

MEMORANDUM OF UNDERSTANDING
FOR THE
CENTRAL MA WORKFORCE DEVELOPMENT AREA
BETWEEN THE
CENTRAL MA WORKFORCE INVESTMENT BOARD AND ITS WORKFORCE INNOVATION
AND OPPORTUNITY ACT PARTNERS

I. PURPOSE

This Memorandum of Understanding (MOU) communicates the agreement developed and executed between the Central MA Workforce Investment Board (CMWIB), with agreement of the City Manager, City of Worcester, serving as the region’s Chief Elected Official (CEO), the One-Stop Career Center (OSCC) operator, the Workforce Central Career Centers (WCCC), and Workforce Innovation and Opportunity Act (WIOA) Partners (herein referred to as “Partners”), relating to the operation of the OSCC delivery of service in the Central MA Workforce Development Area (WDA).

The CMWIB will act as the convener of MOU negotiations and together with the Partners will shape how local OSCC services are delivered.

This MOU defines the roles and responsibilities of the MOU parties in operationalizing the delivery of services and other activities to produce the best possible outcomes for shared customers, including youth, job seekers and businesses, consistent with all Partner program authorizing statutes and regulations.

II. CENTRAL MA WIOA PARTNERS

In accordance with WIOA Section 121(c), this Local Memorandum of Understanding has been developed and executed with agreement of the region’s CEO and the WIOA OSCC required partners mandated in 20 CFR Part 678.400 (See attachment A for regional partner contact list).

The required OSCC partners are:

- 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); represented by the Worcester Public Schools, the

Webster Public Schools, Training Resources of America, and Ascentria Community Services, Inc., Quinsigamond Community College, Sheriff's Department of Worcester, and Catholic Charities.

5. **The Wagner-Peyser Act Program** (Wagner-Peyser Act, as amended by Title III), as part of DCS, EOLWD; represented through the region's OSCC operator, WCCC;
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 (SCEP)** (Programs authorized under Title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.)); represented by Catholic Charities and Operation A.B.L.E. of Greater Boston.

Non-required community partners in this local MOU are:

13. The Worcester Community Action Council, the federally-designated anti-poverty agency for Worcester and 45 neighboring communities;
14. Job Corps; operated in the Central MA region at the Grafton Job Corps Center by Adams and Associates, Inc.;
15. YouthBuild; operated in the Central MA region by Training Resources of America, Inc.

Additional parties to this MOU may be added.

III. DURATION

WIOA Section 121(c) (g) requires that the MOU shall be reviewed not less than once in every 3-year period to ensure appropriate funding and effective delivery of services, 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, 2020, unless otherwise terminated by an individual Partner with 30-days written notice to all Partners, by agreement of all parties, or superseded.

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.

IV. ASSURANCES

The CMWIB and the Partners agree to conduct the following activities at a local level:

1. Participate in the operation of the OSCC delivery system consistent with the terms of this MOU, the requirements of WIOA, and the requirements of Federal laws authorizing Partner programs and activities.
2. Participate in the development of a definition of “shared” customers between Partners to create a clear understanding of how multiple providers, services and resources should support youth, job seekers, and businesses.
3. Participate in the redesign of the OSCC customer flow and service continuum across partner agencies, including the accessibility and availability of services to shared customers.
4. 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.
5. Track and evaluate the outcomes for individuals who face barriers to employment.
6. Required OSCC Partners will use a portion of the funds available for programs and activities to maintain the OSCC delivery system, including infrastructure and shared costs of OSCC, through methods agreed upon by the CMWIB, CEO, and Partners. If no consensus on methods is reached for required OSCC Partners, the Governor, after consultation with the CEO, CMWIB, and State Workforce Development Board shall determine the portion of funds to be provided (WIOA sec. 121(a) (h) (1) (C)).
7. Provide representation on the CMWIB to the extent possible and/or participate in its ad hoc activities/events or on standing committees, including participation in the Central MA WDA WIOA Partner Leadership Council and regional WIOA Partner subcommittees as appropriate (see Attachment B).
8. The MOU will be renewed, not less than once every three years to ensure appropriate funding and delivery of services. The MOU must be updated to reflect any change in the OSCC Partner infrastructure cost contributions.
9. Assist with the OSCC operator competitive selection process as coordinated by the CMWIB.

10. Assist with the review of WIOA performance metrics for the region and the performance metrics negotiated as part of any shared infrastructure contracts between the CMWIB required OSCC Partners, including incentives and penalties.
11. The Parties of this MOU agree that all required OSCC 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. Notwithstanding the above, the City of Worcester is not required to contribute funding beyond amounts received from federal, state or private sources. To ensure that the Local Board and all the required local Partners can focus on the provision of quality services to all our shared customers, the State Level Partners will issue allocations for shared and infrastructure cost to the 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) with the Department of Career Services (DCS), the designated State Workforce Agency (SWA) to issue the local allocations. The CMWIB will ensure all allocations are incorporated into the local integrated budget during the annual planning process.

V. MOU DEVELOPMENT, PRIORITY POPULATIONS, AND SHARED SERVICES

This MOU was developed through a joint task force consisting of Partner representatives from within the Central MA WDA.

1. The following regional populations are prioritized by the Partners for receipt of shared services:
 - a. Unemployment insurance claimants;
 - b. Low-income adults, including TANF and SNAP recipients;
 - c. Homeless;
 - d. Adult Education participants (Title II);
 - e. Individuals with disabilities (Vocational Rehabilitation Title IV);
 - f. Veterans;
 - g. Older workers;
 - h. Re-entry populations; and
 - i. Youth, including youth with barriers to employment.
2. Shared services for the Central MA WDA will include (Note: a release form will be created and utilized to gain shared customer approval for information sharing and coordination of services by the Partners. This release shall be sent to all Partners delivering services to a shared customer):
 - a. Referrals: until such time as the Commonwealth may develop an online referral process, Partners shall utilize the regional referral process guidebook to assist in the smooth referral of shared customers to Partner programs as appropriate. This regional guidebook will be developed by the Partners, be available electronically to all Partner staff, and describe:
 - o The services and activities available from each Partner program;
 - o General eligibility for each Partner program;

- Details regarding the steps necessary for program enrollment;
- A lead contact person to serve as a Partner staff liaison.

Additionally, partners with facilities located near the region's comprehensive career center in downtown Worcester (Workforce Central) will be members of the Downtown Worcester Career Connections Campus (DWCCC) and develop further direct referral and outreach recruitment support as appropriate for potential shared customers. Similarly, a Southbridge Career Connections Campus (SCCC) will be established to do likewise at the region's affiliate career center, and all Partners agree to review the feasibility and practicality of potential facility co-location as lease agreements are renewed. See the DWCCC and SCCC maps in attachment C.

- b. Intake & Orientation: until such time as the Commonwealth shall develop an online tool to share intake and enrollment data between Partner agencies, each Partner shall utilize the intake and orientation process necessary to fulfill their program requirements. Where appropriate, Partners shall include introductory information regarding services and programming available through the other regional Partners.
- c. Career Assessment: the Partners agree to share career assessment results when a referral is given.
- d. Career Planning: when making a referral, the Partners will forward any career planning information that has been developed with the customer or coordinating shared follow-up activities.
- e. Career Readiness /Training/Education: the Partners agree to review and where appropriate consolidate (combine/share) workshops/curricula. Partners will also seek to leverage each other's staff resources through cross-training of staff in workshop delivery, including online readiness tools such as the Workforce Central CareerHub member portal, and shall allow for priority enrollment of Partner-referred customers when offering career pathway training and education, to the maximum extent possible under program requirements and logistical or time constraints.
- f. Job Search Assistance: the Partners agree to coordinate shared customer job search activities through joint case-management efforts when practical and offer customer referrals to WCCC when these services are appropriate, including referrals for placement opportunities available through Workforce Central's Demand 2.0 process.
- g. Case-management: the Partners agree to coordinate services for high-need/high risk shared customers through regularly scheduled Partner case-management staff meetings. This group may meet in-person or electronically and utilize electronic tools as appropriate to manage and document their efforts.
- h. Data/Performance Tracking: 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.

The Central MA WDA WIOA Partnership services delivery model map for priority populations can be found in Attachment D.

3. A description of the continuum of services available for business customers in the Central MA WDA can be found in Attachment E, and business customer feedback shall be utilized by the Partners to identify demand-driven career pathway programming development and coordination (see attachment F).
4. The Central MA WDA WIOA Partnership services delivery continuum charts for priority populations is found in Attachment G. These charts include information regarding access to technology and materials available through the region's OSCC, for each of the above priority populations in the region.
5. Partners agree to share technology-based tools wherever practical and allowable to support delivery of items a-h above to shared customers with WCCC membership, including the use of MA JobQuest, Career Ready 101, TORQ, and the Workforce Central CareerHub online portal by OSCC and Partner staff.
6. As part of the region's ongoing effort to improve coordination and effectiveness of services, the Partners shall work together to develop and deliver coordinated staff development and training. Initial training topics include:
 - System integration: Partner program benefits/services/eligibility, MA BizWorks, performance data tracking, customer referral process, online CareerHub portal use
 - Professional growth: time management, case-notes,
 - Specific interest: cultural competence, disability tools and supports, language resourcesThe Professional Development Staff Group shall coordinate these trainings and identify additional topics as appropriate to support continuous improvement.
7. All required WIOA Partners will work in good faith locally and with state officials from each of the Partner agencies as necessary to fund joint costs in a manner that satisfies the requirements of section 121(h) of WIOA for purposes of funding the one-stop system in PY 2017 and beyond. A general framework of this funding, including use of programmatic, administrative, and in-kind costs can be found in Attachment H.

VI. COMPETITIVE SELECTION OF ONE STOP CAREER CENTERS

As stated in section 4.9 above, required WIOA Partners agree to participate in the selection process of the OSCC Operator as required by WIOA and coordinated by the CMWIB, at least once every four years.

VII. PERFORMANCE MEASURES

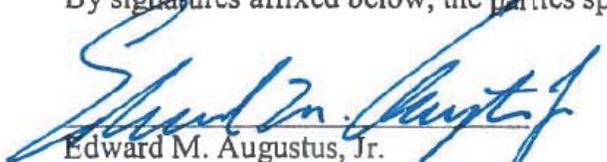
The CMWIB, in agreement with the required WIOA Partners, agree to jointly review the WIOA mandated performance metrics for the workforce area and/or metrics as negotiated as part of any shared services and infrastructure contract costs between the CMWIB and the mandated Partner, including potential incentives and penalties.

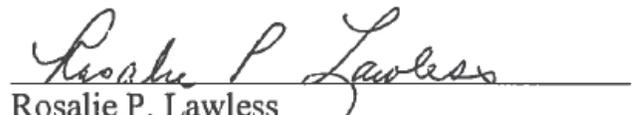
VIII. SIGNATORIES

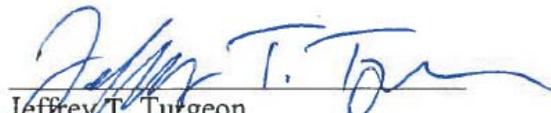
By signing this agreement, all parties agree to the provisions contained herein are subject to all applicable, Federal, State, and local laws, regulations and/or guidelines relating to nondiscrimination, equal opportunity, displacement, privacy rights of participants, and maintenance of data and other confidential information relating to OSCC customers.

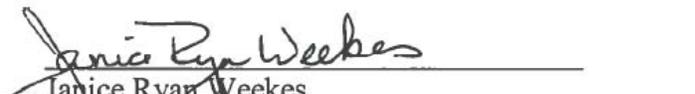
This MOU may be executed in counterparts, and when each party has signed and delivered at least one such counterpart, each counterpart shall be deemed an original, and, when taken together with other signed counterparts, shall constitute one MOU, which shall be binding upon and effective as to all parties.

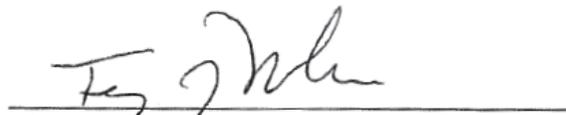
By signatures affixed below, the parties specify their agreement:


Edward M. Augustus, Jr.
City of Worcester (Chief Elected Official)


Rosalie P. Lawless
Central MA WIB Chair

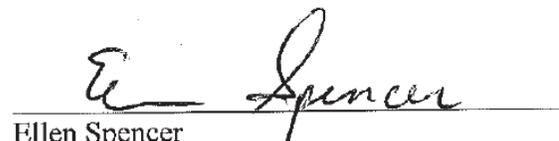

Jeffrey T. Turgeon
Central MA WIB Executive Director

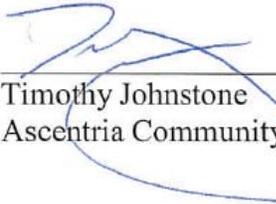

Janice Ryan Weekes
Workforce Central Career Center (Lead Operator)

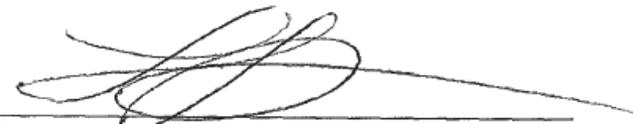

Timothy McMahon
Catholic Charities Worcester County
SCEP & ABE


Eveliz Arroyo-Barrows
MA Department of Unemployment Assistance

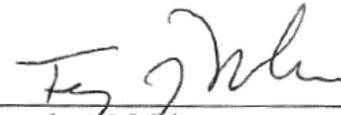

Carolyn M. Gordon
MA Commission for the Blind


Ellen Spencer
MA Rehabilitation Commission

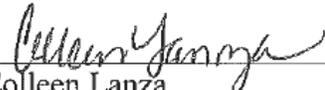

6/27/2017
Timothy Johnstone
Ascentria Community Services, Inc.


Lori Jacques
MA Department of Transitional Assistance


Joan Cirillo
Operation A.B.L.E. of Greater Boston (SCSEP)

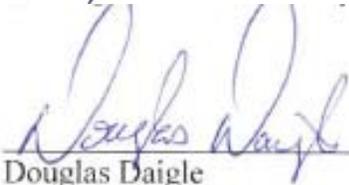

Timothy McMahon
Catholic Charities Worcester County
SCEP & ABE


John F. McGovern
Worcester Public Schools

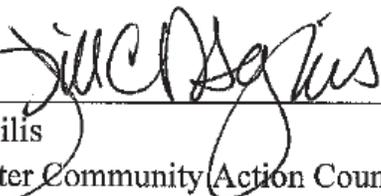

Colleen Lanza
Grafton Job Corps Center

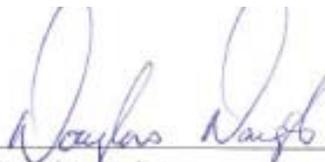

Stephen Marini
Quinsigamond Community College

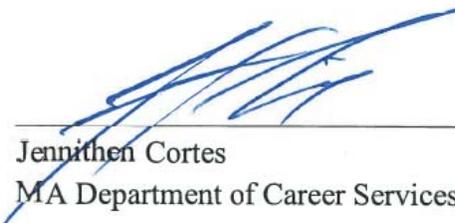

David Tuttle,
Sheriff's Department of Worcester

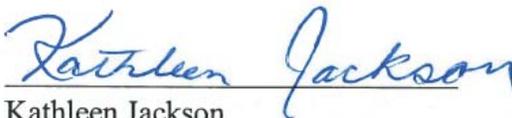

Douglas Daigle
Training Resources of America (ACLS)

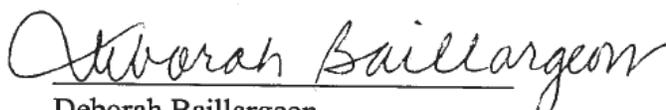

Leslie Baker
Webster Public Schools


Jill Dagilis
Worcester Community Action Council


Douglas Daigle
Training Resources of America (YouthBuild)


Jennithen Cortes
MA Department of Career Services


Kathleen Jackson
MA Department of Career Services


Deborah Baillargeon
MA Department of Career Services

Attachment A: Central MA WIOA MOU Partners

Career Center Operator	WIOA Core Partner Name: MRC Local Area MOU Signatory	WIOA Core Partner Name: MCB Local Area MOU Signatory	WIOA Core Partner Name: DUA Local Area MOU Signatory	WIOA Core Partner Name: SCSEP Local Area MOU Signatory	WIOA Core Partner Name: ACLS Local Area MOU Signatory	WIOA Core Partner Name: DCS Local Area MOU Signatory	WIOA Core Partner Name: DTA Local Area MOU Signatory
<p>Janice Weekes, Director WeekesJ@workforcecentralma.org</p> <p>508.373-7628</p>	<p>Ellen Spencer, Area Director Ellen.Spence@MassMail.State.MA.US</p>	<p>Carolyn Gordon, Regional Director Carolyn.Gordon@state.ma.us</p>	<p>DUA Director TBA</p> <p>Wendy Savary Director of Claims and Appeals Department of Unemployment Assistance</p> <p>Telephone: 508-894-4769</p> <p>Wendy.Savary@MassMail.State.MA.US</p>	<p>Susan Maedler, Catholic Charities smaedler@ccworc.org</p> <p>Joan Cirillo Operation A.B.L.E. of Greater Boston jcirillo@operationable.net</p>	<p>List Provided Below</p>	<p>Kathleen Jackson Kathleen.Jackson2@MassMail.State.MA.US</p> <p>Jennithan Cortes Jennithan.Cortes@MassMail.State.MA.US</p> <p>Deborah Baillargeon Deborah.Baillargeon@MassMail.State.MA.US</p>	<p>Maria Deberadinis Office 617-348-5465 Cell 617-308-0327 email maria.deberadinis@state.ma.us</p> <p>Joyce Clemence; Director of Southbridge DTA: joyce.clemence@state.ma.us</p> <p>Lori Jacques: Director of Worcester DTA; lori.jacques@state.ma.us</p> <p>Kimberly Rowe-Cummings Director Employment Services Program, (ESP) Massachusetts Department of Transitional Assistance 600 Washington Street, Boston, MA 02111 Phone: 617-348-5957 Fax: 617-727-9153 Kimberly.rowe-cummings@state.ma.us</p>

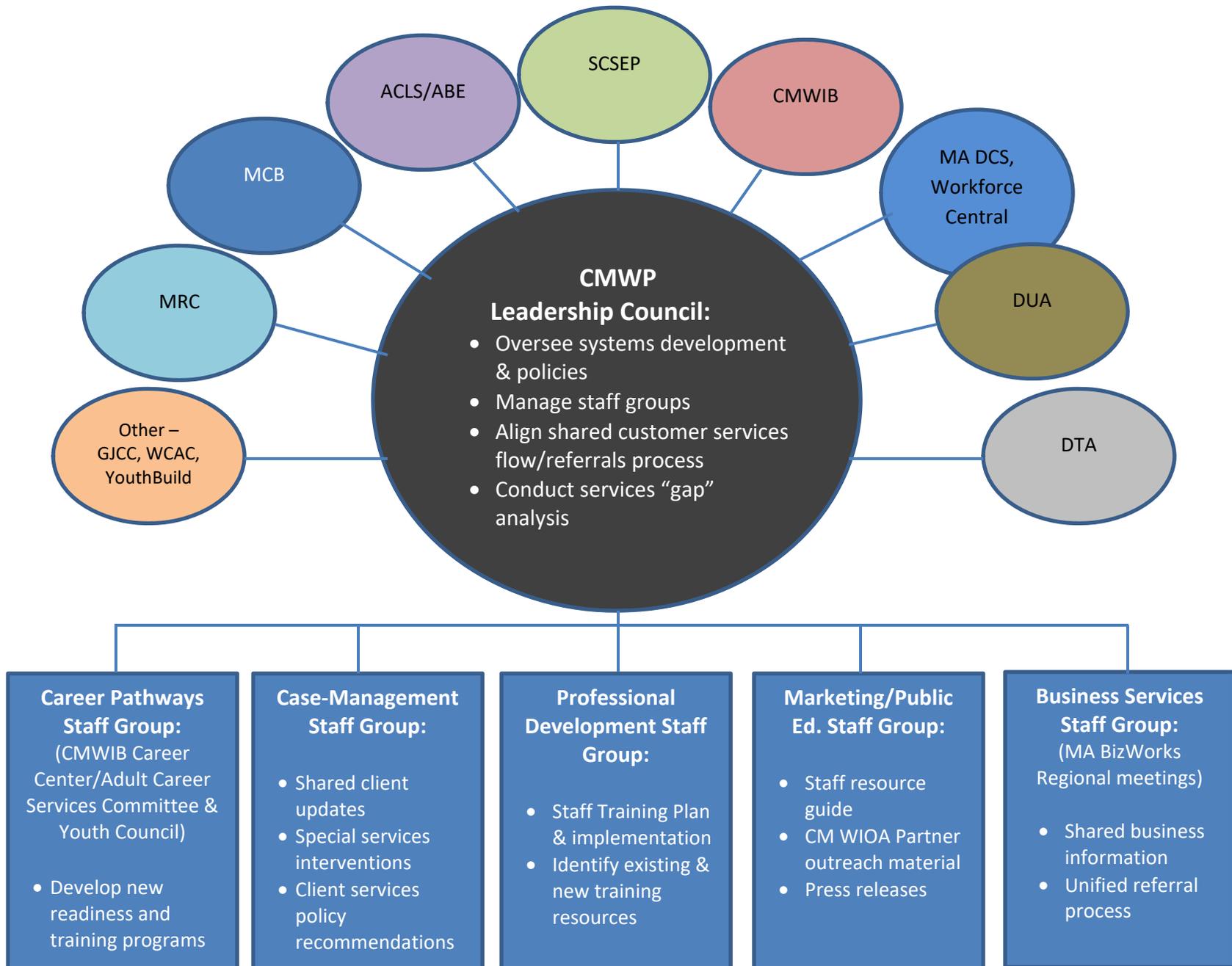
Central MA ABE Providers

Ascentria Community Services, Inc.	Director	Teresita Encarnacion	tencarnacion@ascentria.org
Catholic Charities/Worcester	Director	Madelyn Hennessy	mhennessy@ccworc.org
Quinsigamond Community College /Worcester	Director	Carol King	cking@qcc.mass.edu
Sheriff's Department of Worcester	Director	Lisa M. Gobi	lgobi@sdw.state.ma.us
Training Resources of America/Worcester	Program Coordinator	Douglas Daigle	ddaigle@tra-inc.org
Webster Public Schools	Director	Leslie Baker	lbaker@webster-schools.org
Worcester Public Schools	Director	John F. MCGovern	McGovern@Worc.k12.MA.US

Central MA - Additional Community Partners:

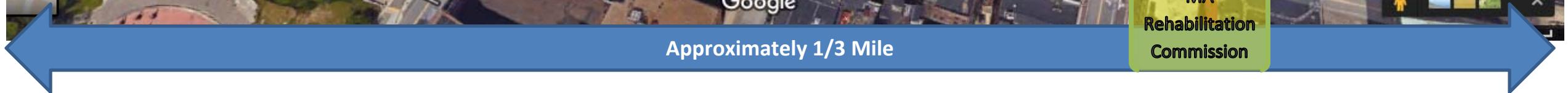
Grafton Job Corps center	Deputy Center Director	Carolann Bombard	Bombard.Carolann@jobcorps.org (508)839-6904
Worcester Community Action Council	Chief Strategy Officer	Charla Hixson	chixson@wcac.net 508.754-1176
YouthBuild	Program Coordinator	Douglas Daigle	ddaigle@tra-inc.org

Attachment B: Central MA WIOA Partnership



Attachment C: Downtown Worcester and Southbridge Career Connections Campus map

Map 1: WORCESTER

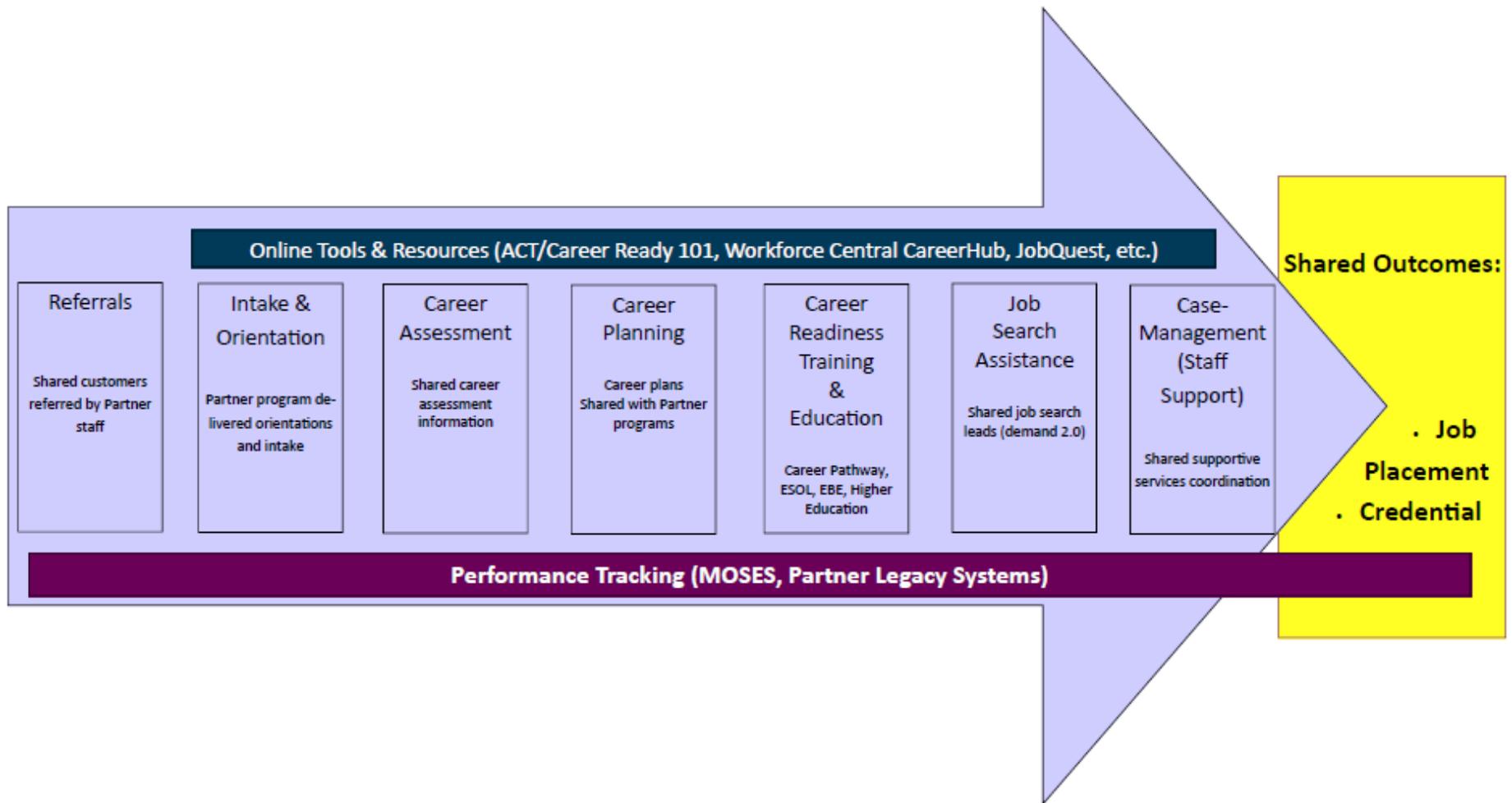


Map 2: Southbridge



← Approximately 2/3 Mile →

Attachment D: Central MA WIOA Partnership Services Delivery Map



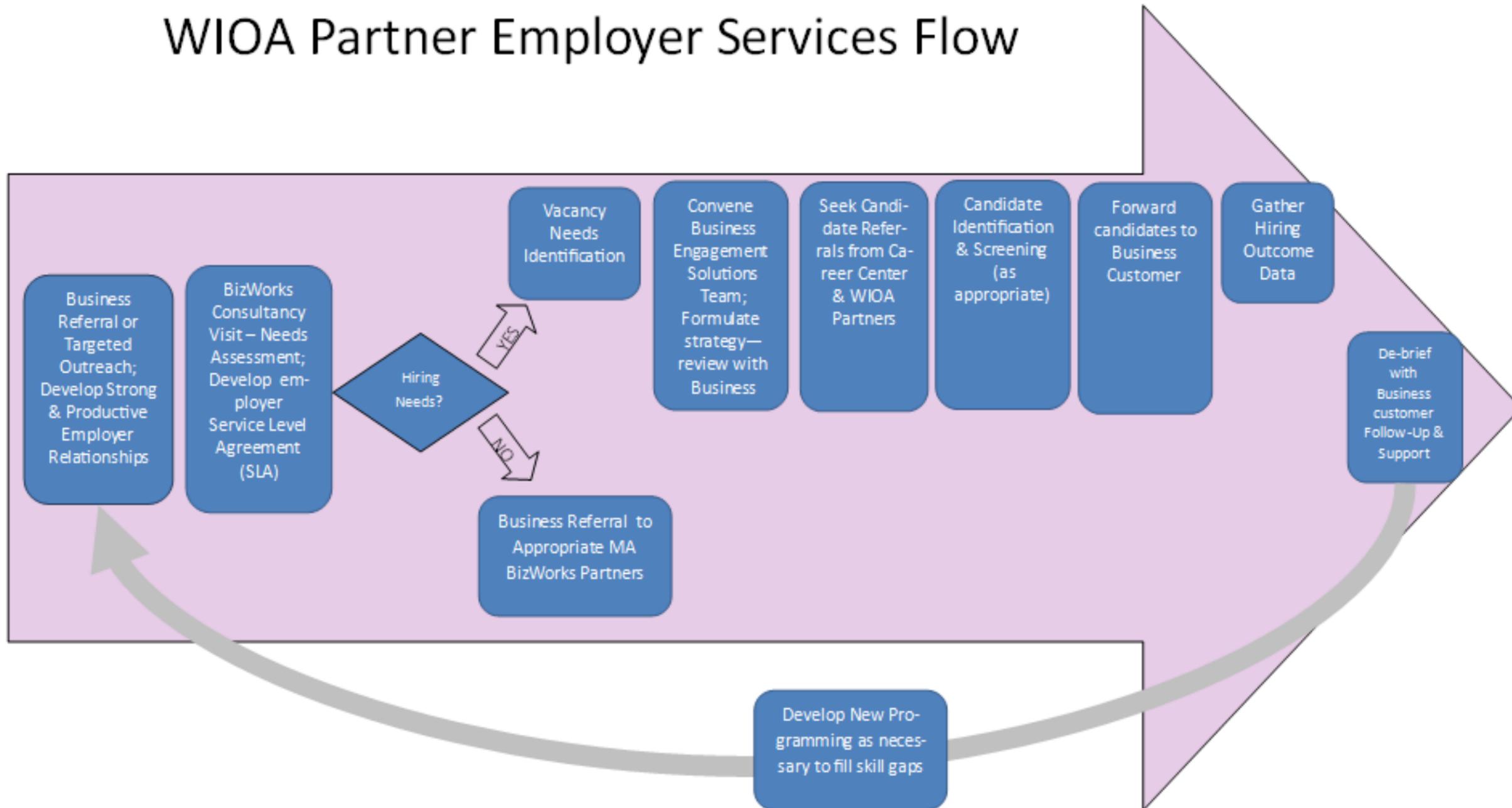
Attachment E: Central MA Continuum of Business Services

Defined Shared Customers: Business customers served by one or more regional Partner.

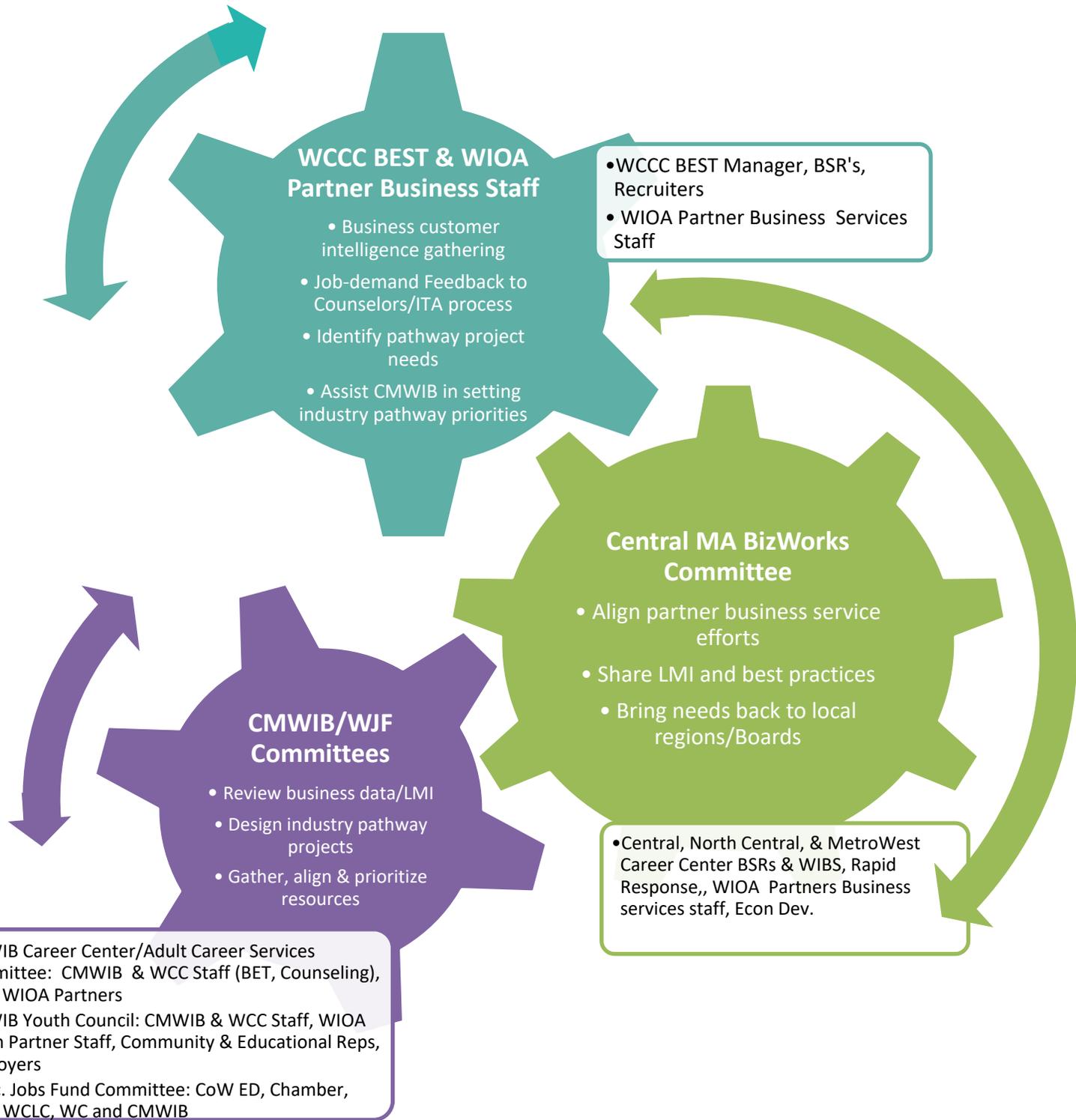
WIOA Partner - Program	Recruitment & referral sources (i.e., word of mouth, partner staff, out-stationed staff locations, online referrals, etc.)	Intake & Orientation	Needs Assessment	General Business Services	Job Vacancy Assistance	Staff Resources	Data Tracking Tool(s)
CMWIB – Industry Pathway projects	Community partners	One-on one contact (phone, email, in-person)	--	Labor Market Information	<ul style="list-style-type: none"> Industry Pathway Projects Worcester Job Fund Job1 Partnership 	Project Managers (2)	MOSES database
Workforce Central Career Center – Business Services	MA BizWorks outreach, word of mouth, Community partners	One-on one contact (phone, email, in-person)	<ul style="list-style-type: none"> One-on-One discussion of needs Workkeys position profiling 	<ul style="list-style-type: none"> Hiring incentive info. MA BizWorks Referrals: <ul style="list-style-type: none"> Rapid Response Layoffs Facilities (MOBD) Div. of Industrial Accidents 	<ul style="list-style-type: none"> Post job openings (job Quest) OJT Job Fairs & recruitment events Volunteer Connections Program (non-profits) Bounce to Employment Candidate recruitment & screening (limited) 	<ul style="list-style-type: none"> Business Service Reps (3) Recruiters (3) 	MOSES database
Massachusetts Rehabilitation Commission	Employer Outreach; Greater Worcester Employment Resource Collaborative	One to One meetings	<ul style="list-style-type: none"> Assess Employer needs 	Market OJT; TJTC Hiring Incentives	<ul style="list-style-type: none"> Internet job search assistance Job Driven Trainings with Account Managed Employers 	<ul style="list-style-type: none"> 2 Employment Service Specialist 3 Job Placement Specialist 	MRCIS database

Worcester Community Action Council	Employer outreach	One to one and group meetings	<ul style="list-style-type: none"> General assessment through discussion 	Customized career pathway program advisory committee; internships	<ul style="list-style-type: none"> Program interns 	<ul style="list-style-type: none"> Program staff 	Program database
Worcester Public Schools	Employer outreach	One to one and group meetings	<ul style="list-style-type: none"> General assessment through discussion 	Aligned Career Technical Education program advisory committees – pathway training services; Co-Op and internships	<ul style="list-style-type: none"> Co-op and interns; recent grads Career fairs 	<ul style="list-style-type: none"> CTE staff, guidance counselors 	School to Career (Connecting Activities) database

WIOA Partner Employer Services Flow



Attachment F: Central MA Demand-Driven Program Development



Attachment G: Central MA Customer Flow – Unemployment Insurance Recipients

Defined Shared Customers: Job seekers collecting benefits through the MA Dept. of Unemployment Assistance served by two or more Partners.

WIOA Partner - Program	Recruitment & referral sources (i.e., word of mouth, partner staff, out-stationed staff locations, online referrals, etc.)	Intake & Orientation	Assessment Process(s)	Career Planning	Career Readiness/Training/ Education	Job Search Assistance	Case-management	Online / e-Tool(s)	Data Tracking Tool(s)
CMWIB – Industry Pathway projects	Community partners	Project-based	--	--	<ul style="list-style-type: none"> Industry Pathway Projects Worcester Job Fund Job1 Partnership 	Project placement assistance	Project based	<ul style="list-style-type: none"> Talent Neuron (Job Board analytics) LEHD 	MOSES database
Workforce Central Career Center – WIOA Low-income Adults and Dislocated Workers	MA DUA Referrals, word of mouth, WIOA partners	Career Center Seminar (CCS)	<ul style="list-style-type: none"> TABE locator ACT Workkeys Meyers Briggs\ Career Directions workshop 	Create Individual Plan of Employment (AKA Career Action Plan)	<ul style="list-style-type: none"> Workkeys online modules (context.) ITA's (DW/Low income only) Readiness Workshops: <ul style="list-style-type: none"> Resume Interview prep Linked-In New Leaf Using Age to Your Advant. Bounce Readiness Class Professor Teaches Referral to partners (ABE/ESOL/ Higher Ed.) OJT 	<ul style="list-style-type: none"> Online tools/job board (job Quest) Resource room (computers) Counselor referrals I-Teams Volunteer Connections Program Bounce to Employment 	<ul style="list-style-type: none"> Assigned primary counselor – 60 –day contact through 1 year following job placement 	<ul style="list-style-type: none"> Job Quest WCCC CareerHub Portal Unemployment Services TORQ ACT Workkeys 	MOSES database

<p>Workforce Central Career Center – general public (Wagner-Peyser program)</p>	<p>word of mouth, WIOA partners</p>	<p>Career Center Seminar (CCS)</p>	<ul style="list-style-type: none"> • TABE locator • ACT Workkeys • Meyers Briggs\ • Career Directions workshop 	<p>Create Individual Plan of Employment (AKA Career Action Plan)</p>	<ul style="list-style-type: none"> • Workkeys online modules (context.) • Readiness Workshops: <ul style="list-style-type: none"> • Resume prep • Interview • Linked-In • New Leaf • Using Age to Your Advant. • Bounce Readiness Class • Professor Teaches • Referral to partners (ABE/ESOL/ Higher Ed.) • OJT 	<ul style="list-style-type: none"> • Online tools/job board (job Quest) • Resource room (computers) • Counselor referrals • I-Teams • Volunteer Connections Program • Bounce to Employment 	<ul style="list-style-type: none"> • Assigned primary counselor – 60 –day contact until they do not have a service for 90 days (auto exit from our system) 	<ul style="list-style-type: none"> • Job Quest • WCCC CareerHub Portal • TORQ • ACT Workkeys 	<p>MOSES database</p>
<p>Webster Adult Basic Education</p>	<p>Another ABE Program, CBO's, WIOA Partners, Media, etc.</p>	<ul style="list-style-type: none"> • In-house process 	<ul style="list-style-type: none"> • TABE Locator • TABE Clas-E Locator • In-house ESOL Locator • MAPT Reading • MAPT Math • TABE Clas-E Reading • BEST Plus Oral • Career Ready 101 	<ul style="list-style-type: none"> • Creation of an Individual Education and Career Plan 	<ul style="list-style-type: none"> • Pathways to Healthcare Careers • Introduction to Machining/ Manufacturing Technology • Individual work readiness skills administered through Advisors and using Career Ready 101 	<ul style="list-style-type: none"> • Full time Advisor assistance 	<ul style="list-style-type: none"> • Full time Advisor assistance 	<ul style="list-style-type: none"> • HiSET Academy • IXL • Career Ready 101 • Khan Academy • Northstar Digital Literacy • USA Learns • Duo Lingo 	<ul style="list-style-type: none"> • SMARTT database
<p>SNAP Client</p>	<p>Word of mouth, Community partners, online referrals</p>	<p>Apply for SNAP benefits at local DTA office, via the virtual gateway, via fax or by mail.</p> <p>No Orientation is provided for SNAP consumers</p>	<p>Client learns about the SNAP Path to Work Program through DTA staff, SNAP Path to Work brochures, the SNAP Path to Work website, or from contracted</p>	<p>Client visits or contacts Local One Stop Career Center. Assessment Conducted. Reverse referral process initiated</p>	<p>Client is ABAWD Work Program Required: Referred to Qualifying SNAP Path to Work Activity: Vocational/Skills Training</p>	<p>Local One Stop Career Center</p>	<p>First Available Worker</p>	<p>JobQuest</p>	<p>BEACON Database</p>

providers and other stakeholders.

Client contacts DTA SNAP Path to Work Specialist to request a referral. Assessment Conducted. Referral made.

Adult Basic Education
English as a Second Language
WIOA Training
WIOA Job Search

Client is ABAWD Work Program Exempt:
Can be referred to any SNAP Path to Work Activity:
Job Readiness Training
Job Search
Vocational/Skills Training
Adult Basic Education
English as a Second Language
WIOA Training

Central MA Customer Flow – Low-income Adults (including TANF & SNAP recipients)

Defined Shared Customers: WIOA Low-Income Adult eligible job seekers served by two or more Partners.

WIOA Partner - Program	Recruitment & referral sources (i.e., word of mouth, partner staff, out-stationed staff locations, online referrals, etc.)	Intake & Orientation	Assessment Process(s)	Career Planning	Career Readiness/Training/ Education	Job Search Assistance	Case-management	Online / e-Tool(s)	Data Tracking Tool(s)
CMWIB – Industry Pathway projects	Community partners	Project-based	--	--	<ul style="list-style-type: none"> Industry Pathway Projects Worcester Job Fund Job1 Partnership 	Project placement assistance	Project based	<ul style="list-style-type: none"> Talent Neuron (Job Board analytics) LEHD 	MOSES database
Workforce Central Career Center – WIOA Low-income Adults and Dislocated Workers	MA DUA Referrals, word of mouth, WIOA partners	Career Center Seminar (CCS)	<ul style="list-style-type: none"> TABE locator ACT Workkeys Meyers Briggs\ Career Directions workshop 	Create Individual Plan of Employment (AKA Career Action Plan)	<ul style="list-style-type: none"> Workkeys online modules (context.) ITA's (DW/Low income only) Readiness Workshops: <ul style="list-style-type: none"> Resume Interview prep Linked-In New Leaf Using Age to Your Advant. Bounce Readiness Class Professor Teaches Referral to partners (ABE/ESOL/ Higher Ed.) OJT 	<ul style="list-style-type: none"> Online tools/job board (job Quest) Resource room (computers) Counselor referrals I-Teams Volunteer Connections Program Bounce to Employment 	<ul style="list-style-type: none"> Assigned primary counselor – 60 –day contact through 1 year following job placement 	<ul style="list-style-type: none"> Job Quest WCCC CareerHub Portal Unemployment Services TORQ ACT Workkeys 	MOSES database
Webster Adult	Another ABE	<ul style="list-style-type: none"> In-house process 	<ul style="list-style-type: none"> TABE Locator 	<ul style="list-style-type: none"> Creation of an 	<ul style="list-style-type: none"> Pathways to 	<ul style="list-style-type: none"> Full time 	<ul style="list-style-type: none"> Full time 	<ul style="list-style-type: none"> HiSET Academy 	<ul style="list-style-type: none"> SMARTT

Basic Education	Program, CBO's, WIOA Partners, Media, etc.	<ul style="list-style-type: none"> • TABE Clas-E Locator • In-house ESOL Locator • MAPT Reading • MAPT Math • TABE Clas-E Reading • BEST Plus Oral • Career Ready 101 	Individual Education and Career Plan	<ul style="list-style-type: none"> • Healthcare Careers • Introduction to Machining/ Manufacturing Technology • Individual work readiness skills administered through Advisors and using Career Ready 101 	Advisor assistance	Advisor assistance	<ul style="list-style-type: none"> • IXL • Career Ready 101 • Khan Academy • Northstar Digital Literacy • USA Learns • Duo Lingo 	database	
DTA: SNAP Client	Word of mouth, Community partners, online referrals	<p>Apply for SNAP benefits at local DTA office, via the virtual gateway, via fax or by mail.</p> <p>No Orientation is provided for SNAP consumers</p>	<p>Client learns about the SNAP Path to Work Program through DTA staff, SNAP Path to Work brochures, the SNAP Path to Work website, or from contracted providers and other stakeholders.</p> <p>Client contacts DTA SNAP Path to Work Specialist to request a referral. Assessment Conducted. Referral made.</p>	<p>Client visits or contacts Local One Stop Career Center. Assessment Conducted. Reverse referral process initiated</p>	<p>Client is ABAWD Work Program Required: Referred to Qualifying SNAP Path to Work Activity: Vocational/Skills Training Adult Basic Education English as a Second Language WIOA Training WIOA Job Search</p> <p>Client is ABAWD Work Program Exempt: Can be referred to any SNAP Path to Work Activity: Job Readiness Training Job Search Vocational/Skills Training Adult Basic Education English as a Second Language WIOA Training</p>	Local One Stop Career Center	First Available Worker	JobQuest	BEACON Database
DTA: TAFDC/TANF Client	Community partners, word of	Apply for TAFDC benefits at local	TAFDC case established	If Work Program Exempt, referrals	Various outside education and	Job Quest	Assigned primary case manager	JobQuest	BEACON Database

	mouth, various outside state and non-profit agencies	DTA office Begin pre-benefit job search (PBJs), including orientation attendance	Pathways to Self Sufficiency (PSS) assessment is scheduled Referrals Made	made to the following agencies: MRC, MCB, ABE/ESL If Work Program Required, referrals are made to the following programs: CIES/YPP/MORI WIOA Training(ITA) ABE/ESL, Work Ready/Job Search (Local One Stop Career Center)	training agencies	Various Contracted Vendors (CIES, MORI, YPP) Local One Stop Career Center	while TAFDC case is active	Virtual Gateway (EIM/ESM)	
Quinsigamond Community College Adult Community Learning Center (ACLC): English for Speakers of Other Languages (ESOL), Adult Secondary Education, and Adult Career Pathways (ACP)	Word of mouth, advisory board members, WIOA partners, Oustation staff @ Workforce Central Career Center, Worcester County Community Connections mailings, community agency resource guides, Walk-ins, ACLS directory	To enroll in a program, prospective students must complete the following steps: <ul style="list-style-type: none"> Information Session and Placement Test (TABE CLAS-E Reading Locator, TABE Locator, in-house locator) Interview and Intake Form Orientation Program Enrollment occurs approximately 3x/year depending upon class availability	For ASE/GED/HiSET: <ul style="list-style-type: none"> Massachusetts Adult Proficiency Test (MAPT) For ESOL and ACP: <ul style="list-style-type: none"> BEST Plus Oral TABE CLAS-E Reading TABE CLAS-E Writing 	<ul style="list-style-type: none"> Creation of individual education and career plan with Education and Career Advisors Information sessions with College and Career Navigator 	<ul style="list-style-type: none"> Referrals to College & Career Navigator Adult Career Pathways – PCA program Adult Career Pathways – CNA program Referrals to Future Focus Program @ QCC (ABE Transitions to Community College) Referrals to non-credit training @ QCC’s Workforce Development & Continuing Education Center Referrals to QCC’s postsecondary certificate and degree programs 	<ul style="list-style-type: none"> Referral to Workforce Central Career Center 	<ul style="list-style-type: none"> Education & Career Advisors, with referrals to support services, if needed 	<ul style="list-style-type: none"> KET Distance Learning Khan Academy Ventures Arcade (online learning/practice) Readtheory.org (online reading & writing) Grammar bytes (chompchomp.com) Readworks.org YouTube and TeacherTube videos Kahoot.com Quizzizz.com Quizzlet.com Google 	<ul style="list-style-type: none"> SMARTT Jenzabar CX Jenzabar Higher Reach
Training Resources of America, Inc. – ABE Career Pathways	Community Partners, Word of Mouth, Flyers and Marketing Materials	Application	TABE	Work Keys 101, Job Readiness Training,	Certification	Local One Stop Career Center	Weekly Case Meetings with Instructor/Case Manager	Work Keys 101	SMAART



Central MA Customer Flow – Homeless

Defined Shared Customers: Job seekers lacking a fixed address served by two or more Partners.

WIOA Partner - Program	Recruitment & referral sources (i.e., word of mouth, partner staff, out-stationed staff locations, online referrals, etc.)	Intake & Orientation	Assessment Process(s)	Career Planning	Career Readiness/Training/ Education	Job Search Assistance	Case-management	Online / e-Tool(s)	Data Tracking Tool(s)
CMWIB – Industry Pathway projects	Community partners	Project-based	--	--	<ul style="list-style-type: none"> Industry Pathway Projects Worcester Job Fund Job1 Partnership 	Project placement assistance	Project based	<ul style="list-style-type: none"> Talent Neuron (Job Board analytics) LEHD 	MOSES database
Workforce Central Career Center – WIOA Low-income Adults and Dislocated Workers	MA DUA Referrals, word of mouth, WIOA partners	Career Center Seminar (CCS)	<ul style="list-style-type: none"> TABE locator ACT Workkeys Meyers Briggs\ Career Directions workshop 	Create Individual Plan of Employment (AKA Career Action Plan)	<ul style="list-style-type: none"> Workkeys online modules (context.) ITA’s (DW/Low income only) Readiness Workshops: <ul style="list-style-type: none"> Resume Interview prep Linked-In New Leaf Using Age to Your Advantage Bounce Readiness Class Professor Teaches Referral to partners (ABE/ESOL/ Higher Ed.) OJT 	<ul style="list-style-type: none"> Online tools/job board (job Quest) Resource room (computers) Counselor referrals I-Teams Volunteer Connections Program Bounce to Employment 	<ul style="list-style-type: none"> Assigned primary counselor – 60 –day contact following job placement 	<ul style="list-style-type: none"> Job Quest WCCC CareerHub Portal Unemployment Services TORQ ACT Workkeys 	MOSES database
Workforce Central	word of mouth, WIOA partners	Career Center Seminar (CCS)	<ul style="list-style-type: none"> TABE locator ACT Workkeys 	Create Individual Plan of	<ul style="list-style-type: none"> Workkeys online modules 	<ul style="list-style-type: none"> Online tools/job board 	<ul style="list-style-type: none"> Assigned primary 	<ul style="list-style-type: none"> Job Quest WCCC 	MOSES database

<p>Career Center – general public (Wagner-Peyser program)</p>	<ul style="list-style-type: none"> Meyers Briggs\ Career Directions workshop Employment (AKA Career Action Plan) (context.) Readiness Workshops: <ul style="list-style-type: none"> Resume Interview prep Linked-In New Leaf Using Age to Your Advantage Bounce Readiness Class Professor Teaches Referral to partners (ABE/ESOL/ Higher Ed.) OJT Resource room (computers) Counselor referrals I-Teams Volunteer Connections Program Bounce to Employment (job Quest) counselor – 60 –day contact until they do not have a service for 90 days (auto exit from our system) CareerHub Portal <ul style="list-style-type: none"> TORQ ACT Workkeys 								
<p>Webster Adult Basic Education</p>	<p>Another ABE Program, CBO's, WIOA Partners, Media, etc.</p>	<ul style="list-style-type: none"> In-house process 	<ul style="list-style-type: none"> TABE Locator TABE Clas-E Locator In-house ESOL Locator MAPT Reading MAPT Math TABE Clas-E Reading BEST Plus Oral Career Ready 101 	<ul style="list-style-type: none"> Creation of an Individual Education and Career Plan 	<ul style="list-style-type: none"> Pathways to Healthcare Careers Introduction to Machining/ Manufacturing Technology Individual work readiness skills administered through Advisors and using Career Ready 101 	<ul style="list-style-type: none"> Full time Advisor assistance 	<ul style="list-style-type: none"> Full time Advisor assistance 	<ul style="list-style-type: none"> HiSET Academy IXL Career Ready 101 Khan Academy Northstar Digital Literacy USA Learns Duo Lingo 	<ul style="list-style-type: none"> SMARTT database
<p>SNAP Client</p>	<p>Word of mouth, Community partners, online referrals</p>	<p>Apply for SNAP benefits at local DTA office, via the virtual gateway, via fax or by mail.</p> <p>No Orientation is provided for SNAP consumers</p>	<p>Client learns about the SNAP Path to Work Program through DTA staff, SNAP Path to Work brochures, the SNAP Path to Work website, or from contracted providers and other stakeholders.</p>	<p>Client visits or contacts Local One Stop Career Center. Assessment Conducted. Reverse referral process initiated</p>	<p>Client is ABAWD Work Program Required: Referred to Qualifying SNAP Path to Work Activity: Vocational/Skills Training Adult Basic Education</p>	<p>Local One Stop Career Center</p>	<p>First Available Worker</p>	<p>JobQuest</p>	<p>BEACON Database</p>

			<p>Client contacts DTA SNAP Path to Work Specialist to request a referral. Assessment Conducted. Referral made.</p>	<p>English as a Second Language WIOA Training WIOA Job Search</p> <p>Client is ABAWD Work Program Exempt: Can be referred to any SNAP Path to Work Activity: Job Readiness Training Job Search Vocational/Skills Training Adult Basic Education English as a Second Language WIOA Training</p>					
TAFDC/TANF Client	Community partners, word of mouth, various outside state and non-profit agencies	Apply for TAFDC benefits at local DTA office Begin pre-benefit job search (PBJS), including orientation attendance	TAFDC case established Pathways to Self Sufficiency (PSS) assessment is scheduled Referrals Made	<p>If Work Program Exempt, referrals made to the following agencies: MRC, MCB, ABE/ESL</p> <p>If Work Program Required, referrals are made to the following programs: CIES/YPP/MORI WIOA Training(ITA) ABE/ESL, Work Ready/Job Search (Local One Stop Career Center)</p>	Various outside education and training agencies	Job Quest Various Contracted Vendors (CIES, MORI, YPP) Local One Stop Career Center	Assigned primary case manager while TAFDC case is active	JobQuest	BEACON Database Virtual Gateway (EIM/ESM)
Quinsigamond Community College Adult Community Learning Center (ACLC):	Word of mouth, advisory board members, WIOA partners, Oustation staff @ Workforce Central Career Center, Worcester	To enroll in a program, prospective students must complete the following steps: <ul style="list-style-type: none"> Information Session and 	<p>For ASE/GED/HiSET:</p> <ul style="list-style-type: none"> Massachusetts Adult Proficiency Test (MAPT) <p>For ESOL and ACP:</p> <ul style="list-style-type: none"> BEST Plus Oral 	<ul style="list-style-type: none"> Creation of individual education and career plan with Education and Career Advisors Information 	<ul style="list-style-type: none"> Referrals to College & Career Navigator Adult Career Pathways – PCA program Adult Career Pathways – CNA 	<ul style="list-style-type: none"> Referral to Workforce Central Career Center 	<ul style="list-style-type: none"> Education & Career Advisors, with referrals to support services, if needed 	<ul style="list-style-type: none"> KET Distance Learning Khan Academy Ventures Arcade (online learning/practice) Readtheory.org 	<ul style="list-style-type: none"> SMARTT Jenzabar CX Jenzabar Higher Reach

English for Speakers of Other Languages (ESOL), Adult Secondary Education, and Adult Career Pathways (ACP)

County Community Connections mailings, community agency resource guides, Walk-ins, ACLS directory

Placement Test (TABE CLAS-E Reading Locator, TABE Locator, in-house locator)

- Interview and Intake Form
- Orientation

Program Enrollment occurs approximately 3x/year depending upon class availability

- TABE CLAS-E Reading
- TABE CLAS-E Writing

sessions with College and Career Navigator

- Referrals to Future Focus Program @ QCC (ABE Transitions to Community College)
- Referrals to non-credit training @ QCC's Workforce Development & Continuing Education Center
- Referrals to QCC's postsecondary certificate and degree programs

(online reading & writing)

- Grammar bytes (chompchomp.com)
- Readworks.org
- YouTube and TeacherTube videos
- Kahoot.com
- Quizzizz.com
- Quizzlet.com
- Google

Central MA Customer Flow – Adult Ed. Participants

Defined Shared Customers: Customers served by ACLS providers and at least one other WIOA Partner; ACLS Guidelines indicate student eligibility in the following manner –

“In order to be eligible for services, students must:

- a) be at least 16 years of age; and
- b) not be enrolled or required to be enrolled in secondary school under state law, and:
 - be basic skills deficient,
 - not have a secondary school diploma or its recognized equivalent,
 - have a high school diploma or its recognized equivalent but have not achieved an equivalent level of education (lack the level of reading, writing, and/or computation skills expected of a high school graduate as shown on an NRS approved assessment). Students who possess a high school credential must assess at or below 10.9 grade level equivalent (GLE) in reading, writing, or math in order to be eligible for services and seek to maintain work certification and/or pursue postsecondary education or training. Priority of services must be given to adults without a high school credential.; or
 - be English language learners. Shared customers include: unemployment insurance recipients, low-income adults, homeless, vocational rehabilitation”

WIOA Partner - Program	Recruitment & referral sources (i.e., word of mouth, partner staff, out-stationed staff locations, online referrals, etc.)	Intake & Orientation	Assessment Process(s)	Career Planning	Career Readiness/Training/ Education	Job Search Assistance	Case-management	Online / e-Tool(s)	Data Tracking Tool(s)
CMWIB – Industry Pathway projects	Community partners	Project-based	--	--	<ul style="list-style-type: none"> • Industry Pathway Projects • Worcester Job Fund • Job1 Partnership 	Project placement assistance	Project based	<ul style="list-style-type: none"> • Talent Neuron (Job Board analytics) • LEHD 	MOSES database
Workforce Central Career Center – WIOA Low-income Adults and Dislocated Workers	MA DUA Referrals, word of mouth, WIOA partners	Career Center Seminar (CCS)	<ul style="list-style-type: none"> • TABE locator • ACT Workkeys • Meyers Briggs\ • Career Directions workshop 	Create Individual Plan of Employment (AKA Career Action Plan)	<ul style="list-style-type: none"> • Workkeys online modules (context.) • ITA’s (DW/Low income only) • Readiness Workshops: <ul style="list-style-type: none"> • Resume • Interview prep • Linked-In • New Leaf • Using Age to Your Advant. • Bounce Readiness Class 	<ul style="list-style-type: none"> • Online tools/job board (job Quest) • Resource room (computers) • Counselor referrals • I-Teams • Volunteer Connections Program • Bounce to Employment 	<ul style="list-style-type: none"> • Assigned primary counselor – 60 –day contact through 1 year following job placement 	<ul style="list-style-type: none"> • Job Quest • WCCC CareerHub Portal • Unemployment Services • TORQ • ACT Workkeys 	MOSES database

<p>Workforce Central Career Center – general public (Wagner-Peyser program)</p>	<p>word of mouth, WIOA partners</p>	<p>Career Center Seminar (CCS)</p>	<ul style="list-style-type: none"> • TABE locator • ACT Workkeys • Meyers Briggs\ • Career Directions workshop 	<p>Create Individual Plan of Employment (AKA Career Action Plan)</p>	<ul style="list-style-type: none"> • Professor Teaches • Referral to partners (ABE/ESOL/ Higher Ed.) • OJT • Workkeys online modules (context.) • Readiness Workshops: <ul style="list-style-type: none"> • Resume • Interview prep • Linked-In • New Leaf • Using Age to Your Advant. • Bounce Readiness Class • Professor Teaches • Referral to partners (ABE/ESOL/ Higher Ed.) • OJT 	<ul style="list-style-type: none"> • Online tools/job board (job Quest) • Resource room (computers) • Counselor referrals • I-Teams • Volunteer Connections Program • Bounce to Employment 	<ul style="list-style-type: none"> • Assigned primary counselor – 60 –day contact until they do not have a service for 90 days (auto exit from our system) 	<ul style="list-style-type: none"> • Job Quest • WCCC CareerHub Portal • TORQ • ACT Workkeys 	<p>MOSES database</p>
<p>Webster Adult Basic Education</p>	<p>Another ABE Program, CBO's, WIOA Partners, Media, etc.</p>	<ul style="list-style-type: none"> • In-house process 	<ul style="list-style-type: none"> • TABE Locator • TABE Clas-E Locator • In-house ESOL Locator • MAPT Reading • MAPT Math • TABE Clas-E Reading • BEST Plus Oral • Career Ready 101 	<ul style="list-style-type: none"> • Creation of an Individual Education and Career Plan 	<ul style="list-style-type: none"> • Pathways to Healthcare Careers • Introduction to Machining/ Manufacturing Technology • Individual work readiness skills administered through Advisors and using Career Ready 101 	<ul style="list-style-type: none"> • Full time Advisor assistance 	<ul style="list-style-type: none"> • Full time Advisor assistance 	<ul style="list-style-type: none"> • HiSET Academy • IXL • Career Ready 101 • Khan Academy • Northstar Digital Literacy • USA Learns • Duo Lingo 	<ul style="list-style-type: none"> • SMARTT database

SNAP Client	Word of mouth, Community partners, online referrals	<p>Apply for SNAP benefits at local DTA office, via the virtual gateway, via fax or by mail.</p> <p>No Orientation is provided for SNAP consumers</p>	<p>Client learns about the SNAP Path to Work Program through DTA staff, SNAP Path to Work brochures, the SNAP Path to Work website, or from contracted providers and other stakeholders.</p> <p>Client contacts DTA SNAP Path to Work Specialist to request a referral. Assessment Conducted. Referral made.</p>	<p>Client visits or contacts Local One Stop Career Center. Assessment Conducted. Reverse referral process initiated</p>	<p>Client is ABAWD Work Program Required: Referred to Qualifying SNAP Path to Work Activity: Vocational/Skills Training Adult Basic Education English as a Second Language WIOA Training WIOA Job Search</p> <p>Client is ABAWD Work Program Exempt: Can be referred to any SNAP Path to Work Activity: Job Readiness Training Job Search Vocational/Skills Training Adult Basic Education ESL WIOA Training</p>	Local One Stop Career Center	First Available Worker	JobQuest	BEACON Database
TAFDC/TANF Clients	Community partners, word of mouth, various outside state and non-profit agencies	<p>Apply for TAFDC benefits at local DTA office Begin pre-benefit job search (PBJS), including orientation attendance</p>	<p>TAFDC case established Pathways to Self Sufficiency (PSS) assessment is scheduled Referrals Made</p>	<p>If Work Program Exempt, referrals made to the following agencies: MRC, MCB, ABE/ESL</p> <p>If Work Program Required, referrals are made to the following programs: CIES/YPP/MORI WIOA Training(ITA) ABE/ESL, Work Ready/Job Search (Local One Stop CC)</p>	Various outside education and training agencies	<p>Job Quest</p> <p>Various Contracted Vendors (CIES, MORI, YPP)</p> <p>Local One Stop Career Center</p>	Assigned primary case manager while TAFDC case is active	JobQuest	<p>BEACON Database</p> <p>Virtual Gateway (EIM/ESM)</p>

WIOA Partner - Program	Recruitment & referral sources (i.e., word of mouth, partner staff, out-stationed staff locations, online referrals, etc.)	Intake & Orientation	Assessment Process(s)	Career Planning	Career Readiness/ Training/ Education	Job Search Assistance	Case-management	Online / e- Tool(s)	Data Tracking Tool(s)
Quinsigamond Community College Adult Community Learning Center (ACLC): English for Speakers of Other Languages (ESOL) , Adult Secondary Education , and Adult Career Pathways (ACP)	Word of mouth, advisory board members, WIOA partners, Oustation staff @ Workforce Central Career Center, Worcester County Community Connections mailings, community agency resource guides, Walk-ins, ACLS directory	To enroll in a program, prospective students must complete the following steps: <ul style="list-style-type: none"> ▪ Information Session and Placement Test (TABE CLAS-E Reading Locator, TABE Locator, in-house locator) ▪ Interview and Intake Form ▪ Orientation Program Enrollment occurs approximately 3x/year depending upon class availability	For ASE/GED/HiSET: <ul style="list-style-type: none"> ▪ Massachusetts Adult Proficiency Test (MAPT) For ESOL and ACP: <ul style="list-style-type: none"> ▪ BEST Plus Oral ▪ TABE CLAS-E Reading ▪ TABE CLAS-E Writing 	<ul style="list-style-type: none"> ▪ Creation of individual education and career plan with Education and Career Advisors ▪ Information sessions with College and Career Navigator 	<ul style="list-style-type: none"> ▪ Referrals to College & Career Navigator ▪ Adult Career Pathways – PCA program ▪ Adult Career Pathways – CNA program ▪ Referrals to Future Focus Program @ QCC (ABE Transitions to Community College) ▪ Referrals to non-credit training @ QCC’s Workforce Development & Continuing Education Center ▪ Referrals to QCC’s postsecondary certificate and degree programs 	<ul style="list-style-type: none"> ▪ Referral to Workforce Central Career Center 	<ul style="list-style-type: none"> ▪ Education & Career Advisors, with referrals to support services, if needed 	<ul style="list-style-type: none"> • KET Distance Learning • Khan Academy • Ventures Arcade (online learning/practice) • Readtheory.org (online reading & writing) • Grammar bytes (chompchomp.com) • Readworks.org • YouTube and TeacherTube videos • Kahoot.com • Quizzizz.com • Quizzlet.com • Google 	<ul style="list-style-type: none"> ▪ SMARTT ▪ Jenzabar CX ▪ Jenzabar Higher Reach
Training Resources of America, Inc. – Adult Basic Education and English for Speakers of other Languages	Community Partners, Word of Mouth, Flyers and Marketing Materials	Application	MAPT testing	College and Career Advising, Work Keys 101	Work Keys 101	College and Career Advising, Work Keys 101		Work Keys 101	SMAART

Central MA Customer Flow – Vocational Rehab (Title IV) participants

Defined Shared Customers: Job seekers served by the MA Commission for the Blind or MassRehab and another Partner.

WIOA Partner - Program	Recruitment & referral sources (i.e., word of mouth, partner staff, out-stationed staff locations, online referrals, etc.)	Intake & Orientation	Assessment Process(s)	Career Planning	Career Readiness/Training/ Education	Job Search Assistance	Case-management	Online / e-Tool(s)	Data Tracking Tool(s)
CMWIB – Industry Pathway projects	Community partners	Project-based	--	--	<ul style="list-style-type: none"> Industry Pathway Projects Worcester Job Fund Job1 Partnership 	Project placement assistance	Project based	<ul style="list-style-type: none"> Talent Neuron (Job Board analytics) LEHD 	MOSES database
Workforce Central Career Center – WIOA Low-income Adults and Dislocated Workers	MA DUA Referrals, word of mouth, WIOA partners	Career Center Seminar (CCS)	<ul style="list-style-type: none"> TABE locator ACT Workkeys Meyers Briggs\ Career Directions workshop 	Create Individual Plan of Employment (AKA Career Action Plan)	<ul style="list-style-type: none"> Workkeys online modules (context.) ITA’s (DW/Low income only) Readiness Workshops: <ul style="list-style-type: none"> Resume Interview prep Linked-In New Leaf Using Age to Your Advant. Bounce Readiness Class Professor Teaches Referral to partners (ABE/ESOL/ Higher Ed.) OJT 	<ul style="list-style-type: none"> Online tools/job board (job Quest) Resource room (computers) – at least one equipped with accessibility support – magnification and speech recognition. Counselor referrals I-Teams Volunteer Connections Program Bounce to Employment 	<ul style="list-style-type: none"> Assigned primary counselor – 60 –day contact through 1 year following job placement 	<ul style="list-style-type: none"> Job Quest WCCC CareerHub Portal Unemployment Services TORQ ACT Workkeys 	MOSES database

Workforce Central Career Center – general public (Wagner-Peyser program)	word of mouth, WIOA partners	Career Center Seminar (CCS)	<ul style="list-style-type: none"> • TABE locator • ACT Workkeys • Meyers Briggs\ • Career Directions workshop 	Create Individual Plan of Employment (AKA Career Action Plan)	<ul style="list-style-type: none"> • Workkeys online modules (context.) • Readiness Workshops: <ul style="list-style-type: none"> • Resume • Interview prep • Linked-In • New Leaf • Using Age to Your Advant. • Bounce Readiness Class • Professor Teaches • Referral to partners (ABE/ESOL/ Higher Ed.) • OJT 	<ul style="list-style-type: none"> • Online tools/job board (job Quest) • Resource room (computers) – at least one equipped with accessibility support – magnification and speech recognition. • Counselor referrals • I-Teams • Volunteer Connections Program • Bounce to Employment 	<ul style="list-style-type: none"> • Assigned primary counselor – 60 –day contact until they do not have a service for 90 days (auto exit from our system) 	<ul style="list-style-type: none"> • Job Quest • WCCC CareerHub Portal • TORQ • ACT Workkeys 	MOSES database
Webster Adult Basic Education	Another ABE Program, CBO's, WIOA Partners, Media, etc.	<ul style="list-style-type: none"> • In-house process 	<ul style="list-style-type: none"> • TABE Locator • TABE Clas-E Locator • In-house ESOL Locator • MAPT Reading • MAPT Math • TABE Clas-E Reading • BEST Plus Oral • Career Ready 101 	<ul style="list-style-type: none"> • Creation of an Individual Education and Career Plan 	<ul style="list-style-type: none"> • Pathways to Healthcare Careers • Introduction to Machining/ Manufacturing Technology • Individual work readiness skills administered through Advisors and using Career Ready 101 	<ul style="list-style-type: none"> • Full time Advisor assistance 	<ul style="list-style-type: none"> • Full time Advisor assistance 	<ul style="list-style-type: none"> • HiSET Academy • IXL • Career Ready 101 • Khan Academy • Northstar Digital Literacy • USA Learns • Duo Lingo 	<ul style="list-style-type: none"> • SMARTT database
SNAP Client	Word of mouth, Community partners, online referrals	<p>Apply for SNAP benefits at local DTA office, via the virtual gateway, via fax or by mail.</p> <p>No Orientation is provided for SNAP consumers</p>	Client learns about the SNAP Path to Work Program through DTA staff, SNAP Path to Work brochures, the SNAP Path to Work website, or from contracted	<p>Client visits or contacts Local One Stop Career Center. Assessment Conducted. Reverse referral process initiated</p>	<p>Client is ABAWD Work Program Required: Referred to Qualifying SNAP Path to Work Activity: Vocational/Skills Training</p>	Local One Stop Career Center	First Available Worker	JobQuest	BEACON Database

			<p>providers and other stakeholders.</p> <p>Client contacts DTA SNAP Path to Work Specialist to request a referral. Assessment Conducted. Referral made.</p>		<p>Adult Basic Education English as a Second Language WIOA Training WIOA Job Search</p> <p>Client is ABAWD Work Program Exempt: Can be referred to any SNAP Path to Work Activity: Job Readiness Training Job Search Vocational/Skills Training Adult Basic Education English as a Second Language WIOA Training</p>				
TAFDC/TANF Client	Community partners, word of mouth, various outside state and non-profit agencies	<p>Apply for TAFDC benefits at local DTA office Begin pre-benefit job search (PBJs), including orientation attendance</p>	<p>TAFDC case established Pathways to Self Sufficiency (PSS) assessment is scheduled Referrals Made</p>	<p>If Work Program Exempt, referrals made to the following agencies: MRC, MCB, ABE/ESL</p> <p>If Work Program Required, referrals are made to the following programs: CIES/YPP/MORI WIOA Training(ITA) ABE/ESL, Work Ready/Job Search (Local One Stop Career Center)</p>	Various outside education and training agencies	<p>Job Quest</p> <p>Various Contracted Vendors (CIES, MORI, YPP)</p> <p>Local One Stop Career Center</p>	Assigned primary case manager while TAFDC case is active	JobQuest	<p>BEACON Database</p> <p>Virtual Gateway (EIM/ESM)</p>

WIOA Partner - Program	Recruitment & referral sources (i.e., word of mouth, partner staff, out-stationed staff locations, online referrals, etc.)	Intake & Orientation	Assessment Process(s)	Career Planning	Career Readiness/Training/ Education	Job Search Assistance	Case-management	Online / e-Tool(s)	Data Tracking Tool(s)
MA Commission for the Blind - Transition Vocational Rehabilitation Services provided to ages 14 - 22 if on an IEP		Through Transition Counselor, determine needed services such as Orientation and Mobility, Rehab Teaching and Assistive Technology	Set goals based on interests Use Turning 14 assessment grid	Through creation of an Individual plan for employment(IPE)	<ul style="list-style-type: none"> Guidance and financial support around education Internship program Blindness skills training Soft Skills Resume building Career Connect Peer Mentors 	<ul style="list-style-type: none"> Resume building Internship program Soft skills Assist with placement through job fairs, business partners, employment networks, Worksite evaluations Career Center 	Ongoing through closure of case	Accessible sites for job search Indeed.com Snagajob.com JobQuest	System 7 client records management program
MA Commission for the Blind - Vocational Rehabilitation Adult Services, no upper age limit		Vocational Rehabilitation Counselor. Determine needed services such as Orientation and Mobility, Rehab Teaching and Assistive Technology	Set goals based on interest, educational and employment goals	Through creation of an Individual plan for employment(IPE)	<ul style="list-style-type: none"> Provide guidance and financial support around education Internship program Blindness skills training Soft Skills Resume building Career Connect Peer Mentors 	<ul style="list-style-type: none"> Resume building Internship program Soft skills Assist with placement through job fairs, business partners, employment networks Worksite evaluations Career Center 	Ongoing through closure of case	Accessible sites for job search Indeed.com Snagajob.com JobQuest	System 7 client records management program
Massachusetts Rehabilitation Commission	Word of mouth WIOA Partners Community Agencies; schools Hospitals; Mental Health Agencies; Prosthetic device vendors	Orientation Weekly 1 – 1 Intake meeting; discuss work history and disability information to determine eligibility for	<ul style="list-style-type: none"> Psychological Evaluation: WAIS, WRAT, Woodcock Johnson COPS – Career Occupational Preference 	Create an Individual Plan for Employment with Master’s Level Voc. Rehab. Counselor to take interests and abilities as well as	<ul style="list-style-type: none"> Job Readiness Workshops 1-1 Resume Writing session Mock Interviews 1 -1 Assistance with online Job 	<ul style="list-style-type: none"> Referral to in-house Job Placement Specialist and Employment Specialist Referral to Community 	<ul style="list-style-type: none"> Assigned VR Counselor to be primary contact to document progress; follow up as needed 	<ul style="list-style-type: none"> INFOR Resumate Careerscope Resumate ONET 	MRCIS database

	services;		<ul style="list-style-type: none"> Survey • CAI – Career Assessment Inventory • Medical evaluations for prosthetic devices and equipment • Vehicle and home modification • Assistive Technology Assessment 	disability into account; determine any accommodation needs	<ul style="list-style-type: none"> Applications • College and Certificate trainings • On-The –Job training funds • Travel; tools; uniforms needed for job 	Rehab. Provider for job placement services; job coaching on site & follow up	through 90 days of employment; will provide extended follow up if needed (8-9 months) through contracts		
<p>Quinsigamond Community College Adult Community Learning Center (ALCLC):</p> <p>English for Speakers of Other Languages (ESOL), Adult Secondary Education, and Adult Career Pathways (ACP)</p>	<p>Word of mouth, advisory board members, WIOA partners, Oustation staff @ Workforce Central Career Center, Worcester County Community Connections mailings, community agency resource guides, Walk-ins, ACLS directory</p>	<p>To enroll in a program, prospective students must complete the following steps:</p> <ul style="list-style-type: none"> ▪ Information Session and Placement Test (TABE CLAS-E Reading Locator, TABE Locator, in-house locator) ▪ Interview and Intake Form ▪ Orientation <p>Program Enrollment occurs approximately 3x/year depending upon class availability</p>	<p>For ASE/GED/HISET:</p> <ul style="list-style-type: none"> ▪ Massachusetts Adult Proficiency Test (MAPT) <p>For ESOL and ACP:</p> <ul style="list-style-type: none"> ▪ BEST Plus Oral ▪ TABE CLAS-E Reading ▪ TABE CLAS-E Writing 	<ul style="list-style-type: none"> ▪ Creation of individual education and career plan with Education and Career Advisors ▪ Information sessions with College and Career Navigator 	<ul style="list-style-type: none"> ▪ Referrals to College & Career Navigator ▪ Adult Career Pathways – PCA program ▪ Adult Career Pathways – CNA program ▪ Referrals to Future Focus Program @ QCC (ABE Transitions to Community College) ▪ Referrals to non-credit training @ QCC’s Workforce Development & Continuing Education Center ▪ Referrals to QCC’s postsecondary certificate and degree programs 	<ul style="list-style-type: none"> ▪ Referral to Workforce Central Career Center 	<ul style="list-style-type: none"> ▪ Education & Career Advisors, with referrals to support services, if needed 	<ul style="list-style-type: none"> • KET Distance Learning • Khan Academy • Ventures Arcade (online learning/practice) • Readtheory.org (online reading & writing) • Grammar bytes (chompchomp.com) • Readworks.org • YouTube and TeacherTube videos • Kahoot.com • Quizzizz.com • Quizzlet.com • Google 	<ul style="list-style-type: none"> ▪ SMARTT ▪ Jenzabar CX ▪ Jenzabar Higher Reach

Central MA Customer Flow – Veterans

Defined Shared Customers: Qualified military veterans seeking employment that are served by two or more Partners.

WIOA Partner - Program	Recruitment & referral sources (i.e., word of mouth, partner staff, out-stationed staff locations, online referrals, etc.)	Intake & Orientation	Assessment Process(s)	Career Planning	Career Readiness/Training/ Education	Job Search Assistance	Case-management	Online / e-Tool(s)	Data Tracking Tool(s)
CMWIB – Industry Pathway projects	Community partners	Project-based	--	--	<ul style="list-style-type: none"> Industry Pathway Projects Worcester Job Fund Job1 Partnership 	Project placement assistance	Project based	<ul style="list-style-type: none"> Talent Neuron (Job Board analytics) LEHD 	MOSES database
Workforce Central Career Center – WIOA Low-income Adults and Dislocated Workers	MA DUA Referrals, word of mouth, WIOA partners	Career Center Seminar (CCS)	<ul style="list-style-type: none"> TABE locator ACT Workkeys Meyers Briggs\ Career Directions workshop 	Create Individual Plan of Employment (AKA Career Action Plan)	<ul style="list-style-type: none"> Workkeys online modules (context.) ITA’s (DW/Low income only) Readiness Workshops: <ul style="list-style-type: none"> Resume Interview prep Linked-In New Leaf Using Age to Your Advant. Bounce Readiness Class Professor Teaches Referral to partners (ABE/ESOL/ Higher Ed.) OJT 	<ul style="list-style-type: none"> Online tools/job board (job Quest) Resource room (computers) Counselor referrals I-Teams Volunteer Connections Program Bounce to Employment 	<ul style="list-style-type: none"> Assigned primary counselor – 60 –day contact through 1 year following job placement 	<ul style="list-style-type: none"> Job Quest WCCC CareerHub Portal Unemployment Services TORQ ACT Workkeys 	MOSES database

<p>Workforce Central Career Center – general public (Wagner-Peyser program)</p>	<p>word of mouth, WIOA partners</p>	<p>Career Center Seminar (CCS)</p>	<ul style="list-style-type: none"> • TABE locator • ACT Workkeys • Meyers Briggs\ • Career Directions workshop 	<p>Create Individual Plan of Employment (AKA Career Action Plan)</p>	<ul style="list-style-type: none"> • Workkeys online modules (context.) • Readiness Workshops: <ul style="list-style-type: none"> • Resume prep • Interview • Linked-In • New Leaf • Using Age to Your Advant. • Bounce Readiness Class • Professor Teaches • Referral to partners (ABE/ESOL/ Higher Ed.) • OJT 	<ul style="list-style-type: none"> • Online tools/job board (job Quest) • Resource room (computers) • Counselor referrals • I-Teams • Volunteer Connections Program • Bounce to Employment 	<ul style="list-style-type: none"> • Assigned primary counselor – 60 –day contact until they do not have a service for 90 days (auto exit from our system) 	<ul style="list-style-type: none"> • Job Quest • WCCC CareerHub Portal • TORQ • ACT Workkeys 	<p>MOSES database</p>
<p>Webster Adult Basic Education</p>	<p>Another ABE Program, CBO's, WIOA Partners, Media, etc.</p>	<ul style="list-style-type: none"> • In-house process 	<ul style="list-style-type: none"> • TABE Locator • TABE Clas-E Locator • In-house ESOL Locator • MAPT Reading • MAPT Math • TABE Clas-E Reading • BEST Plus Oral • Career Ready 101 	<ul style="list-style-type: none"> • Creation of an Individual Education and Career Plan 	<ul style="list-style-type: none"> • Pathways to Healthcare Careers • Introduction to Machining/ Manufacturing Technology • Individual work readiness skills administered through Advisors and using Career Ready 101 	<ul style="list-style-type: none"> • Full time Advisor assistance 	<ul style="list-style-type: none"> • Full time Advisor assistance 	<ul style="list-style-type: none"> • HiSET Academy • IXL • Career Ready 101 • Khan Academy • Northstar Digital Literacy • USA Learns • Duo Lingo 	<ul style="list-style-type: none"> • SMARTT database
<p>SNAP Client</p>	<p>Word of mouth, Community partners, online referrals</p>	<p>Apply for SNAP benefits at local DTA office, via the virtual gateway, via fax or by mail.</p> <p>No Orientation is provided for SNAP consumers</p>	<p>Client learns about the SNAP Path to Work Program through DTA staff, SNAP Path to Work brochures, the SNAP Path to Work website, or from contracted</p>	<p>Client visits or contacts Local One Stop Career Center. Assessment Conducted. Reverse referral process initiated</p>	<p>Client is ABAWD Work Program Required: Referred to Qualifying SNAP Path to Work Activity: Vocational/Skills Training</p>	<p>Local One Stop Career Center</p>	<p>First Available Worker</p>	<p>JobQuest</p>	<p>BEACON Database</p>

Quinsigamond Community College Adult Community Learning Center (ACLC): [English for Speakers of Other Languages \(ESOL\)](#), [Adult Secondary Education](#), and [Adult Career Pathways \(ACP\)](#)

Word of mouth, advisory board members, WIOA partners, Oustation staff @ Workforce Central Career Center, Worcester County Community Connections mailings, community agency resource guides, Walk-ins, ACLS directory

To enroll in a program, prospective students must complete the following steps:

- Information Session and Placement Test (TABE CLAS-E Reading Locator, TABE Locator, in-house locator)
- Interview and Intake Form
- Orientation

Program Enrollment occurs approximately 3x/year depending upon class availability

For ASE/GED/HiSET:

- Massachusetts Adult Proficiency Test (MAPT)

For ESOL and ACP:

- BEST Plus Oral
- TABE CLAS-E Reading
- TABE CLAS-E Writing

- Creation of individual education and career plan with Education and Career Advisors
- Information sessions with College and Career Navigator

- Referrals to College & Career Navigator
- Adult Career Pathways – PCA program
- Adult Career Pathways – CNA program
- Referrals to Future Focus Program @ QCC (ABE Transitions to Community College)
- Referrals to non-credit training @ QCC's Workforce Development & Continuing Education Center
- Referrals to QCC's postsecondary certificate and degree programs

- Referral to Workforce Central Career Center

- Education & Career Advisors, with referrals to support services, if needed

- KET Distance Learning
- Khan Academy
- Ventures Arcade (online learning/practice)
- Readtheory.org (online reading & writing)
- Grammar bytes (chompchomp.com)
- Readworks.org
- YouTube and TeacherTube videos
- Kahoot.com
- Quizzizz.com
- Quizzlet.com
- Google

- SMARTT
- Jenzabar CX
- Jenzabar Higher Reach

providers and other stakeholders.

Client contacts DTA SNAP Path to Work Specialist to request a referral. Assessment Conducted. Referral made.

Adult Basic Education
English as a Second Language
WIOA Training
WIOA Job Search

Client is ABAWD Work Program Exempt:
Can be referred to any SNAP Path to Work Activity:
Job Readiness Training
Job Search
Vocational/Skills Training
Adult Basic Education
English as a Second Language
WIOA Training

Central MA Customer Flow – Older Workers

Defined Shared Customers: Adults aged 55+ seeking employment served by two or more Partners.

WIOA Partner - Program	Recruitment & referral sources (i.e., word of mouth, partner staff, out-stationed staff locations, online referrals, etc.)	Intake & Orientation	Assessment Process(s)	Career Planning	Career Readiness/Training/ Education	Job Search Assistance	Case-management	Online / e-Tool(s)	Data Tracking Tool(s)
CMWIB – Industry Pathway projects	Community partners	Project-based	--	--	<ul style="list-style-type: none"> Industry Pathway Projects Worcester Job Fund Job1 Partnership 	Project placement assistance	Project based	<ul style="list-style-type: none"> Talent Neuron (Job Board analytics) LEHD 	MOSES database
Workforce Central Career Center – WIOA Low-income Adults and Dislocated Workers	MA DUA Referrals, word of mouth, WIOA partners	Career Center Seminar (CCS)	<ul style="list-style-type: none"> TABE locator ACT Workkeys Meyers Briggs\ Career Directions workshop 	Create Individual Plan of Employment (AKA Career Action Plan)	<ul style="list-style-type: none"> Workkeys online modules (context.) ITA’s (DW/Low income only) Readiness Workshops: <ul style="list-style-type: none"> Resume Interview prep Linked-In New Leaf Using Age to Your Advant. Bounce Readiness Class Professor Teaches Referral to partners (ABE/ESOL/ Higher Ed.) OJT 	<ul style="list-style-type: none"> Online tools/job board (job Quest) Resource room (computers) Counselor referrals I-Teams Volunteer Connections Program Bounce to Employment 	<ul style="list-style-type: none"> Assigned primary counselor – 60 –day contact following job placement 	<ul style="list-style-type: none"> Job Quest WCCC CareerHub Portal Unemployment Services TORQ ACT Workkeys 	MOSES database
Workforce Central	word of mouth, WIOA partners	Career Center Seminar (CCS)	<ul style="list-style-type: none"> TABE locator ACT Workkeys 	Create Individual Plan of	<ul style="list-style-type: none"> Workkeys online modules 	<ul style="list-style-type: none"> Online tools/job board 	<ul style="list-style-type: none"> Assigned primary 	<ul style="list-style-type: none"> Job Quest WCCC 	MOSES database

Career Center – general public (Wagner-Peyser program)		<ul style="list-style-type: none"> • Meyers Briggs\ • Career Directions workshop 	Employment (AKA Career Action Plan)	<ul style="list-style-type: none"> • Readiness Workshops: <ul style="list-style-type: none"> • Resume • Interview prep • Linked-In • New Leaf • Using Age to Your Advant. • Bounce Readiness Class • Professor Teaches • Referral to partners (ABE/ESOL/ Higher Ed.) • OJT 	(context.)	(job Quest)	counselor – 60 –day contact until they do not have a service for 90 days (auto exit from our system)	CareerHub Portal <ul style="list-style-type: none"> • TORQ • ACT Workkeys
Webster Adult Basic Education	Another ABE Program, CBO’s, WIOA Partners, Media, etc.	<ul style="list-style-type: none"> • In-house process 	<ul style="list-style-type: none"> • TABE Locator • TABE Clas-E Locator • In-house ESOL Locator • MAPT Reading • MAPT Math • TABE Clas-E Reading • BEST Plus Oral • Career Ready 101 	<ul style="list-style-type: none"> • Creation of an Individual Education and Career Plan 	<ul style="list-style-type: none"> • Pathways to Healthcare Careers • Introduction to Machining/ Manufacturing Technology • Individual work readiness skills administered through Advisors and using Career Ready 101 	<ul style="list-style-type: none"> • Full time Advisor assistance 	<ul style="list-style-type: none"> • Full time Advisor assistance 	<ul style="list-style-type: none"> • HiSET Academy • IXL • Career Ready 101 • Khan Academy • Northstar Digital Literacy • USA Learns • Duo Lingo
SCEP – Catholic Charities		<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •
SCEP – Operation A.B.L.E.		<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •
Quinsigamond Community College Adult Learning Center (ACLC):	Word of mouth, advisory board members, WIOA partners, Oustation staff @ Workforce Central Career Center, Worcester County Community	To enroll in a program, prospective students must complete the following steps: <ul style="list-style-type: none"> ▪ Information Session and Placement Test 	For ASE/GED/HiSET: <ul style="list-style-type: none"> ▪ Massachusetts Adult Proficiency Test (MAPT) For ESOL and ACP: <ul style="list-style-type: none"> ▪ BEST Plus Oral ▪ TABE CLAS-E 	<ul style="list-style-type: none"> ▪ Creation of individual education and career plan with Education and Career Advisors ▪ Information sessions with 	<ul style="list-style-type: none"> ▪ Referrals to College & Career Navigator ▪ Adult Career Pathways – PCA program ▪ Adult Career Pathways – CNA program 	<ul style="list-style-type: none"> ▪ Referral to Workforce Central Career Center 	<ul style="list-style-type: none"> ▪ Education & Career Advisors, with referrals to support services, if needed 	<ul style="list-style-type: none"> • KET Distance Learning • Khan Academy • Ventures Arcade (online learning/practice) • Readtheory.org

English for Speakers of Other Languages (ESOL), Adult Secondary Education, and Adult Career Pathways (ACP)

Connections mailings, community agency resource guides, Walk-ins, ACLS directory

(TABE CLAS-E Reading Locator, TABE Locator, in-house locator)

- Interview and Intake Form
- Orientation

Program Enrollment occurs approximately 3x/year depending upon class availability

Reading
▪ TABE CLAS-E Writing

College and Career Navigator

- Referrals to Future Focus Program @ QCC (ABE Transitions to Community College)
- Referrals to non-credit training @ QCC's Workforce Development & Continuing Education Center
- Referrals to QCC's postsecondary certificate and degree programs

(online reading & writing)

- Grammar bytes (chompchomp.com)
- Readworks.org
- YouTube and TeacherTube videos
- Kahoot.com
- Quizzizz.com
- Quizzlet.com
- Google

Central MA Customer Flow – Re-entry populations

Defined Shared Customers: Formerly incarcerated job seekers served by two or more Partners.

WIOA Partner - Program	Recruitment & referral sources (i.e., word of mouth, partner staff, out-stationed staff locations, online referrals, etc.)	Intake & Orientation	Assessment Process(s)	Career Planning	Career Readiness/Training/ Education	Job Search Assistance	Case-management	Online / e-Tool(s)	Data Tracking Tool(s)
CMWIB – Industry Pathway projects	Community partners	Project-based	--	--	<ul style="list-style-type: none"> Industry Pathway Projects Worcester Job Fund Job1 Partnership 	Project placement assistance	Project based	<ul style="list-style-type: none"> Talent Neuron (Job Board analytics) LEHD 	MOSES database
Workforce Central Career Center – WIOA Low-income Adults and Dislocated Workers	MA DUA Referrals, word of mouth, WIOA partners	Career Center Seminar (CCS)	<ul style="list-style-type: none"> TABE locator ACT Workkeys Meyers Briggs\ Career Directions workshop 	Create Individual Plan of Employment (AKA Career Action Plan)	<ul style="list-style-type: none"> Workkeys online modules (context.) ITA’s (DW/Low income only) Readiness Workshops: <ul style="list-style-type: none"> Resume Interview prep Linked-In New Leaf Using Age to Your Advant. Bounce Readiness Class Professor Teaches Referral to partners (ABE/ESOL/ Higher Ed.) OJT 	<ul style="list-style-type: none"> Online tools/job board (job Quest) Resource room (computers) Counselor referrals I-Teams Volunteer Connections Program Bounce to Employment 	<ul style="list-style-type: none"> Assigned primary counselor – 60 –day contact through 1 year following job placement 	<ul style="list-style-type: none"> Job Quest WCCC CareerHub Portal Unemployment Services TORQ ACT Workkeys 	MOSES database

Workforce Central Career Center – general public (Wagner-Peyser program)	word of mouth, WIOA partners	Career Center Seminar (CCS)	<ul style="list-style-type: none"> • TABE locator • ACT Workkeys • Meyers Briggs\ • Career Directions workshop 	Create Individual Plan of Employment (AKA Career Action Plan)	<ul style="list-style-type: none"> • Workkeys online modules (context.) • Readiness Workshops: <ul style="list-style-type: none"> • Resume • Interview prep • Linked-In • New Leaf • Using Age to Your Advant. • Bounce Readiness Class • Professor Teaches • Referral to partners (ABE/ESOL/ Higher Ed.) • OJT 	<ul style="list-style-type: none"> • Online tools/job board (job Quest) • Resource room (computers) • Counselor referrals • I-Teams • Volunteer Connections Program • Bounce to Employment 	<ul style="list-style-type: none"> • Assigned primary counselor – 60 –day contact until they do not have a service for 90 days (auto exit from our system) 	<ul style="list-style-type: none"> • Job Quest • WCCC CareerHub Portal • TORQ • ACT Workkeys 	MOSES database
Webster Adult Basic Education	Another ABE Program, CBO's, WIOA Partners, Media, etc.	<ul style="list-style-type: none"> • In-house process 	<ul style="list-style-type: none"> • TABE Locator • TABE Clas-E Locator • In-house ESOL Locator • MAPT Reading • MAPT Math • TABE Clas-E Reading • BEST Plus Oral • Career Ready 101 	<ul style="list-style-type: none"> • Creation of an Individual Education and Career Plan 	<ul style="list-style-type: none"> • Pathways to Healthcare Careers • Introduction to Machining/ Manufacturing Technology • Individual work readiness skills administered through Advisors and using Career Ready 101 	<ul style="list-style-type: none"> • Full time Advisor assistance 	<ul style="list-style-type: none"> • Full time Advisor assistance 	<ul style="list-style-type: none"> • HiSET Academy • IXL • Career Ready 101 • Khan Academy • Northstar Digital Literacy • USA Learns • Duo Lingo 	<ul style="list-style-type: none"> • SMARTT database
SNAP Client	Word of mouth, Community partners, online referrals	<p>Apply for SNAP benefits at local DTA office, via the virtual gateway, via fax or by mail.</p> <p>No Orientation is provided for SNAP consumers</p>	Client learns about the SNAP Path to Work Program through DTA staff, SNAP Path to Work brochures, the SNAP Path to Work website, or from contracted	<p>Client visits or contacts Local One Stop Career Center. Assessment Conducted. Reverse referral process initiated</p>	<p>Client is ABAWD Work Program Required: Referred to Qualifying SNAP Path to Work Activity: Vocational/Skills Training</p>	Local One Stop Career Center	First Available Worker	JobQuest	BEACON Database

			providers and other stakeholders.							Adult Basic Education English as a Second Language WIOA Training WIOA Job Search									
			Client contacts DTA SNAP Path to Work Specialist to request a referral. Assessment Conducted. Referral made.							Client is ABAWD Work Program Exempt: Can be referred to any SNAP Path to Work Activity: Job Readiness Training Job Search Vocational/Skills Training Adult Basic Education English as a Second Language WIOA Training									
Worcester County Sheriff	no recruitment classes = good time	in house	TABE	done on an individual basis and student request	MWCC IRT Mfg Workforce Central New Leaf Orientation Resume/Interview OSHA ServSafe Mgr Cert.	N/A	Education Advisor Reentry/HSC	• Career Ready • Khan Academy • Duo Lingo • Quizlet • CommonLit • Newela • Starfall • Ixl • Microsoft	SMARTT in house statistician										
Quinsigamond Community College Adult Community Learning Center (ACLC): English for Speakers of Other Languages (ESOL), Adult Secondary Education, and Adult Career Pathways (ACP)	Word of mouth, advisory board members, WIOA partners, Oustation staff @ Workforce Central Career Center, Worcester County Community Connections mailings, community agency resource guides, Walk-ins, ACLS directory	To enroll in a program, prospective students must complete the following steps: ▪ Information Session and Placement Test (TABE CLAS-E Reading Locator, TABE Locator, in-house locator) ▪ Interview and Intake Form ▪ Orientation	For ASE/GED/HiSET: ▪ Massachusetts Adult Proficiency Test (MAPT) For ESOL and ACP: ▪ BEST Plus Oral ▪ TABE CLAS-E Reading ▪ TABE CLAS-E Writing	▪ Creation of individual education and career plan with Education and Career Advisors ▪ Information sessions with College and Career Navigator	▪ Referrals to College & Career Navigator ▪ Adult Career Pathways – PCA program ▪ Adult Career Pathways – CNA program ▪ Referrals to Future Focus Program @ QCC (ABE Transitions to Community College) ▪ Referrals to non-credit training @	▪ Referral to Workforce Central Career Center	▪ Education & Career Advisors, with referrals to support services, if needed	• KET Distance Learning • Khan Academy • Ventures Arcade (online learning/practice) • Readtheory.org (online reading & writing) • Grammar bytes (chompchomp.com) • Readworks.org • YouTube and TeacherTube videos • Kahoot.com • Quizzizz.com	▪ SMARTT ▪ Jenzabar CX ▪ Jenzabar Higher Reach										

Program Enrollment
occurs approximately
3x/year depending
upon class availability

QCC's Workforce
Development &
Continuing
Education Center

- Referrals to QCC's
postsecondary
certificate and
degree programs

- Quizlet.com
- Google

Central MA Customer Flow – Youth (and youth with barriers to employment)

Defined Shared Customers: Youth ages 14-24 seeking employment or career readiness services served by two or more Partners.

WIOA Partner - Program	Recruitment & referral sources (i.e., word of mouth, partner staff, out-stationed staff locations, online referrals, etc.)	Intake & Orientation	Assessment Process(s)	Career Planning	Career Readiness/Training/ Education	Job Search Assistance	Case-management	Online / e-Tool(s)	Data Tracking Tool(s)
CMWIB – Industry Pathway projects	Community partners	Project-based	--	--	<ul style="list-style-type: none"> Industry Pathway Projects Worcester Job Fund Job1 Partnership 	Project placement assistance	Project based	<ul style="list-style-type: none"> Talent Neuron (Job Board analytics) LEHD 	MOSES database
CMWIB – WIOA Youth Programs	Community partners	Eligibility forms gathered by vendors (program operators)	TABE test	Career pathway plans	<ul style="list-style-type: none"> Career pathway technical training HiSET Career Readiness 	<ul style="list-style-type: none"> Placement assistance 	<ul style="list-style-type: none"> Staff follow up (monthly for up to a year after graduation) 	<ul style="list-style-type: none"> ACT Workkeys 	Partners' internal database; MOSES
CMWIB YouthWorks youth employment program	Community partners, Worcester Public Schools	Application process (led by vendor); Eligibility review	--	Basic participant plans created	<ul style="list-style-type: none"> Pre-job readiness (15 hours) Subsidized work experience 	--	Weekly check-ins during program	--	Use of State (Commonwealth Corp.) Apricot system
Workforce Central Career Center – Youth services	word of mouth, WIOA partners	Career Center Seminar (CCS)	<ul style="list-style-type: none"> TABE locator ACT Workkeys Meyers Briggs\ Career Directions workshop 	Create Individual Plan of Employment (AKA Career Action Plan)	<ul style="list-style-type: none"> Workkeys online modules (context.) Readiness Workshops: <ul style="list-style-type: none"> Resume Interview prep Linked-In New Leaf Using Age 	<ul style="list-style-type: none"> Online tools/job board (job Quest) Resource room (computers) Counselor referrals I-Teams Volunteer Connections Program 	<ul style="list-style-type: none"> Assigned primary counselor – 60 –day contact until they do not have a service for 90 days (auto exit from our system) 	<ul style="list-style-type: none"> Job Quest WCCC CareerHub Portal TORQ ACT Workkeys 	MOSES database

					<ul style="list-style-type: none"> to Your Advant. Bounce to Employment Bounce Readiness Class Professor Teaches Referral to partners (ABE/ESOL/ Higher Ed.) OJT 				
Webster Adult Basic Education	Another ABE Program, CBO's, WIOA Partners, Media, etc.	<ul style="list-style-type: none"> In-house process 	<ul style="list-style-type: none"> TABE Locator TABE Clas-E Locator In-house ESOL Locator MAPT Reading MAPT Math TABE Clas-E Reading BEST Plus Oral Career Ready 101 	<ul style="list-style-type: none"> Creation of an Individual Education and Career Plan 	<ul style="list-style-type: none"> Pathways to Healthcare Careers Introduction to Machining/ Manufacturing Technology Individual work readiness skills administered through Advisors and using Career Ready 101 	<ul style="list-style-type: none"> Full time Advisor assistance 	<ul style="list-style-type: none"> Full time Advisor assistance 	<ul style="list-style-type: none"> HiSET Academy IXL Career Ready 101 Khan Academy Northstar Digital Literacy USA Learns Duo Lingo 	<ul style="list-style-type: none"> SMARTT database
SNAP Client	Word of mouth, Community partners, online referrals	<p>Apply for SNAP benefits at local DTA office, via the virtual gateway, via fax or by mail.</p> <p>No Orientation is provided for SNAP consumers</p>	<p>Client learns about the SNAP Path to Work Program through DTA staff, SNAP Path to Work brochures, the SNAP Path to Work website, or from contracted providers and other stakeholders.</p> <p>Client contacts DTA SNAP Path to Work Specialist to request a referral. Assessment Conducted. Referral made.</p>	<p>Client visits or contacts Local One Stop Career Center. Assessment Conducted. Reverse referral process initiated</p>	<p>Client is ABAWD Work Program Required: Referred to Qualifying SNAP Path to Work Activity: Vocational/Skills Training Adult Basic Education English as a Second Language WIOA Training WIOA Job Search</p> <p>Client is ABAWD Work Program Exempt: Can be referred to</p>	Local One Stop Career Center	First Available Worker	JobQuest	BEACON Database

					any SNAP Path to Work Activity: Job Readiness Training Job Search Vocational/Skills Training Adult Basic Education English as a Second Language WIOA Training				
TAFDC/TANF Client	Community partners, word of mouth, various outside state and non-profit agencies	Apply for TAFDC benefits at local DTA office Begin pre-benefit job search (PBJs), including orientation attendance	TAFDC case established Pathways to Self Sufficiency (PSS) assessment is scheduled Referrals Made	All pregnant and parenting teens have a high school or equivalent requirement. If not in high school, the client will be referred to a YPP funded provider. If client does have their high school equivalency a referral would be made to the following programs: CIES/ MORI WIOA Training(ITA) ABE/ESL, Work Ready/Job Search (Local One Stop Career Center)	Various outside education and training agencies	Job Quest Various Contracted Vendors (CIES, MORI, YPP) Local One Stop Career Center	Assigned primary case manager (SSS Worker) while TAFDC case is active	JobQuest	BEACON Database Virtual Gateway (EIM/ESM)
Worcester Community Action Council, Inc. (WCAC)	Worcester Public Schools, DTA, court, community partners, youth word of mouth, Worcester Police Department, Central MA Housing Alliance	Application completed in-person or submitted online	Individual conversation to determine initial eligibility, TABE testing	Career interest inventory, career pathway exploration	Work readiness (resume writing, job applications, soft skills, such as communication, interviewing skills); training offered individually and in cohorts; referrals to QCC certificate programs; CNA and culinary pipeline	Individualized; online job search assistance; subsidized short-term work experiences; in-house internships	Weekly; ongoing; follow-up provided for 1 year; subsidized work experiences include weekly reflection activities; individual service plans with goals; wrap-around supports	ACT Work Keys, Kahn Academy, MACIS	Apricot, agency-wide database, internal Excel spreadsheets

<p>Quinsigamond Community College Adult Community Learning Center (ACLC): English for Speakers of Other Languages (ESOL), Adult Secondary Education, and Adult Career Pathways (ACP)</p>	<p>Word of mouth, advisory board members, WIOA partners, Oustation staff @ Workforce Central Career Center, Worcester County Community Connections mailings, community agency resource guides, Walk-ins, ACLS directory</p>	<p>To enroll in a program, prospective students must complete the following steps:</p> <ul style="list-style-type: none"> ▪ Information Session and Placement Test (TABE CLAS-E Reading Locator, TABE Locator, in-house locator) ▪ Interview and Intake Form ▪ Orientation <p>Program Enrollment occurs approximately 3x/year depending upon class availability</p>	<p>For ASE/GED/HiSET:</p> <ul style="list-style-type: none"> ▪ Massachusetts Adult Proficiency Test (MAPT) <p>For ESOL and ACP:</p> <ul style="list-style-type: none"> ▪ BEST Plus Oral ▪ TABE CLAS-E Reading ▪ TABE CLAS-E Writing 	<ul style="list-style-type: none"> ▪ Creation of individual education and career plan with Education and Career Advisors ▪ Information sessions with College and Career Navigator 	<p>trainings in partnership with QCC; financial literacy; civic engagement</p> <ul style="list-style-type: none"> ▪ Referrals to College & Career Navigator ▪ Adult Career Pathways – PCA program ▪ Adult Career Pathways – CNA program ▪ Referrals to Future Focus Program @ QCC (ABE Transitions to Community College) ▪ Referrals to non-credit training @ QCC's Workforce Development & Continuing Education Center ▪ Referrals to QCC's postsecondary certificate and degree programs 	<ul style="list-style-type: none"> ▪ Referral to Workforce Central Career Center 	<ul style="list-style-type: none"> ▪ Education & Career Advisors, with referrals to support services, if needed 	<ul style="list-style-type: none"> • KET Distance Learning • Khan Academy • Ventures Arcade (online learning/practice) • Readtheory.org (online reading & writing) • Grammar bytes (chompchomp.com) • Readworks.org • YouTube and TeacherTube videos • Kahoot.com • Quizzizz.com • Quizzlet.com • Google 	<ul style="list-style-type: none"> ▪ SMARTT ▪ Jenzabar CX ▪ Jenzabar Higher Reach
<p>Training Resources of America, Inc.</p>	<p>Community Partners, Word of Mouth, DTA, Probation Dept, DYS, Worcester Public Schools</p>	<p>Application, Interview, Mental Toughness Orientation</p>	<p>TABE</p>	<p>Work Keys 101, Job Readiness Training</p>	<p>YouthBuild Carpentry and Nurse Aid Training with PACT and CNA Certification , Focus Retail and Customer Service Certification</p>	<p>Placements, Internships</p>	<p>Weekly Case Meetings with Case Manager</p>	<p>Work Keys 101, IXL</p>	<p>YouthBuild MIS, YouthBuild Data</p>

Attachment H: Central MA WIOA Partner Resource Sharing Matrix

WIOA Partner	OSCC in-kind on-site staffing	OSCC in-kind on-site customer support	Downtown Worcester Career Connections Campus member	OSCC infrastructure funding	Notes
MRC		X	X	TBD	Provides WCCC customer accommodation support; partner in the region's Disability Employment Initiative IV grant; Ticket to Work provider
MCB			X	TBD	Provides WCCC customer accommodation support
DTA	X	X	X	FY 17 = \$37,299 FY 18 = TBD	Full Engagement Workers stationed at WCCC; Bounce program staff training
DUA	X	X	X	TBD	Provides UI claimant navigation support staff at WCCC.
SCSEP: Cath. Charities	X*	X*		TBD	
SCSEP: Operation A.B.L.E.	X	X	X	TBD	
Training Resources of America	X*	X*	X	TBD	
Ascentria Community Services, Inc.	X*	X*		TBD	
Webster Public Schools	X*	X*		TBD	
Worcester Public Schools	X*	X*	X	TBD	Provides contextualized HISET (Constr., IT, Health care)
Quinsigamond Community College	X*	X*	X	TBD	Educational navigator stationed at WCCC along with ACLS rep.
Sheriff's Department of Worcester				TBD	Provides services pre-release to prisoners returning to the region
Worcester Community Action Council			X	TBD	
Grafton Job Corps			X	TBD	Admissions office in downtown Worcester; Weekly new student WCCC tours

*ACLS outstation agent represents all partner programs on site at WCCC

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*ACLS outstation agent represents all partner programs on site at WCCC