

Workforce Innovation and Opportunity Act

Cape & Islands Workforce Development Board, WIOA Required and non-Required

Partners Umbrella Memorandum of Understanding (MOU)

I. PURPOSE

This Memorandum of Understanding (MOU) communicates the agreement developed and executed between the Cape & Islands Workforce Development Board, with agreement of County Commissioner Mary Pat Flynn (the Chief Elected Official), the OSCC Required Partners (the Partners), other non-required Career Center Partners, and the local OSCC (Career Opportunities) relating to the operation of the one-stop delivery of service in the local workforce area.

The Cape & Islands Workforce Development Board will act as the convener of MOU negotiations and together with the OSCC Required Partners will shape how local One-Stop Career Center Services are delivered.

This MOU defines the roles and responsibilities of the OSCC Required Partners to operationalize the delivery of services necessary to produce the best possible outcomes for shared customers – youth, job seekers and businesses.

II. OSCC 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 of the Cape & Islands WDA, the Cape & Islands Workforce Development Board and the Workforce Innovation and Opportunity Act (WIOA) OSCC Required Partners as defined by WIOA in WIOA Regulations 20 CFR Part 678.400 as mandatory Partners in the One-Stop Career Centers and include:

1. **The Adult Program** (Title I), as part of the Department of Career Services (DCS), Executive Office of Labor and Workforce Development (EOLWD);
2. **The Dislocated Worker Program** (Title I), as part of DCS/EOLWD;
3. **The Youth Program** (Title I), as part of DCS/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. **The Wagner-Peyser Act Program** (Wagner-Peyser Act, as amended by Title III), as part of DCS, 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.))

Additional non-required Partners:

1. The Mashpee Wampanoag Indian 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	Career Opportunities
WIOA Title III Wagner-Peyser Veterans' WIOA Program UI Trade Adjustment Assistance	Career Opportunities/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 of the programs, and 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.

This agreement shall commence on July 1, 2017 and shall terminate on June 30, 2021, unless otherwise terminated by agreement of all parties or superseded.

IV. ASSURANCES

The Cape and Islands WDB and the OSCC Required Partners and non-required Partners agree to conduct the following activities at a local level:

1. Enter into a local MOU with the Cape & Islands Workforce Development Board relating to operation of the one-stop delivery system.
2. Participate in the operation of the one-stop delivery system consistent with the terms of this MOU, the requirements of WIOA, and the requirements of Federal laws authorizing the partner programs and activities.
3. Define “shared” customers between Partners to create a clear understanding of how multiple providers, services and resources should support youth, job seekers, and businesses.
4. Redesign the One-Stop Career Center customer flow and service practices across partner agencies, including ensuring the accessibility and availability of services to “shared” customers.
5. Utilize robust technology tools to scale-up practices and provide more significant supports for individuals with barriers to employment, including basic skills assessment, remediation, and career development tools.
6. Track and evaluate the outcomes for individuals who face barriers to employment using the Massachusetts One-Stop Employment System – MOSES.
7. Use a portion of the funds available for programs and activities to maintain the one-stop delivery system, including infrastructure and shared costs of One-Stop 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. The MOU will be reviewed, and if substantial changes have occurred, renewed, not less than once every 3-year period to ensure appropriate funding and delivery of services. The MOU must be updated to reflect any change in the One-Stop Partner infrastructure cost contributions.

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.

The Cape and Islands WDB convened a meeting of all of the required and non-required partners enumerated above, to discuss the needs of each agency related to shared customer activity through Career Opportunities. WIOA requires core partners to align, connect, and integrate services by sharing resources and jointly designing services in ways to improve outcomes for shared customers. A shared customer is someone who will benefit from services and resources delivered from multiple WIOA Partner programs, that are aligned to meet the needs of the job seeker.

It was then necessary for The WDB and Career Opportunities to meet individually with each required and non-required partner enumerated above as it was at this meeting further individualized collaborations were outlined. For example, both DTA and SCSEP both have interns onsite at Career Opportunities which allow for integration at the career center, as well as job placement. ABE is also onsite at Career Opportunities as this is an example of how partner agencies can work together to ensure a shared customer receives the career center services leading to employment. The Cape & Islands WDB then presented to the partners a draft MOU for final comments and signature.

Career pathways have been established at Career Opportunities based on our regional blueprint (2013-2017). The following sectors are priority career path choices in the regional economy; health care, construction, technology and professional services, hospitality, and marine sciences. The Business Service unit at Career Opportunities is well versed on the regional blueprint, and has developed strong employer partners within each sector. Creating these linkages has been vital for hiring events such job fairs.

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 own 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 Career Opportunities will be identified by each partner based on articulated criteria developed between the WDB, Career Opportunities and each partner agency. Enrollment and assessment at Career Opportunities will proceed as demonstrated in the accompanying Job Seeker Customer Flow Chart.

Some partners may choose to out station employees at Career Opportunities, for example the Adult and Community Learning Center will have an employee at Career Opportunities for 3 hours per week. Additionally, DTA, MRC and DUA also have an onsite presence at the career center. While

this is not a required activity, partners are encouraged participate directly at Career Opportunities to facilitate the identification and tracking of shared customers.

2. A description of the priority populations identified by the MOU 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).

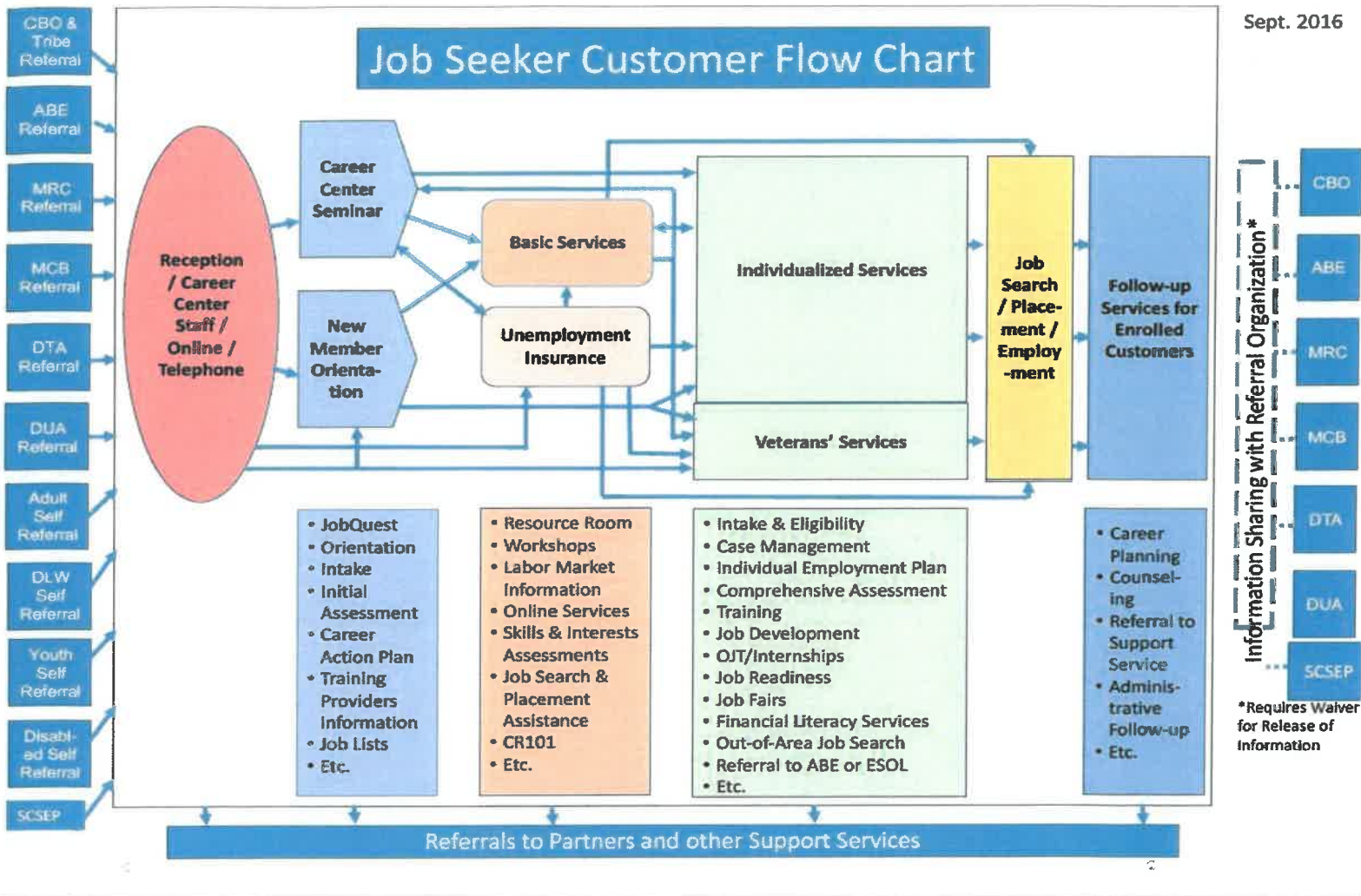
WIOA establishes a priority of service requirement with regards to funds allocated to local areas for adult employment and training activities. Priority must be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient, this also includes English 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 can we meet the needs of our priority populations with the strong onsite presence of our shared partners at Career Opportunities, 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.
- a. 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 WDB and Career Opportunities to develop the profiles. The chart below details the services for all shared customers referred to Career Opportunities. Shared customers, who have been referred from our partner organizations will have the opportunity to become members of Career Opportunities. 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.

- b. 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.



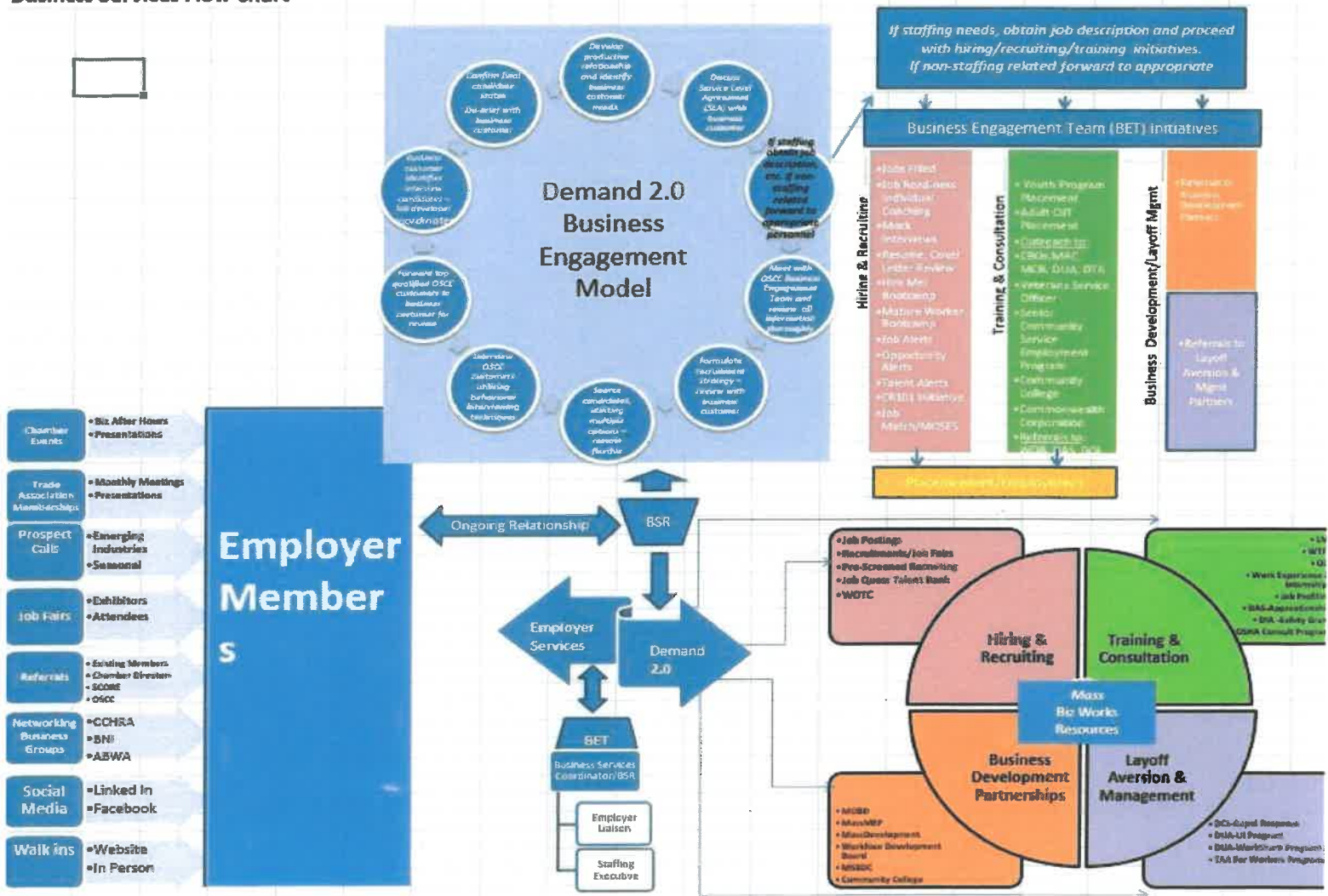
Shared services include but are not limited to:

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

- 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.

Career Opportunities provides a full range of services to businesses in the region, as detailed in the following work flow 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. 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.

Business Services Flow Chart



- 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** – available. 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 job-seekers 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 Career Opportunities

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

Familiarity with referral forms developed to facilitate the movement of shared customers

Partners will have the opportunity to present to Career Opportunities staff information unique to their customer population so that Career Opportunities staff can effectively serve the partner's customers. For example, MCB staff is currently working with Career Opportunities staff to demonstrate effective methods to interface with MCB clients

Staff training and development to integrate the various MOU partners into a regional service 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 Cape and Islands Workforce Development 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 the 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

The Cape & Islands Workforce Development 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 One-Stop Career Center partner, including incentives and penalties. The career center can develop a report to monitor the spending of all partner agencies.

VIII. 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 One-Stop Career Center customers.

By signing the MOU, all Parties agree to reviewing and modifying the local MOU on an as needed basis to ensure further development and alignment with local area priorities and strategies to serve shared customers as well as to update the MOU to satisfy all requirements as identified by WIOA.

MOU Signature Page:

By signing the MOU, all Parties agree to reviewing and modifying the local MOU on an a- needed basis to ensure further development and alignment with local area priorities and strategies to serve shared customers as well as to update the MOU to satisfy all requirements as identified by WIOA.

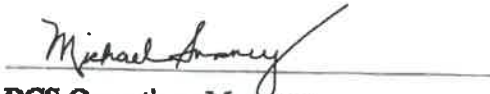
By signatures affixed below, the parties specify their agreement:



Local Board Executive Director
Kara L. Galvin



Local Board Chair
Christopher Richards



DCS Operations Manager
Michael Swaney



Local Career Center Lead Operator
Kristina Dower



Adult Education Center of CCCC
Carol Lidard



DUA Representative
Wendy Savary



WIOA Program Manager Mashpee Wampanoag Tribe
Marnell Cash



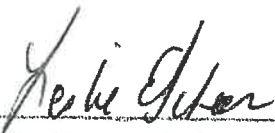
MA Rehabilitation Commission
David Sykes



MA Commission for the Blind
John Oliveira



MA Department of Transitional Assistance
Peter Danzell



Senior Community Service Employment Program
Leslie Scheer



Lower Cape Outreach Council
Gennie Moran