must be followed.

1. If an issue arises involving this MOU, both parties will make every effort to reach a resolution in a timely and efficient manner. Either partner may request a face-to-face meeting of the local partners to identify and discuss the issue. If resolved and no further action is deemed necessary by the partners, the issue and the resolution will be documented in writing.
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MODIFICATION PROCESS

This IFA may be amended or modified with review and consent of all parties. Amendments and modifications must be issued in writing to all parties. All parties must be given a minimum of 30 days to comment prior to the Inclusion of any amendment or modification. Oral amendments or modifications shall have no effect.

X. EFFECTIVE PERIOD

This IFA is entered into on the date executed by all parties. This IFA will become effective as of the date of signing by the final signatory below and must terminate on June 30, 2023.

XI. PAYMENT METHODOLOGY

Vocational Rehabilitation shall remit payment quarterly upon receipt of their invoice. The Parties to this IFA intend to be bound by this agreement and agree to make payment of all such funds as indicated in Section VI. Upon receipt of the Invoices described in section VII, the Partners shall process payment within 15 days.

SIGNATURES APPROVALS

<u>CAREERSOURCE GULF COAST</u>	<u>FLORIDA DEPT. OF EDUCATION</u>
Name: Kimberly L. Bodine	Name: Allison Flanagan
Title: Executive Director	Title: Director of Vocational Rehabilitation Rehabilitation
Address: 5230 W. US 98, Panama City, FL 32401	Address: 4070 Esplanade Way, 2 nd Floor, Tallahassee, FL 32399
Phone: (850) 913-3285	Phone: (850) 245-3399
Fax: (850) 913-3269	Email: Allison.Flanagan@vr.fldoe.org
Email: kbodine@careersourcegc.com	
BY: _____	BY: _____
Date: _____	Date: _____

Signature Date

Richard Corcoran, Commissioner
Printed Name and Title

Department of Education
Agency Name

850-245-0505 Commissioner@fldoe.org
Phone/Email

Authority and Signature
Local Elected Official

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Signature

Date

Philip Griffitts, Chair
Printed Name and Title

Bay County Board of County Commissioners
Agency Name

Agency Contact Information

Authority and Signature
Local Elected Official

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Signature

Date

Sandy Quinn, Chair
Printed Name and Title

Gulf County Board of County Commissioners
Agency Name

Agency Contact Information

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Signature

Date

Noah Lockley, Jr. , Chair
Printed Name and Title

Franklin County Board of County Commissioners
Agency Name

Attachment A

Attachment A

One-Stop Operating Budget

Revised for 7-1-20

Cost Allocation Methodology: Costs will be allocated by FTE for partners/programs that are physically located in the Job Center.

Partners/Programs with only a virtual presence/"direct linkage" will only share in the cost of 1 phone line, IT Contract, and any related software costs.

Resource sharing with SCSEP. We provide space & technology and SCSEP provides part-time SCSEP workers to greet our customers and assist in the resource room.

Resource sharing with Bay District Schools & GCSC. We provide phone, internet, & technology and Bay District & GCSC provide office space on campus for our case managers to meet with program participants.

Resource sharing with Tri-County. We provide phone & technology and Tri-County provides a part-time worker to assist in the resource room.

Voc Rehab and Div of Blind Services will remit quarterly payments to CareerSource Gulf Coast.

FTE Estimate	27.725	4.0000	3.0000	3.5000	4.0000	1.0000	2.0000	3.0000	0.5000	3.0000	1.0000	1.0000	0.5000	0.5000	0.6250	0.1000
FTE Percentage	100.0000%	14.4274%	10.8206%	12.6240%	14.4274%	3.6069%	7.2137%	10.8206%	1.8034%	10.8206%	3.6069%	3.6069%	1.8034%	1.8034%	2.2543%	0.3607%

Infrastructure Costs	Annual Budget	WIOA Adult	WIOA Youth	WIOA DisWkr	WT TANF	SNAP	WP	WP Inc	RA/UC	Vets DVOP	Vets LVER	Military Spouse	RESEA 1	RESEA 2	SCSEP NCBA	VR	Div Blind Svcs *	Adult Ed Bay Distr *	Career Tech * BayDistr	Career Tech* GCSC	CSBG Tri- * County	TAA	
Lease/Utilities	252,000	36,357	27,268	31,812	36,357	9,089	18,179	27,268	4,545	27,268	9,089	9,089	4,545	4,545	5,681	909							
Phones/Internet	11,000	1,587	1,190	1,064	1,587	397	794	1,190	198	1,190	397	397	198	198	248	40	65	65	65	65	65	65	
Repairs & Maint.	1,000	144	108	126	144	36	72	108	18	108	36	36	18	18	23	4							
Supplies	1,000	144	108	126	144	36	72	108	18	108	36	36	18	18	23	4							
Insurance Liab	1,600	231	173	202	231	58	115	173	29	173	58	58	29	29	36	6							
Insurance Prop	3,400	491	368	429	491	123	245	368	61	368	123	123	61	61	77	12							
Insurance Flood	2,900	418	314	366	418	105	209	314	52	314	105	105	52	52	65	10							
Technology:		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							
Prof Svcs IT Contract	10,000	1,443	1,082	1,212	1,443	361	721	1,082	180	1,082	361	361	180	180	225	36	10	10	10	10	10	10	
Software	2,400	346	260	303	346	87	173	260	43	260	87	87	43	43	54	9	0	0	0	0	0	0	
subtotal	285,300	41,161	30,871	35,641	41,161	10,290	20,581	30,871	5,145	30,871	10,290	10,290	5,145	5,145	6,432	1,029	75	75	75	75	75	75	0

Additional Costs	Annual Budget	WIOA Adult	WIOA Youth	WIOA DisWkr	WT TANF	SNAP	WP	WP Inc	RA/UC	Vets DVOP	Vets LVER	Military Spouse	RESEA 17	RESEA 18	SCSEP NCBA	VR	Div Blind Svcs	Adult Ed Bay Distr	Career Tech BayDist	Career Tech GCSC	CSBG Tri-County	TAA	
Career Services	242,680	96,695	39,750	56,926	7,500	3,750	0	0	4,875	0	0	5,364	11,000	11,000	5,471	349							
Shared Services **	314,840	65,617	33,250	55,598	2,500	1,250	10,000	24,000	1,625	16,000	8,000	75,000	11,000	11,000									
Shared Operating Costs																							
Travel	12,000	2,391	1,373	1,602	1,373	458	915	1,373	229	915	458	458	229	229									
Meeting Expense	1,000	199	114	133	114	38	76	114	19	76	38	38	19	19									
Storage Lease	2,400	478	275	320	275	92	183	275	46	183	92	92	46	46									
Copier 1	2,580	514	295	344	295	98	197	295	49	197	98	98	49	49									
Copier 2	6,240	1,243	714	833	714	238	476	714	119	476	238	238	119	119									
Postage Meter Rent	350	70	40	47	40	13	27	40	7	27	13	13	7	7									
Advertising/Outreach	10,000	1,992	1,144	1,335	1,144	381	763	1,144	191	763	381	381	191	191									
Software/IT Fees	1,000	199	114	133	114	38	76	114	19	76	38	38	19	19									
Sonitrol Alarm Service	4,000	797	458	534	458	153	305	458	76	305	153	153	76	76									
Prof Svcs Website	3,000	598	343	400	343	114	229	343	57	229	114	114	57	57									
Allocated Supv Sal/Ben	84,000	16,736	9,609	11,211	9,609	3,203	6,406	9,609	1,602	6,406	3,203	3,203	1,602	1,602									
Allocated IT Sal/Ben	39,000	7,770	4,461	5,205	4,461	1,487	2,974	4,461	744	2,974	1,487	1,487	744	744									
TANF SNAP program	235,000				195,000	40,000																	
WIOA Youth program	172,500	16,200	152,500	3,800																			
subtotal	1,130,590	211,499	244,440	138,421	223,940	51,314	22,627	42,940	9,657	28,627	14,314	86,678	25,157	25,157	5,471	349	0	0	0	0	0	0	0

Grand Total	1,415,890	252,660	275,312	174,062	265,102	61,604	43,208	73,812	14,802	59,498	24,604	96,968	30,302	30,302	11,902	1,378	75	75	75	75	75	75	0
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* Direct linkage partners not physically co-located in the One-Stop center.

** Shared Services include: Business services, front desk staffing, staff training/travel, referrals to other One-Stop partners and operational costs in the Job Center contract.