

Attachment B
 FY20 WIOA State Partner Infrastructure Contribution and Partner Responsibility Summary
 Department of Transitional Assistance

**INTERDEPARTMENTAL SERVICE AGREEMENT (ISA)
 TERMS AND CONDITIONS**



FY20 APPENDIX 1. FUNDING AVAILABILITY BY WORKFORCE AREA										
DTA TRANSITIONAL ASSISTANCE OFFICE (TAO)	WORKFORCE AREA	Base/ Infrastructure Allocation	*TAFDC CASELOAD	% OF CASELOAD (BY WIB)	**Shared Service Cost Allocation Lead Operator	***As of May 31, 2019		FY20 WPP Funding Allocation	FY20 DCS Staffing Costs	Adjusted FY20 Total (less DCS staffing cost)
						Performance Based on FY19	Incentive Award			
Pittsfield	Berkshire	\$23,678.50	607	2.2%	\$10,142.99	20.0%	\$0.00	\$33,821.49	\$4,157.13	\$29,664.36
Dudley Square / New Market / Central	Boston	\$23,678.50	2695	9.9%	\$45,033.54	32.4%	\$7,500.00	\$76,212.04	\$0.00	\$76,212.04
Fall River / Taunton	Bristol	\$23,678.50	2460	9.1%	\$41,106.68	23.2%	\$0.00	\$64,785.18	\$27,020.94	\$37,764.24
Brockton	Brockton	\$23,678.50	1211	4.5%	\$20,235.85	11.9%	\$0.00	\$43,914.35	\$0.00	\$43,914.35
Hyannis	Cape & Islands	\$23,678.50	599	2.2%	\$10,009.31	4.2%	\$0.00	\$33,687.81	\$3,117.87	\$30,569.94
Worcester / Southbridge	Central Mass	\$23,678.50	2381	8.8%	\$39,786.59	41.6%	\$15,000.00	\$78,465.09	\$22,863.88	\$55,601.21
Greenfield	Franklin/Hampshire	\$23,678.50	459	1.7%	\$7,669.91	70.0%	\$25,000.00	\$56,348.41	\$3,325.73	\$53,022.68
Lowell	Greater Lowell	\$23,678.50	1042	3.8%	\$17,411.86	86.8%	\$35,000.00	\$76,090.36	\$13,718.36	\$62,372.00
New Bedford	Greater New Bedford	\$23,678.50	1961	7.2%	\$32,768.38	14.8%	\$0.00	\$56,446.88	\$20,369.65	\$36,077.23
Holyoke / Springfield	Hampden	\$23,678.50	5747	21.2%	\$96,032.56	29.2%	\$7,500.00	\$127,211.06	\$0.00	\$127,211.06
Lawrence	Lower Merrimack Valley	\$23,678.50	1209	4.5%	\$20,202.43	43.1%	\$15,000.00	\$58,880.93	\$7,690.63	\$51,190.30
Malden / Chelsea	Metro North	\$23,678.50	2147	7.9%	\$35,876.44	48.1%	\$15,000.00	\$74,554.94	\$0.00	\$74,554.94
Framingham	Metro South West	\$23,678.50	723	2.7%	\$12,081.35	25.0%	\$0.00	\$35,759.85	\$6,755.31	\$29,004.54
Fitchburg Center	North Central	\$23,678.50	725	2.7%	\$12,114.77	71.4%	\$25,000.00	\$60,793.27	\$3,429.66	\$57,363.61
North Shore	North Shore	\$23,678.50	1494	5.5%	\$24,964.79	34.4%	\$7,500.00	\$56,143.29	\$4,572.85	\$51,570.44
Quincy /Plymouth	South Shore	\$23,678.50	1688	6.2%	\$28,206.54	50.0%	\$15,000.00	\$66,885.04	\$15,173.34	\$51,711.70
TOTALS		\$378,856.00	27,148	100%	\$453,644.00		\$167,500.00	\$1,000,000.00	\$132,195.35	\$867,804.65

* TAFDC caseload is based on current caseload as of June 11, 2019 for that specific WIB
 ** Shared services based on TAFDC caseload percentage per WIB service delivery area
 ***Incentive awards are based on prior fiscal year performance level percentage, as of May 31, 2019
 Performance level percentage are calculated based on the total number of clients placed in training plus the total number of clients placed in jobs, out of the total number of clients enrolled in WPP

Award amount	# of Awards	Range
\$ -	6	0% to 25%
\$ 7,500.00	3	25.1% to 35%
\$ 15,000.00	4	35.1% to 50%
\$ 25,000.00	2	50.1% to 75%
\$ 35,000.00	1	75.1% to 100%
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A. Responsibilities of Regional/Local Partners (MassHire Career Centers and TAOs):

- Review, execute and implement the terms of the local area MOU for their region and amend the MOU, if necessary.
- Continue to develop and strengthen the partnership between DTA TAOs and MassHire Career Centers (roles, responsibilities, customer referral procedures, retention and reengagement strategies, joint programming at both offices, tracking and discussing performance outcomes, etc.).
- Ongoing co-case management between designated staff members from MassHire and TAO to ensure participants receive tailored, appropriate services and maintain consistent engagement in services.
- 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, MassHire Career Center, adult education, etc.), as included in the above-referenced WIOA local MOU.
- Provide services, materials and programming in languages other than English, as needed.
- Work jointly to identify and mitigate DTA client challenges to accessing MassHire Career Center resources, such as transportation, child care and/or other issues identified by the client.

Responsibilities of MassHire Career Centers

- Designate a MassHire Career Center staff member as primary point of contact for each DTA TAO and regarding shared customers.
- Designate MassHire Career Center staff to attend orientations at local DTA offices to recruit 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 MassHire Career Center.
- Provide an up-to-date listing of services, activities and trainings available at the MassHire Career Center to DTA TAOs and staff.
- Strengthen targeted job support and search programming for DTA clients, containing customized elements and services, including but not limited to cohort models, skills assessment, support, coaching, training, job placement and post placement support.
- Enroll referred DTA clients as Work Program Participants within MOSES.
- Maintain an individual case record for each participant. Case records shall contain at a minimum: documentation of activities, case narratives/notes, evaluations, test results, training delivered, placements and outcomes.
- Document and verify DTA client participation in WPP services in a format to be determined by DTA.
- Generate a report to DTA on client participation, training, placements and outcomes, according to a frequency and format to be determined by DTA.
- 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).

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Responsibilities of DTA Transitional Assistance Offices (TAOs)

- Designate DTA FEW as primary point of contact for the local MassHire Career Center and DTA clients receiving MDCS services.
- Designate a FEW to be co-located at the local MassHire Career Center to support co-case management on a mutually agreed upon schedule.
- Provide training, as needed, to MassHire Career Center staff regarding services and resources provided by DTA and its community partners.
- Provide training, as needed, from DTA to MassHire Career Center staff on TAFDC and SNAP eligibility, work participation and other requirements of DTA's programs.
- Provide information on DTA programs and services at the MassHire Career Centers.
- Refer appropriate DTA clients to the local MassHire Career Center following mutually agreed upon referral protocols, as described in the local MOUs.
- Assist the MassHire Career Center in developing targeted programming and conducting workshops for DTA clients.
- Work collaboratively with the MassHire Career Center on client progress and retention in MassHire Career Center programming.
- Hold 1:1 client reengagement meetings, in collaboration with MassHire Career Center staff for WPP participants who have disengaged from services with MDCS and facilitate return to career plan activities.