

## ATTACHMENT A

### INTERDEPARTMENTAL SERVICE AGREEMENT (ISA) FORM TERMS AND CONDITIONS



#### B. Responsibilities of Regional/Local Partners (OSCCs and TAOs):

- Implement the terms of the local area umbrella MOU for their region and amend the MOU, if necessary.
- Continue to develop and strengthen the partnership between DTA TAOs and OSCCs (roles, responsibilities, customer referral procedures, retention and reengagement strategies, joint programming at both offices, tracking and discussing performance outcomes, etc.).
- Continue to articulate "career pathway" models for low-income individuals, including DTA clients, based on available resources that can be supported by the WIOA funded partners in the region (e.g., DTA, OSCC, adult education, etc.), as included in the above-referenced WIOA umbrella MOU.
- Provide services, materials and programming in languages other than English, as needed.
- Work jointly to identify and address DTA client barriers to accessing OSCC resources such as transportation, child care and/or other issues identified by the client.

#### Responsibilities of One Stop Career Centers (OSCC)

- Provide a single point of contact for DTA in each OSCC to work with and customers.
- Designate appropriate OSCC staff to attend orientations at local DTA offices to refer DTA clients to participate.
- Designate appropriate space and make necessary office equipment supplies (e.g., computer, telephone, etc.) available for the DTA Full Engagement Worker (FEW) to co-locate and conduct business at agreed upon and scheduled times at the OSCC.
- Provide an up-to-date listing of services and activities available at the OSCC to DTA TAOs and staff.
- Design targeted job support and search programming for DTA clients, containing customized elements and services, including but not limited to, recruitment of DTA clients, short models, skills assessment, support, coaching, training, job placement and post-placement support.
- Document DTA client participation including training, placements and outcomes.
- Establish an individual case record for each participant. Case records shall contain at a minimum: documentation of activities, case narratives and any records and notes, evaluations, and test results.
- Generate a report to DTA on client participation, training, placements and outcomes, according to a frequency and format to be determined by DTA.
- Enroll referred DTA clients as Work Program Participants within MOSES and review, verify, and sign, if verified, DTA client participation forms.
- Designate appropriate staff to meet with DTA staff on an as needed basis to discuss issues relating to ongoing performance and future improvements.
- Comply with all requirements in the Data Confidentiality and Security section (Section 9).

#### Responsibilities of DTA Transitional Assistance Offices (TAOs)

- Assign a DTA FEW to be the primary point of contact for the local OSCC and DTA clients receiving DCS services.
- Assign a FEW to be co-located at the local OSCC as appropriate and on a mutually agreed upon schedule.
- Provide training, as needed, to OSCC staff regarding services and resources provided by DTA and its community partners.
- Provide training, as needed, from DTA to OSCC staff on TAFDC and SNAP eligibility, work participation and other requirements of DTA's programs.
- Provide information on DTA programs and services at the OSCC.
- Refer appropriate DTA clients to the local OSCC following mutually agreed upon referral protocols, as described in the local MOUs.
- Assist the OSCC in developing targeted programming and conducting workshops for DTA clients.
- Assist the OSCC in retaining and re-engaging clients in OSCC programming.

FY19 APPENDIX 1: FUNDING AVAILABILITY BY WORKFORCE AREA

DTA TRANSITIONAL ASSISTANCE OFFICE (TAO)	WORKFORCE AREA	TAFDC WORK PROGRAM REQUIRED CASELOAD*	% OF CASELOAD (BY WIB)	Base/ Infrastructure Allocations	Shared Service Cost Allocation Lead Operator	**As of May 31, 2018		Shared Service Cost DCS Allocation (obj classes AA and DD)	FY19 CONTRACT AMOUNT (obj class PP)	TOTAL CONTRACT (INCLUDING Incentive Award)
						Performance Based on FY18	Incentive Award			
Pittsfield	Berkshire	119	2%	\$23,678.50	\$7,377.46	11.9%	\$0.00	\$4,036.05	\$31,055.96	\$35,092.01
Dudley, New Market	Boston	625	10%	\$23,678.50	\$57,144.47	20.6%	\$0.00		\$80,822.97	\$80,822.97
Fall River, Taunton	Bristol	560	9%	\$23,678.50	\$24,674.51	18.2%	\$0.00	\$26,233.92	\$48,353.01	\$74,586.93
Brockton	Brockton	261	4%	\$23,678.50	\$22,994.73	22.7%	\$0.00		\$46,673.23	\$46,673.23
Hyannis	Cape & Islands	85	1%	\$23,678.50	\$7,347.10	10.7%	\$0.00	\$3,027.06	\$31,025.60	\$34,052.66
Southbridge, Worcester	Central Mass	489	8%	\$23,678.50	\$21,063.91	10.0%	\$0.00	\$22,197.94	\$44,742.41	\$66,940.35
Greenfield	Franklin/Hampshire	96	2%	\$23,678.50	\$5,957.49	10.1%	\$15,000.00	\$3,228.86	\$44,635.99	\$47,864.85
Lowell	Greater Lowell	318	5%	\$23,678.50	\$14,798.38	28.4%	\$500.00	\$13,318.80	\$45,976.88	\$59,295.68
New Bedford	Greater New Bedford	511	9%	\$23,678.50	\$19,253.90	18.8%	\$0.00	\$19,776.36	\$42,932.40	\$62,708.76
Holyoke, Springfield	Hampden	1314	22%	\$23,678.50	\$105,176.83	48.8%	\$15,000.00		\$143,855.33	\$143,855.33
Lawrence	Lower Merrimack Valley	203	3%	\$23,678.50	\$9,663.25	16.3%	\$0.00	\$7,466.63	\$33,341.75	\$40,808.38
Chelsea, Malden	Metro North	406	7%	\$23,678.50	\$39,321.02	29.4%	\$7,500.00		\$70,505.72	\$70,505.72
Frammingham	Metro South West	151	3%	\$23,678.50	\$9,086.00	43.4%	\$15,000.00	\$6,558.55	\$47,765.05	\$54,323.60
Fitchburg	North Central	138	2%	\$23,678.50	\$8,850.23	64.9%	\$25,000.00	\$3,329.77	\$60,028.73	\$63,358.50
North Shore	North Shore	311	5%	\$23,678.50	\$22,266.99	29.0%	\$7,500.00	\$4,439.66	\$53,445.49	\$57,885.15
Plymouth, Quincy	South Shore	389	7%	\$23,678.50	\$15,315.98	25.4%	\$7,500.00	\$14,731.40	\$46,494.48	\$61,225.88
TOTALS		5,976	100%	\$378,856.00	\$1,799.00		\$100,000.00	\$128,345.00	\$871,655.00	\$1,000,000.00

\* Revised on October 17, 2018 to reflect MBA Spending Plans

Award amount	# of Awards	Range
\$ -	8	0% to 25%
\$ 7,500.00	4	25.1% to 35%
\$ 15,000.00	3	35.1% to 50%
\$ 25,000.00	1	50.1% to 75%
\$ -	-	75.1% to 100%
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