



**CAPE AND ISLANDS
WORKFORCE BOARD**

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**MassHire Cape & Islands Workforce Board
and
The WIOA Partners**

Memorandum of Understanding

(MOU)

July 1, 2021 – June 30th, 2024

I. Purpose

The Memorandum of Understand (MOU) communicates the agreement developed and executed between the MassHire Cape & Islands Workforce Board with agreement of Barnstable County Commission, Ms. Sheila Lyons (the Chief Elected Official), and the MassHire Required Partners relating to the operation of the MassHire Career Center delivery of service in the local workforce area.

The MassHire Cape & Islands Workforce Board will act as the convener of MOU negotiations and together with MassHire Required Partners to operationalize the delivery of services necessary to produce the best possible outcomes for shared customer – youth, job seekers and businesses.

The MOU may include other provisions agreed to by all parties that are consistent with all Partner programs, services and activities authorizing statues and regulations.

II. MHCC Required Partners

In accordance with WIOA section 121(c), this Local Memorandum of Understanding has been developed and executed with agreement of the Chief Elected Official, Ms. Sheila Lyons of Cape & Islands Workforce Area, the MassHire Cape & Islands Workforce Board, and the Workforce Innovation and Opportunity Act (WIOA). MHCC Required Partners as defined by WIOA in WIOA regulations 20 CFR Part 678.400 as mandatory Partners in the MassHire Career Centers include:

1. **The Adult Program** (Title I), as part of the MassHire Department of Career Services (MDCS), Executive Office of Labor and Workforce Development (EOLWD);
2. **The Dislocated Worker Program** (Title I), as part of MDCS/EOLWD;
3. **The Youth Program** (Title I), as part of MDCS/EOLWD;
4. **The Adult Education and Family Literacy Act Program** (Title II), as part of Adult and Community Learning Services (ACLS), Department of Elementary and Secondary Education (DESE) Executive Office of Education (EOE);
5. **5. The Wagner-Peyser Act Program** (Wagner-Peyser Act, as amended by Title III), as part of MDCS, EOLWD;
6. **The Vocational Rehabilitation Program** (Title I of the Rehabilitation Act of 1973, as amended by Title IV), as part of the Massachusetts Rehabilitation Commission (MRC) and Massachusetts Commission for the Blind (MCB), Executive Office of Health and Human Services (EOHHS);
7. **Federal-state unemployment compensation program**, as part of the Department of Unemployment Assistance (DUA), EOLWD;
8. **Trade Adjustment Assistance for Workers Programs** (Activities authorized under chapter 2 of Title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.)), as part of DCS, EOLWD;
9. **Jobs for Veterans State Grants Program** (Programs authorized under 38, U.S.C. 4100 et. seq.) as part of DCS, EOLWD;
10. **Temporary Assistance for Needy Families Program** (42 U.S.C. 601 et seq.) as part of Department of Transitional Assistance (DTA), EOHHS;

- 11. Employment and Training Programs under the Supplemental Nutrition Assistance Program**, (Programs authorized under section 6(d)(4) of the Food and Nutrition Act of 2008 (7 U.S.C.2015(d)(4)), as part of DTA, EOHHS;
- 12. Senior Community Service Employment Program** (Programs authorized under Title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.)).
- 13. Ex-Offender Program** (Sec. 212 of the **Second Chance Act** of 2007)

Additional non-required Partners:

1. Mashpee Wampanoag Tribe
2. The Lower Cape Outreach Council

WIOA MANDATED PROGRAMS	REGIONAL ORGANIZATION/MOU PARTNER
WIOA Title I Adult WIOA Title I Dislocated Worker WIOA Title I Youth	MassHire Cape & Islands Career Center
WIOA Title III Wagner-Peyser Veterans' WIOA Program UI Trade Adjustment Assistance	MassHire Cape & Islands Career Center/DUA Staff at Career Opportunities
WIOA Title II Adult Education and Literacy	Cape Cod Community College - Adult Education Center
WIOA Title IV Vocational Rehabilitation	MRC, MCB
SCSEP	Cape Cod and Islands Elder Services, Inc.
TANF & SNAP	Local DTA Office
NON-REQUIRED PARTNERS	
Native American Programs	Wampanoag Tribe of Mashpee
CBO	Lower Cape Outreach Council (Hope Works)

III. Duration of the MOU

WIOA Section 121(c) (g) requires that the MOU shall be reviewed not less than once every 3-year period to ensure appropriate funding and delivery of services, also including effectiveness, physical and programmatic accessibility. WIOA Regulations Subpart C 20 CFR Part 678.500 further requires MOU renewal following the 3-year review if substantial changes have occurred.

IV. Assurances

The MassHire Cape & Islands Workforce Board and the MassHire Required and non-required Partners agree to conduct the following activities at the local level:

1. Enter into a local MOU with the MassHire Workforce Board relating to operation of the MassHire Career Center delivery system.
2. Participate in the operation of the MassHire Career Center delivery system consistent with the terms of this MOU, the requirements of WIOA, and the requirements of Federal laws authorizing the programs and activities.
3. Agree to serve Shared Customers and define how multiple providers, services and resources should support youth, job seekers, and businesses.
4. Utilize the MassHire Career Center Customer Flow and incorporate partner agency points of referral whether in-person or virtual to ensure accessibility and availability of programs and services for shared customers.
5. Ensure the effective use of modern tools and technology that enable shared customers to access needed services to complete program participation and achieve training and employment goals.
6. Develop a process for partner communication, referrals, enrollment, and sharing outcome information on shared customers to staff. And develop a process to review data on shared customers.
7. Use a portion of the funds available for programs and activities to maintain the MassHire Career Center delivery system, including infrastructure and shared costs of MassHire Career Centers, through methods agreed upon by the Local Board, Chief Elected Official, and Partners. If no consensus on methods is reached, the Governor, after consultation with the Chief Elected Official, Local Board, and State Board shall determine the portion of funds to be provided (WIOA sec. 121(a) (h) (1) (C)).
8. Provide representation on the Local Workforce Boards to the extent possible and/or participate in Local Board ad hoc activities/events or on standing committees.
9. Convene locally as an MOU Team at least quarterly and agree to the roles and responsibilities each Partner will have in the development of a diversity, equitable, and inclusive integrated service delivery strategy that meets the needs of customer and businesses.

Shared Customers:

Definition, WIOA Joint Partner Communication 01.2018, March 20, 2018

Shared customers are:

“Youth and job seekers that are eligible for and receive services from more than one WIOA Partner program. They benefit from services and resources delivered across multiple WIOA partner programs and other stakeholders that are aligned to meet an individual’s needs. Shared customers also meet the definition in the Title II regulations of WIOA, CFR 34 Part 63.3 of concurrent enrollment or co-enrollment referring to enrollment by an eligible individual in two or more of the six core programs administered under the Act.”

A business that receives services from more than one WIOA Partner program is also considered a shared customer. (However, the policy pertains only to youth and job seeker shared customers.)

V. Memorandum of Understanding Content

Please include a description of the following:

- 1. A description of the process to develop an MOU, career pathway models for populations, and shared customer definitions.*

MassHire Cape & Islands Workforce Board and required partners will once again begin convening on a quarterly basis to ensure shared customers leverage all of the opportunities available at MassHire Cape & Islands Career Center. These quarterly meetings will allow for further discussions on the roles and responsibilities of the WIOA partners, to ensure we are addressing the needs of our shared customers who have been severely impacted by COVID-19 within the region. The primary objective is to ensure shared customers receive the appropriate services and resources at the MassHire Cape & Islands Career Center.

MassHire Cape & Islands Workforce Board will begin to meet with each required and non-required partners on an individual basis to outline further individualized collaborations. This will also allow the Executive Director of MassHire Cape & Islands Workforce Board to continue to strengthen and engage relations with CIWB Board members and community partners. MassHire Cape & Islands Workforce Board Executive Director will also continue to meet with the Director of the MassHire Cape & Islands Career Center, as has been done throughout the pandemic.

The MassHire Cape & Islands Regional Blueprint is in the process of being revised based on pre/post COVID data. Within the last year, the labor market has changed considerably, thus the Regional Blueprint Team is examining the volatility of the region and the impact to our employers. Health Care, Construction and Hospitality remain leading occupations within the region. MassHire Cape & Islands Workforce Board has become well versed on many data platforms that will help guide this effort. Some of these resources and tools include a stronger understanding of the following platforms: EMSI, Dunn and Bradstreet’s Data Vision and Burning Glass.

Each Partner will make available to customers their core services and meet their responsibilities as outlined in 20 CFR § 662.230. Each Partner will maintain its decision-making on their respective programs and service. Each Partner remains an autonomous agency and maintains its own identity, budget, and responsibility for its actions. Each Partner’s role is to refer customers to

the appropriate entity for service determination and delivery, to share data and information across the regional partner network, and to maintain a high level of commitment to serving shared customers.

Shared customers to be referred to MassHire Cape & Islands Career Center will be identified by each partner based on articulated criteria developed between MassHire Cape & Islands Workforce Board, MassHire Cape & Islands Career Center, and each partner agency.

Enrollment and assessment at the career center will proceed as demonstrated in the accompanying Job Seeker Customer Flow Chart (**which will be updated based upon the return to in-person services date at MassHire Cape & Islands Career Center**)

Staffing and Out-Stationing:

As the re-opening policies continue to change, it is important that the Partners continue to navigate and develop a new staffing and out-stationing strategy that will best meet the needs of the shared customers.

2. A description of the priority populations identified by the WIOA partners.

Services provided to job seekers under Title I of WIOA can be viewed as a pathway to the middle class and a way to maintain and build skills. WIOA focuses on serving individuals with barriers to employment. WIOA priority of service and special populations include: Unemployment insurance claimants; low-income adults including TANF and SNAP recipients; homeless; Adult Education participants (Title II); individuals with disabilities (Vocational Rehabilitation Title IV); Veterans; older workers; re-entry populations; and, youth, including youth with barriers to employment; members of the Wampanoag Tribe who have barriers to employment are all priority populations in the region. Other priority populations may be identified as the partners work together in the region, including eligible migrant and seasonal farmworkers (as defined in WIOA sec. 167 (i) (1-3)).

WIOA establishes a priority of service requirement with regards to funds allocated to local areas for adult employment and training activities. Priority must be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient, this also includes English language learners. It is important to note, that there are no restrictions for basic career center services, these services are available to all adult job seekers.

Veterans, and their eligible spouses also receive priority of service for all DOL-funded job training programs, which do include WIOA programs. Veterans also receive priority of service for basic career center services as well, including participation in workshops.

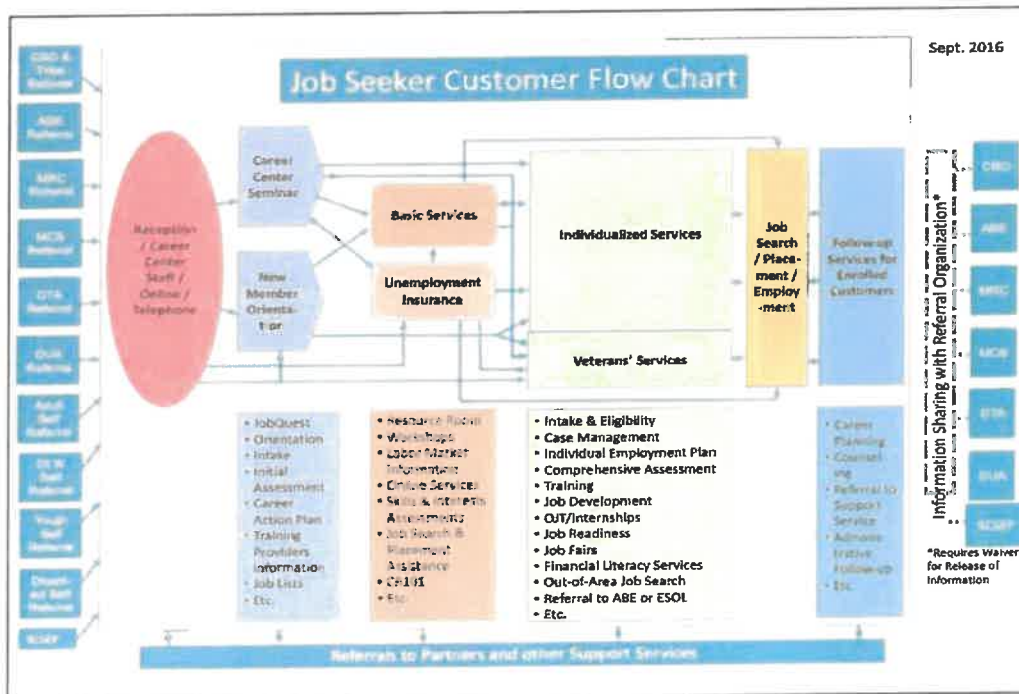
We feel we can continue to meet the needs of our priority populations with the strong onsite presence of our shared partners at MassHire Cape & Islands Career Center, as well as with quarterly meetings with the MOU partner team. Through collaborative communication and if needed enrollment into an individualized service at the career center, this type of service would allow for case management services which would be documented in MOSES. All shared customers who are enrolled as universal access members within the career center system, are monitored via the MOSES system. This also allows for notes and additional documentation if needed to benefit the job seeker.

3. A description of the continuum of services available for each priority population in the local workforce area based on a customer-centered design or career pathway model. Include a map for customer flow across MOU partners for each priority population.

Referring Partners will identify shared customers based on agreed upon profiles to be developed. There is no universal definition of shared customers, each partner will work with the MassHire Cape & Islands Workforce Board and MassHire Cape & Islands Career Center to develop the profiles. The chart below details the services for all shared customers referred to the career center. Shared customers, who have been referred from our partner organizations will have the opportunity to become members of MassHire Cape & Islands Career Center. They will be universal access member, which allows for tracking and documentation in MOSES. By becoming a universal access member, the shared customer, now has access to a variety of services including access to the resource room, online services, as well as job search assistance.

A referral form will be developed by the partners. It is anticipated that in the future the Commonwealth will develop an online tool to provide for sharing of enrollment data between partners, this region will implement the use of online tools as they are developed. Shared services include but are not limited to:

- Intake & Orientation
- Career Assessment
- Career Planning
- Career Readiness /Training/Education
- Job Search Assistance
- Case-management



- Data/Performance Tracking

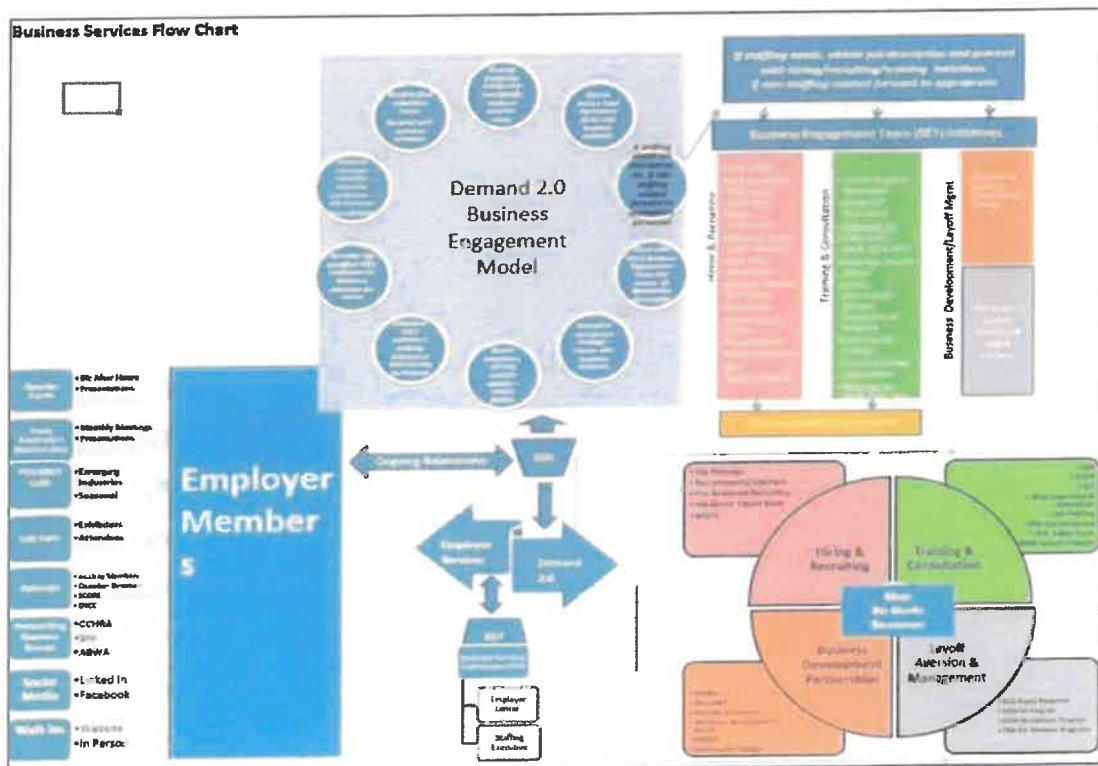
4. A description of the continuum of services available for businesses in the workforce area based on a customer-centered design or career pathway model. Include a map for the business customer flow across MOU partners in the local area.

MassHire Cape & Islands Career Center provides a full range of services to businesses in the region, as detailed in the following workflow map. The shared customers identified by MOU partners will be part of the inventory available to meet business customer staffing needs. Shared partners will identify what their job search needs are and communicate with Career Opportunities Business Service team. This included offering many workshops virtually, as well as hosting job fairs. Shared partners will have access to job opportunities, workshops, as well as industry specific job fairs and hiring events. The Business Service team has a wide variety customer focused services for businesses including the Fifty-Five Plus, Veterans Services, and Industry specific events that lend themselves to the workforce area.

5. A description of the access to technology and materials available through One-Stop Career Center delivery system.

The Career Opportunities Center is equipped with Assistive Computer Programs such as JAWS, Dragon Naturally Speaking, ZoomText and Open Book. These programs can assist people with vision impairment, the blind, the deaf and hard of hearing, as well of individuals with mobility limitations. All shared customers referred to Career Opportunities will have access to all technology available at the Center including but not limited to:

- JAWS – offers comprehensive screen reading capability for people who are blind or visually impaired.



- **Dragon Naturally Speaking** – allows you to talk to your computer rather than typing. As your words are transcribed onto the screen and into your documents. This is helpful to individuals who are deaf or hard of hearing.
- **ZoomText** – is a powerful computer access solution for the vision-impaired individuals. ZoomText allows you to see and hear everything on the computer screen, providing complete access to applications, documents, emails, and the internet.
- **OpenBook** – Is a software program that transforms the personal computer and scanner into a full-featured reading machine. You can scan books, letters, etc., and let OpenBook read that page aloud to you.
- **TTY Machine** – Assistive Listening Devices FM Receiver for those wishing to attend workshops and other classes.

6. Data Sharing for Integrated Service Delivery for Shared Customers.

Subject to applicable legal constraints, including but not necessarily limited to those contained in G. L. 151A and 20 C.F.R. Pt. 603, the parties of this MOU agree to seek increased sharing of data with a view to improving the quality of service-delivery to both jobseekers and business-customers. The Party whose data is requested to be shared shall be the judge, in its sole discretion, of the legal constraints governing whether and how its data may be shared. The parties of this MOU understand that a shared data system is being designed at the state level and will fully support the development and implementation of a state-level data system, subject to the foregoing limitations.

7. Staff development will be individualized with each partner and will provide at a minimum:

- Working knowledge of the enrollment process and the services available at MassHire Cape & Islands Career Center.
- Working knowledge of the enrollment process and services at each partner agency.
- Working knowledge of the profile of agency customers to facilitate the identification of shared customer characteristics.
- Partners will have the opportunity to present to the career center staff information unique to their customer population so that the career center staff can effectively serve the partner's customers. For example, MCB staff is currently working with MassHire Cape & staff to demonstrate effective methods to interface with MCB clients.
- Staff training and development to integrate the various MOU partners into a regional delivery system.

8. Assurances of participation of the OSCC Required Partners in the competitive selection process for the One-Stop Career Center lead operator in the local workforce area.

Required partners in the MassHire Cape and Islands Workforce Board region serve as members on the Board of Directors. Through their attendance at meetings, all required partners participate in the Career Center Operator selection. Several of the required partners also served on the selection committee for the operator.

9. Funding for Shared and Infrastructure Costs of the OSCC:

The Parties of this MOU agree that all required partners have a joint funding responsibility to support and maintain an effective local integrated service delivery system. In addition, all parties to the MOU recognize that shared and infrastructure costs are applicable to all required Partners. As such, all parties to this agreement acknowledge that the Local MOU herein serves the purpose of the infrastructure funding agreement (IFA) as required by WIOA. The infrastructure funding agreement as described will be revisited on annual basis and periodically reconciled against actual costs incurred and adjusted accordingly to ensure that it reflects a cost allocation methodology and demonstrates how infrastructure costs are charged in proportion to relative benefits received. Infrastructure funds are apportioned at the state level based on the percentage of shared customers served in each local workforce area.

State partners will establish a methodology that will ensure costs are allowable, reasonable, necessary, and allocable. As appropriate, State Partners will enter into Inter-agency Service Agreements (ISAs) or Contracts with the MassHire Department of Career Services (MDCS), as the designated State Workforce Agency (SWA), to issue the local allocations. Local Boards will ensure all allocations are incorporated into the local integrated budget during the planning process. MDCS will monitor the spending of all shared and infrastructure costs and Local partners agree to meet regularly to discuss integrated service delivery strategies and the shared and infrastructure funds needed to actualize services. On an annual basis, local partners will provide suggestions and recommendations to state level partners for adjustments to shared and infrastructure funds allocated. The utilization of infrastructure funds will be reviewed on a quarterly basis. Staff time and in-kind resources attributed to shared costs will be reviewed annually for necessary adjustments.


10. Performance Measures


MassHire Cape & Islands Workforce Board in agreement with the MOU Partners agrees to jointly review the WIOA mandated performance metrics for the workforce areas or metrics as negotiated as part of any shared and infrastructure contract costs between a Local Board and the mandated MassHire Required partners, including incentives and penalties. The career center can develop a report to monitor the spending of all partner agencies.

VI. SIGNATORIES


By signing this agreement, all parties agree to the provisions contained herein are subject to all applicable, Federal, State, and local laws, regulations and/or guidelines relating to nondiscrimination, equal opportunity, displacement, privacy rights of participants, and maintenance of data and other confidential information relating to MassHire Cape & Islands Career Center customers. By signatures affixed below, the parties specify their agreement:


Note: the signatory page may be adapted to include additional representatives as determined appropriate by the MassHire Workforce Board and/or Partner organizations. Please include the typed name under each Partner's signature.

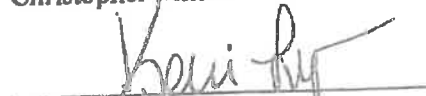

Chief Elected Official
Sheila Lyons


Local Board Executive Director
Kara L. O'Donnell



DCS Operations Manager
Michael Swancy



Adult Education Center of CCC
Dr. Joan Gallagher



MA Commission for the Blind
Christopher Mittell

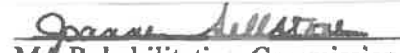

Senior Community Service
Employment Program
Kerri Lyford


WIOA Program Manager Mashpee Wampanoag Tribe
Marnell Cash


Local Board Chair
Christopher Richards


Local Career Center Lead Operator
Kristina Dower


DUA Representative
Wendy Savary 2/17/23


MA Rehabilitation Commission
Joanne Sellstone


MA Department of Transitional
Assistance
Wendy Buttrick