



## **MEMORANDUM OF UNDERSTANDING**

WHEREAS, SOAR Career Solutions (SOAR), Adult Basic Education (ABE) and Lake Superior College (LSC) have come together to implement the Computer Support Specialist Job Training which is funded by the CARES ACT – St. Louis County.

WHEREAS the partners listed below have agreed to enter into a collaborative agreement; and

WHEREAS, the partners herein desire to enter into a Memorandum of Understanding setting forth the services to be provided by the collaborative; and

### **I) Description of Partner Agencies**

**SOAR Career Solutions (SOAR)** is a 501(c)3 organization based in Duluth, MN whose mission is to inspire personal transformation through career development. SOAR provides innovative programming that moves people to sustainable employment, contributing to a prosperous community. Comprehensive, relationship-based services allow clients to achieve goals of overcoming barriers, integrating into the community and obtaining education and/or getting a job. SOAR was founded in 1980 as Project SOAR of NE MN and changed its name in 2005. Since inception, over 12,000 individuals have received services.

**Duluth Adult Basic Education (ABE)** – offers educational opportunities for adults to prepare for GED or adult diploma, transition into college, prepare for job training, increase English language skills and increase computer literacy and basic reading, writing and math skills.

**Lake Superior College (LSC)** is a two-year community and technical college in northeastern Minnesota. LSC provides 90 programs and services including technical programs and customized training for business and industry partners.

### **II) Purpose and Scope:**

Utilizing MN DEED's Pathways to Prosperity training model, SOAR will partner with Adult Basic Education and Lake Superior College to train and support low-to-mod-income residents to gain the skills necessary to obtain entry-level employment as Computer Support Specialists.

#### **Success Measures:**

Recruit, intake and assess 30 low-to-moderate income Duluth residents.

Enroll 20 participants/cohort into Computer Support Specialist training.

16 (80%) graduate training and obtain certificate of completion (certificate obtained)

12 (60%) will obtain and retain employment as a help desk technician, IT generalist or IT support specialist positions. (Paystub as proof of employment)

Successful participants will obtain a certificate of completion and will be qualified to gain employment as a Help Desk Technician, IT Generalist, or IT Support Specialist with a median wage of \$17.99/hour.



Participants can advance in the IT field by obtaining additional certifications to work as PC Support Tech, Network Admin and Security, or Cyber Security. With a 2-year degree, participants can work in Network Admin, Cyber Security or Computer Technology, and/or continue onto a 4-year degree in the IT field.

### **III) Roles and Responsibilities**

NOW, THEREFORE, it is hereby agreed by and between the partners as follows:

#### **SOAR will:**

- Serve as the fiscal host and grant administrator;
- Coordinate partner meetings.
- Coordinate with AEOA's PC's for People and Community Action Duluth's Community Computer Program (Tech Up) to provide refurbished PC's and internet access for participants in need.
- Recruit participants and implement intake, and skills/interest assessments, and provide individualized employment/education services based on participants individualized needs (i.e. transportation assistance, obtainment of ID cards, childcare, rent assistance, etc.), work readiness training, build soft skills & job search skills, develop resumes/applications and provide job retention support.

#### **Duluth Adult Learning Center - Adult Basic Education (ABE) will:**

- Participate in partner meetings.
- Refer participants.
- Assess participants' reading and math skill level to identify the level of educational support needed for each participant.
- Assess participants' technology skill level to identify level of support needed.
- Develop customized curriculum and instruct participants to prepare participants for college level coursework.
- Provide 32 hours of bridge instruction/cohort - designed to build the foundational skills of individuals whose academic skills do not meet the minimum requirements of the certificate program.
- Provide 18 hours/cohort of integrated instruction support during Computer Support Specialist training.

#### **Lake Superior College (LSC) will:**

- Participate in partner meetings.
- Develop customized curriculum for Computer Support Services.
- Provide 80 hours/cohort of job training instruction focused on informational resources and technical tools needed to function effectively in a support position. Learn to handle troubleshooting and problem solving, successfully communicate with clients, determine client's specific need, and train end-user and other management priorities. Prepare to work with the latest developments in web and email based support for Windows and cloud computing.

#### **Financial involvement/commitment:**



Payment to partner agencies is contingent upon receipt of \$25,000 of COVID19 Special HUD Allocation from St. Louis County. Payments will be made on a quarterly basis with proper documentation as outlined by the St. Louis County and the CARES ACT - St. Louis County COVID Special Allocation.

Payment requests and proper documentation must be submitted to SOAR no later than 10 days after the end of the quarter to ensure payment. Payment will not be made without proper documentation.

Due dates are as follows:

October 7, 2020

January 7, 2021

April 7, 2021

July 7, 2021

**Maximum payment made to each agency:**

Adult Basic Education: \$7,050

Lake Superior College: ~~\$10,870~~ \$15,450

#### IV) Timeline

Responsibilities under this Memorandum of Understanding will coincide with the CARES ACT - St. Louis County Allocation grant period of March 27, 2020 – ~~April 30, 2021~~ June 30, 2021.

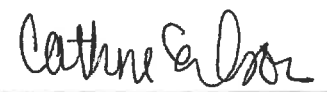
#### V) Signatures

SOAR, ABE, and LSC agree to collaborate and provide services as detailed above in Section III to participants of the Computer Support Specialist Job Training project pursuant to the program narrative of the grant application (**Attachment A**) and budget narrative (**Attachment B**).

BY:  DATE: 2.8.21  
Emily Edison, Executive Director, SOAR Career Solutions

BY: \_\_\_\_\_ DATE: \_\_\_\_\_  
Patty Fleege, Adult Education Manager, Duluth Adult Basic Education

BY:  DATE: Feb 8, 2021  
Daniel Fanning, Vice President of Institutional Advancement and External Relations,  
Lake Superior College

  
Cathenne A. Erickson, CFO  
Duluth Public Schools

2-23-21  
Date

**BUDGET NARRATIVE – COVID SLC FY20**

**9 months**

**DIRECT SERVICES –\$11,981**

**.05 Program Director = \$1,262**

Develop and implement program evaluation, supervise the Career Specialists, Assistant Program Director and the outreach campaign created by the Communications and Development Manager.

**.10 Assistant Program Director = \$1,947**

Serve as project lead and navigator, supporting the coordination of participant services and connection to community resources. Coordinates project logistics and creates streamlined communication among project partners.

**.15 Career Specialist1 = \$2,603**

**.15 Career Specialist2 = \$2,603**

**.15 Career Specialist3 = \$2,603**

The Career Specialists will be responsible for implementation of participant demographic and outcomes data collection and input, intake and assessments, provide 1:1 case management services to develop individual employment/education plans, address barriers, provide job search and retention services, and facilitate work readiness (Career Quest) and cognitive behavior change (Mind Over Matters) workshops.

**.05 Communications & Development Manager = \$963**

The Communications & Development Manager (CDM) will create and implement social media campaign, design and disseminate informational flyers.

**DIRECT CUSTOMER TRAINING: \$8,433**

Mind Over Matters: 111 hours x \$31.00 = \$3,441.

Career Quest: 132 hours x \$31.00 = \$4,092.

Curriculum/materials: Career Quest: \$20 x 30 clients enrolled = \$600.

Mind Over Matters: \$10 x 30 clients = \$300.

**SUPPORT SERVICES: ~~\$7,700~~ \$4,580 (\$3,120 matching grant)**

Transportation and general needs support - Average of \$250/client x 30 training participants = \$7,500

For participants far from Duluth where free PCs are offered, they can be purchased through AEOA in Virginia for \$50 each. 4 x \$50 = \$200

**PARTNERS: ~~\$17,920~~ \$22,500**

Lake Superior College = ~~\$10,870~~ \$15,450

Adult Basic Education = \$7,050

**TOTAL PROGRAM EXPENSES = ~~\$50,614~~ (\$47,494)**

**ADMINISTRATIVE EXPENSES: ~~\$2,811~~ \$2,500**

Administrative expenses (10%): Includes Executive Director and Finance Director.

**TOTAL EXPENSES = ~~\$48,534~~ \$49,994**

**TOTAL BUDGET = \$25,000**

**MATCHING FUNDS = ~~\$23,534~~ \$24,994**



## **MEMORANDUM OF UNDERSTANDING**

**WHEREAS, SOAR Career Solutions (SOAR), Adult Basic Education (ABE), Lake Superior College (LSC) and Duluth Workforce Development - CareerForce (DWD) have come together to implement the Computer Support Specialist Job Training which is funded by the COVID19 Special HUD Allocation – City of Duluth.**

**WHEREAS the partners listed below have agreed to enter into a collaborative agreement; and**

**WHEREAS, the partners herein desire to enter into a Memorandum of Understanding setting forth the services to be provided by the collaborative; and**

### **I) Description of Partner Agencies**

**SOAR Career Solutions (SOAR)** is a 501(c)3 organization based in Duluth, MN whose mission is to inspire personal transformation through career development. SOAR provides innovative programming that moves people to sustainable employment, contributing to a prosperous community. Comprehensive, relationship-based services allow clients to achieve goals of overcoming barriers, integrating into the community and obtaining education and/or getting a job. SOAR was founded in 1980 as Project SOAR of NE MN and changed its name in 2005. Since inception, over 12,000 individuals have received services.

**Duluth Adult Basic Education (ABE)** – offers educational opportunities for adults to prepare for GED or adult diploma, transition into college, prepare for job training, increase English language skills and increase computer literacy and basic reading, writing and math skills.

**Duluth Workforce Development – CareerForce** – has over 50 years of experience serving the Duluth community with quality employment and training services. CareerForce is a key part of Minnesota's career development and talent matching resource offering a variety of programs and services to career seekers and employers.

**Lake Superior College (LSC)** is a two-year community and technical college in northeastern Minnesota. LSC provides 90 programs and services including technical programs and customized training for business and industry partners.

### **II) Purpose and Scope:**

Utilizing MN DEED's Pathways to Prosperity training model, SOAR will partner with Adult Basic Education, Lake Superior College and Duluth CareerForce to train and support low-to-mod-income residents to gain the skills necessary to obtain entry-level employment as Computer Support Specialists.

**Success Measures:**

Recruit, intake and assess 30 low-to-moderate income Duluth residents.

Enroll 20 participants/cohort into Computer Support Specialist training.

16 (80%) graduate training and obtain certificate of completion (certificate obtained)

12 (60%) will obtain and retain employment as a help desk technician, IT generalist or IT support specialist positions. (Paystub as proof of employment)

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Participants can advance in the IT field by obtaining additional certifications to work as PC Support Tech, Network Admin and Security, or Cyber Security. With a 2-year degree, participants can work in Network Admin, Cyber Security or Computer Technology, and/or continue onto a 4-year degree in the IT field.

**III) Roles and Responsibilities**

NOW, THEREFORE, it is hereby agreed by and between the partners as follows:

**SOAR will:**

- Serve as the fiscal host and grant administrator;
- Coordinate partner meetings.
- Coordinate with Community Action Duluth's Community Computer Program to provide refurbished PC's and Internet access for participants in need.
- Recruit participants and implement intake, and skills/interest assessments, and provide individualized employment/education services based on participants individualized needs (i.e. transportation assistance, obtainment of ID cards, childcare, rent assistance, etc.), work readiness training, build soft skills & job search skills, develop resumes/applications and provide job retention support.

**Duluth Adult Learning Center - Adult Basic Education (ABE) will:**

- Participate in partner meetings.
- Refer participants.
- Assess participants' reading and math skill level to identify the level of educational support needed for each participant.
- Assess participants' technology skill level to identify level of support needed.
- Develop customized curriculum and instruct participants to prepare participants for college level coursework.



- Provide 32 hours/cohort of bridge instruction - designed to build the foundational skills of individuals whose academic skills do not meet the minimum requirements of the certificate program.
- Provide 18 hours/cohort of integrated instruction support during Computer Support Specialist training.

**Duluth Workforce Development – Duluth CareerForce will:**

- Participate in partner meetings.
- Identify technology-focused career pathway and engage employers.
- Refer participants.
- Coordinate creation of paid work experience opportunities for graduates.
- Develop connections with employers to match workforce talent with job openings.

**Lake Superior College (LSC) will:**

- Participate in partner meetings.
- Develop customized curriculum for Computer Support Services.
- Provide 80 hours/cohort of job training instruction focused on informational resources and technical tools needed to function effectively in a support position. Learn to handle troubleshooting and problem solving, successfully communicate with clients, determine client's specific need, and train end-user and other management priorities. Prepare to work with the latest developments in web and email based support for Windows and cloud computing.

**Financial involvement/commitment:**

Payment to partner agencies is contingent upon receipt of \$96,377 of COVID19 Special HUD Allocation from the City of Duluth. Payments will be made on a quarterly basis with proper documentation as outlined by the City of Duluth and the Community Development Block Grant requirements.

Payment requests and proper documentation must be submitted to SOAR no later than 10 days after the end of the quarter to ensure payment. Payment will not be made without proper documentation.

**Due dates are as follows:**

October 7, 2020

January 7, 2021

April 7, 2021

July 7, 2021

**Maximum payment made to each agency:**

Adult Basic Education: ~~\$7,800~~ \$14,850



Duluth Career Force: \$0

Lake Superior College: ~~\$10,870~~ \$17,160

#### IV) Timeline

Responsibilities under this Memorandum of Understanding will coincide with the COVID19 Special HUD Allocation grant period of June 16, 2020 – ~~March 31, 2021~~ June 30, 2021.

#### V) Signatures


SOAR, ABE, Duluth Workforce Development and LSC agree to collaborate and provide services as detailed above in Section III to participants of the Computer Support Specialist Job Training project pursuant to the program narrative of the grant application (**Attachment A**) and budget narrative (**Attachment B**).

BY:  DATE: 2.8.2021  
Emily Edison, Executive Director, SOAR Career Solutions

BY: \_\_\_\_\_ DATE: \_\_\_\_\_  
Patty Fleege, Adult Education Manager, Duluth Adult Basic Education

BY: \_\_\_\_\_ DATE: \_\_\_\_\_  
Elena Foshay, Director, Duluth Workforce Development

BY:  DATE: 4 Feb 21  
Daniel Fanning, Vice President of Institutional Advancement and External Relations,  
Lake Superior College

 2-23-21  
Catherine A. Erickson, CFO  
Duluth Public Schools  
Date



**BUDGET NARRATIVE – COVID City of Duluth FY20**

**9 months-12 months**

**DIRECT SERVICES –\$40,900**

**.10 Program Director = \$6,500**

Develop and implement program evaluation, supervise the Career Specialists, Assistant Program Director and the outreach campaign created by the Communications & Development Manager.

**.10 Assistant Program Director = \$4,900**

Serve as project lead and navigator, supporting the coordination of participant services and connection to community resources. Coordinates project logistics and creates streamlined communication among project partners.

**.20 Career Specialist x 3 = \$25,000**

The Career Specialists will be responsible for implementation of participant demographic and outcomes data collection and input, intake and assessments, provide 1:1 case management services to develop individual employment/education plans, address barriers, provide job search and retention services, and facilitate work readiness (Career Quest) and cognitive behavior change (Mind Over Matters) workshops.

**.10 Communications & Development Manager = \$4,500**

The Communications & Development Manager will create and implement social media campaign, design and disseminate informational flyers.

**DIRECT CUSTOMER TRAINING: \$8,433**

Mind Over Matters: 111 hours x \$31.00 = \$3,441

Career Quest: 132 hours x \$31.00 = \$4,092

Curriculum/materials: Career Quest: \$20 x 30 clients enrolled = \$600

Mind Over Matters Curriculum: \$10 x 30 clients = \$300

**EQUIPMENT PURCHASES for expanded computer lab: \$7,810**

4 desktop workstations (\$5,060) & cabling for area (\$600) = \$5,660

8 webcams for workstations = \$400

4 desks (\$1,400) and 4 chairs (\$350) for workstations = \$1,750

**SUPPORT SERVICES: ~~\$13,500~~ \$1,372 (\$12,128 match grant)**

Transportation, childcare, ID cards, rent and other general needs support - Average of \$450/client x 30 training participants = \$13,500

**PARTNERS: ~~\$43,670~~ \$32,010**

Lake Superior College: 80 hours/cohort Computer Tech Course for up to 20 participants/cohort = ~~\$10,870~~ \$17,160

Adult Basic Education: 32 hours/cohort Bridge instruction, 18 hours/cohort for integrated instruction = ~~\$7,800~~ \$14,850

~~Duluth CareerForce: Work Experience coordination (.10 FTE) = \$10,000; Employer outreach and engagement (.15 FTE) = \$15,000; Total = \$25,000~~

**OTHER FUNDING: \$43,200**

Private funding being sought for paid work experience wages (240 hrs x \$15/hr x 12 graduates = \$43,200)

**TOTAL PROGRAM EXPENSES = \$133,725**

**ADMINISTRATIVE EXPENSES (SOAR): ~~\$7,064~~ \$5,852**

Administrative expenses (10%): Includes Executive Director and Finance Director.

**TOTAL REQUEST: ~~\$121,377~~ PROGRAM BUDGET: \$96,377**



# Service Agreement

## Congdon Park Elementary School

Lifetouch ID: 35706

School Year(s): 2021-2024

Account Representative Email: jmalone@lifetouch.com

Contract Length: 3

### Account Information

Congdon Park Elementary School  
3116 East Superior Street  
Duluth, MN 55812

Main Phone: 218-336-8825  
Enrollment: 600  
Grades: K - 5

### Summary of Programs Provided

- ☒ Fall Individuals
 ☐ Yearbook
 ☐ Groups
 ☐ Commencements
 ☐ Service  
☐ Spring Individuals
 ☐ Prestige Seniors
 ☐ Prom/Dance
 ☐ Other/Misc  
☐ Underclass Grads
 ☐ Sports
 ☐ Special Events

Program Type*	Start Date	End Date	Setup Time	Start Time	End Time	Est. Photo'd	Setup Location
Fall Individual - Original (Fall Individuals)	09/28/2021	09/28/2021	6:15 AM	7:15 AM	2:30 PM	600	
<b>Additional Notes:</b> IDs							
Fall Individual - Retake (Fall Individuals)	11/05/2021	11/05/2021	6:30 AM	7:30 AM	1:00 PM		

\*Proposed details or TBD if blank

### Account Services

- ☐ Yearbook - Media CD/DMD  
☐ Parent Notify  
☐ Storefront  
☒ Lifetouch Portal

Yearbook Provider:

Parent Notify Contact:

Storefront Contact:

Lifetouch Portal Contact: Heidi Klassen

### Other Services

Color Portrait Strip  
 Color Portrait Strip  
 Digital Media Download High Res (up to 800)  
 Color Portrait Strip  
 Photo Directory

### Additional Details

### Contact information

Contact Name	Title	Role	Phone	Email
Kathi Kusch-Marshall	Principal	Administration	218-336-8825	kathi.marshall@isd709.org
Heidi Klassen	Administrative Assistant	Portal Contact; Primary Contact	218-336-8825	heidi.klassen@isd709.org

## Agreement Terms

During the Agreement Term, Shutterfly Lifetouch, LLC. is designated as the Account's exclusive professional photographer and authorized hereby (i) to photograph all students and staff who participate in "Picture Day" events and (ii) to produce and deliver photographs for the programs identified above. The Account is solely responsible for obtaining any parental consents necessary and/or for enabling parents to opt out of participation in Picture Day activities or inclusion in class photographs or yearbooks (as the case may be). In exchange for the services, the Account will allow access to students, staff and use of Account property and information for Account-authorized purposes, including Picture Day administration, fulfillment and distribution of deliverables to the Account, delivery of Picture Day notices, and to provide parents of students photographed opportunities to purchase individual and class pictures and yearbooks as applicable. Lifetouch will not disclose confidential information provided by the Account (the Account Data) or use it for any purpose except to fulfill the services requested to be performed by Lifetouch. The school remains in control of the Account Data at all times, and Lifetouch will retain the Account Data only as necessary to fulfill its obligations under this Agreement.

The terms of this Agreement are not subject to change or cancellation by either party during the Agreement Term except by written consent of both the Account and Lifetouch.

## Signatures

DocuSigned by:

*Joe Malone*

42AF404130204EA...

2/22/2021

Joe Malone

Account Manager

Kathi Kusch-Marshall

Principal

*Kathleen E. Marshall* 2-23-21  
CKD