

Workforce Innovation and Opportunity Act (WIOA)
MassHire Franklin Hampshire Workforce Board,
Franklin Hampshire Employment & Training Consortium
and WIOA Partners
Umbrella Memorandum of Understanding (MOU)
July 1st, 2021 to June 30th, 2024

I. PURPOSE

This Memorandum of Understanding (MOU) communicates the agreement developed and executed between the MassHire Franklin Hampshire Workforce Board (FHWB), with agreement of Mayor Roxann Wedegartner and Mayor David Narkewicz, Chief Elected Officials, Franklin Hampshire Employment and Training Consortium (FHETC), and required Franklin Hampshire Workforce Partners, relating to the operation of the MassHire Franklin Hampshire Career Center (MHFHCC) delivery of service in the local workforce area.

The Mission of the MOU is to coordinate the job seeker and business services of the MHFHCC Required Partners and non-required Partners through the MHFHCC system to support job-driven career pathways that lead to a diverse and skilled workforce, that meet business recruitment needs for a skilled and work-ready workforce, and that create quality jobs leading to family sustaining wages. The FHWB will act as the convener of MOU negotiations and together with the Franklin Hampshire Employment and Training Consortium and required WIOA Partners will shape how local MassHire Franklin Hampshire Career Center Services are delivered.

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

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

II. REQUIRED PARTNERS

In accordance with WIOA Section 121(c), this Local Memorandum of Understanding has been developed and executed with agreement of the Chief Elected Officials of the Franklin Hampshire Workforce Development Region, the FHWB, the FHETC, and the WIOA Required Partners as defined by WIOA in 20 CFR Part 678.400 as mandatory Partners in the MassHire Career Centers include:

- 1. The Adult Program** (Title I), as part of the MassHire Department of Career Services (DCS), Executive Office of Labor and Workforce Development (EOLWD): represented by Teri Anderson, Executive Director, Franklin Hampshire Employment and Training Consortium.
- 2. The Dislocated Worker Program** (Title I), as part of DCS/EOLWD: represented by Teri Anderson, Executive Director, Franklin Hampshire Employment and Training Consortium.
- 3. The Youth Program** (Title I), as part of DCS/EOLWD; represented by Teri Anderson, Executive Director, Franklin Hampshire Employment and Training Consortium and Jennifer Hansen, Center Director of the Westover Job Corps.

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 Judith Roberts, Executive Director of the Literacy Project, Laurie Millman, Executive Director of the Center for New Americans; Macey Faiella, Director of English Programs of the International Language Institute; Jenny Abeles, Education Coordinator at the Franklin County House of Correction, and Yvonne Gittelson, Director of Education at the Hampshire County House of Correction.
5. **The Wagner-Peyser Act Program** (Wagner-Peyser Act, as amended by Title III), as part of MDCS, EOLWD: represented by Edie Smith, Operations Director, MassHire Franklin Hampshire Career Center.
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): represented by Mark Dore, Director, Greenfield Area Office, MRC, and Nate Skrocki, Regional Director, MA Commission for the Blind – Springfield.
7. **Federal-state unemployment compensation program**, as part of the Department of Unemployment Assistance (DUA), EOLWD: represented by Marie-Lise Sobande, Deputy Chief of Staff, MA Department of Unemployment Assistance and locally by Edie Smith, MFHFCC Operations Manager, and Teri Anderson, MFHFCC Executive Director.
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 MDCS, EOLWD: represented by Teri Anderson, Executive Director, Franklin Hampshire Employment and Training Consortium.
9. **Jobs for Veterans State Grants Program** (Programs authorized under 38, U.S.C. 4100 et. seq.) as part of MDCS, EOLWD: represented by Edie Smith, Operations Director, MassHire Franklin Hampshire Career Center.
10. **Temporary Assistance for Needy Families Program** (42 U.S.C. 601 et seq.) as part of Department of Transitional Assistance (DTA), EOHHS: represented by Zoy Soulis, Greenfield DTA Office.
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: represented by Zoy Soulis, Greenfield DTA Office.
12. **Senior Community Service Employment Program** (Programs authorized under Title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.): represented by Susan Maedler, Program Administrator, Catholic Charities – Worcester County, and Sandra Federico, Employment Director, Department of Elder affairs – City of Springfield.
13. **Ex-Offender Program** (Sec. 212 of the Second Chance Act of 2007): represented by Community Action Re-Entry Program.

Additional non-required Partners who have and will continue to be part of the WIOA Partner Planning process in the FH region include Greenfield Community College and Holyoke Community College. These latter parties are valuable participants but are not among formal MOU signatories currently.

III. DURATION OF THE MOU

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

This agreement shall commence on July 1st, 2021 and shall terminate on June 30th, 2024, unless otherwise terminated by agreement of all parties or superseded.

IV. ASSURANCES

The FHWB, FHETC, and the required WIOA Partners agree to conduct the following activities at a local level:

1. Enter into a local MOU with the MassHire Franklin Hampshire Workforce Board relating to operation of the MassHire Franklin Hampshire Career Center delivery system.
2. Participate in the operation of the MassHire Career Center delivery system consistent with the terms of this MOU, the requirements of WIOA, and the requirements of Federal laws authorizing the programs and activities.
3. Agree to serve Shared Customers and define how multiple providers, services, and resources should support youth, job seekers, and businesses.

MHFHCC Partners have agreed that youth, job seekers, and businesses who receive services from more than one MHFHCC Required Partner are considered “shared” customers. Shared customers benefit from services and resources delivered across multiple MHFHCC Partners. MHFHCC required partner customers that are referred to the MHFHCC and complete a career center registration (CCR) and participate in career center services are Shared Customers. Participation in career center services includes but is not limited to the following:

- Become a Career Center Member
- Completion of a Career Center Seminar
- Participation in workshops
- Staff assisted skills assessment
- Staff assisted job search
- Use of the Resource Room
- Enrollment in individualized or specialized career services
- Use of business services

Note that shared customers are not required to be enrolled in a specific program, e.g., the WIOA Title I program.

4. Utilize the [MassHire Franklin Hampshire Career Center Customer Flow](#) and incorporate partner agency points of referral whether in-person or virtual to ensure accessibility and availability of programs and services for shared customers.
5. Ensure the effective use of modern tools and technology that enable shared customers to access needed services to complete program participation and achieve training and employment goals.
6. Develop a process for partner communication, referrals, enrollment, and sharing outcome information on shared customers to staff. And develop a process to review data on shared

customers. Subject to applicable legal constraints, including but not necessarily limited to those contained in G. L. 151A and 20 CFR Pt. 603. MHFHCC will also conduct an annual partner feedback survey to gather input on Career Center services/collaboration.

7. Use a portion of the funds available for programs and activities to maintain the MassHire Franklin Hampshire Career Center delivery system, including infrastructure and shared costs of MassHire Career Centers, through methods agreed upon by State Interagency Service Agreements, the Local Board, Chief Elected Official, FHETC, and Partners. If no consensus on methods is reached, the Governor, after consultation with the Chief Elected Official, Local Board, and State Board shall determine the portion of funds to be provided (WIOA sec. 121(a) (h) (1) (C)).

The parties of the MOU agree that all required partners have a joint funding responsibility to support & maintain an effective local integrated service delivery system. In addition, all parties to the MOU recognize that shared and infrastructure costs are applicable to all required Partners. And, that the State Level Partners will issue allocations for shared and infrastructure costs to MassHire Workforce Development Area. State Partners will establish a methodology that will ensure costs are allowable, reasonable, necessary and allocable. When shared and infrastructure costs are not established by State Partners, local areas will negotiate these costs with the Partner agency that operates programs or activities within the local area. The infrastructure funding agreement as described will be revisited on an annual basis and periodically reconciled against actual costs incurred and adjusted accordingly to ensure that it reflects a cost allocation methodology that demonstrates how infrastructure costs are charged in proportion to relative benefits received. Infrastructure funds are apportioned at the state level based on the percentage of shared customers served in each local workforce area. Local Boards will ensure all allocations are incorporated into the local integrated budget during the annual planning process. MDCS will monitor the spending of all shared and infrastructure costs and Local partners agree to meet regularly to discuss integrated service delivery strategies and the shared and infrastructure funds needed to actualize services. On an annual basis, local partners will provide suggestions and recommendations to state level partners for adjustments to shared and infrastructure funds allocated. The utilization of infrastructure funds will be reviewed on a quarterly basis. Staff time and in-kind resources attributed to shared costs will be reviewed annually for necessary adjustments.

The Career Center and Local Partners will continue to evaluate actual shared and infrastructure costs going forward.

8. Provide representation on the Local Workforce Boards to the extent possible and/or participate in Local Board ad hoc activities/events or on standing committees.
9. Convene locally as an MOU Team at least quarterly and agree to the roles and responsibilities each partner will have in the development of a diverse, equitable, and inclusive integrated service delivery that meets the needs of customers and businesses. These quarterly meetings will allow the FHWB, FHETC, and Required Partners to discuss, develop, negotiate, and execute the MOU and to ensure a coordinated vision for organizing the Franklin Hampshire public workforce system.
10. Review the MOU annually and, if substantial changes have occurred, renew, not less than once every 3-year period to ensure appropriate funding and delivery of services. The MOU must be

updated to reflect any change in the One-Stop Partner infrastructure cost contributions. The MOU is a fluid document and must be revised as appropriate to reflect changes in service delivery or funding methodologies. For the WIOA State Partner infrastructure contributions, the policy link is found here: [WIOA State Partner Infrastructure Contributions](https://www.mass.gov/service-details/massworkforce-joint-partner-policy) (<https://www.mass.gov/service-details/massworkforce-joint-partner-policy>).

11. MHFHCC Required partners will have the opportunity to participate in the competitive selection process for the MassHire Career Center lead operator in the local workforce area. At minimum, a representative from the DTA will be part of the review committee.

V. MEMORANDUM OF UNDERSTANDING CONTENT

1. Process for developing the MOU, career pathway models for populations, and shared customer definitions.

Franklin Hampshire WIOA Workforce Partners have been meeting regularly since May 2016 to learn more about each other's services, discuss new WIOA expectations, and explore ways in which we might better coordinate our services on behalf of shared customers. Meeting agendas and notes are on file. For most partners, working relationships have already been in place; for a few, new opportunities for information sharing and coordination have emerged.

Among the topics explored have been the process whereby a shared customer will access services through the MassHire Franklin Hampshire Career Center, be linked with any pertinent partner services, receive assessment, career planning, and—potentially—training services, and thus proceed along a career pathway to placement in employment.

Franklin Hampshire WIOA Partners agree that any WIOA partner customer being readied for employment should be encouraged to register at the Career Center, attend a Career Center Seminar, and become fully aware of Career Center services.

The MassHire Franklin Hampshire Career Center Intake Form is regularly updated to more readily identify if a customer may be eligible for (or already receiving services through) a Partner so that staff from multiple agencies can coordinate. Reception staff have and will continue to receive cross-training to ensure they are familiar with partner services and able to refer customers early and effectively.

2. Description of the priority populations and other key customer groups in the region identified by the MOU Partners.

Franklin Hampshire WIOA partners have agreed to prioritize the following populations, as required: unemployment insurance claimants; low-income adults including TANF and SNAP recipients, homeless; Adult Education participants (Title II); individuals with disabilities (Vocational Rehabilitation Title IV); Veterans; older workers; Migrant/Season Farmworkers; re-entry populations; and, youth, including youth with barriers to employment.

The MassHire Franklin Hampshire Career Center currently serves members of all these populations on site on a regular basis. As indicated on the [Customer Flow Chart](#):

- Claimants receiving UI assistance and re-employment services (RESEA);
- Low-income adults (including TANF and SNAP) through WIOA Title I Disadvantaged Adult, Competitive Integrated Employment Services (CIES) and the Work Participant Program (WPP) as well as other MHFHCC services;
- Homeless customers through all Career Center services and coordinated with community housing agencies to prioritize housing assistance;
- Title II Adult Education participants through above programs but also through the services of an out-stationed literacy assessment counselor from The Literacy Project;
- Individuals with disabilities through the above programs, Social Security Ticket to Work (TTW) program, and/or the services of a counselor with special training/expertise in disabilities employment services, as well as through coordination with the Massachusetts Rehabilitation Commission (MRC) and Massachusetts Commission for the Blind (MCB) area office staff;
- Veterans through on-site state and federally funded Veterans Services programs which partner closely with Veterans organizations region wide through VOICE (Veterans Outreach into Community Engagement), a highly effective coalition established by an MHFHCC Veterans Service staff member.
- Older workers through WIOA Title V and other above programs but also through the on-site services provided through Senior Community Service Employment Service programs out of Catholic Charities – Worcester County and the Department of Elder Affairs, City of Springfield.
- Migrant/Seasonal Farmworkers through identification, service priority, referral to farm jobs, and referral to the New England Farm Workers Council.
- Re-entry populations through programs authorized by Second Chance Act and through WIOA Title I and other above programs but also (when funded) through on-site re-entry services through the Houses of Correction or the Career Center.
- And youth, including those with barriers to employment, through WIOA Title I Youth programming, Job Corps programs, and those through MassHire Franklin Hampshire Workforce Board School-to-Career/Connecting Activities.
- The FHWB/FHETC's local priority of service populations include older workers (55+), individuals with no home computer or internet access, people of color, and women.

Through even closer collaboration with WIOA partners, the Career Center expects to increase the numbers of each population receiving Self-Directed/Universal/Job Ready services, as well as those receiving Basic Career Services, being determined eligible, and co-enrolling in Individual Career Services (see [Customer Flow Chart](#)).

Our experience is that optimal service coordination and integration is usually achieved when at least some portion of external partner services are co-located, as is the case with ABE and DTA, and/or when partners are mutually engaged in a specific project that links external partner services with programming offered through the FHWB/Career Center. An example of the latter are “bridge” curricula developed by the Literacy Project and Center for New Americans with the assistance of FHWB, Career Center, and College staff, informed by FHWB/Career Center/College knowledge and connections with

area employers, and leading to successful entry into specific Career Pathway training programs in such areas as healthcare and manufacturing.

In the past few years, WIOA partners have contributed to the design of a new co-location concept that may further enhance services to priority populations and promote partner collaboration: one in which comprehensive Career Center services are reduced to a single site, but Career Center outreach services are increased through satellite services at partner and community organization sites. In a time when increasing budget constraints prompt the need to reduce overhead costs, this model may ensure we can still reach priority populations in all parts of our 1400 square mile rural region, while simultaneously improving priority customer service through direct partner/community engagement and resource sharing. One such example is already in place in the North Quabbin region, where the Literacy Project hosts MassHire Franklin Hampshire Career Center satellite services one day a week. MHFHCC now also offers services through an affiliate site at the Forbes Library in Northampton, instead of maintaining a separate Career Center location.

WIOA Partners are committed to exploring ways in which this vision of partner-based satellite services may be developed in other parts of the region.

3. Description of the continuum of services available for each priority population in the local workforce area based on a customer-centered design or career pathway model.

The attached [Customer Flow Chart](#) shows the continuum of services for all priority populations. All Career Center customers are welcomed by Career Center Reception Desk staff, receive an initial service needs assessment, complete the expanded MHFHCC Intake/Membership form, register in JobQuest, and are directed to MHFHCC staff and/or Internal/External Partners as appropriate. We have agreed that through a “warm hand-off” other partners will encourage customers of their own being readied for employment to visit the Career Center, where they will register and begin to access other services for which they may be eligible. A spreadsheet of direct service contacts at the Career Center and at each WIOA Partner agency is used to make that warm referral possible and is updated at least quarterly. Once a customer is co-enrolled, they become a shared customer, and partner agencies agree to co-coordinate service delivery. Coordination of services will vary depending on the type of program enrollment.

As part of Franklin Hampshire WIOA partner meetings, each partner contributed to a **Partner Summary grid (on file)** created by the MHFHCC Executive Director that provides a snapshot of their roles in providing pre-employment and employment services, their target populations, their current coordination status in terms of customer flow, their Technology/On-Line services, and their Data Tracking tools. WIOA Partners continue to refine this document, including the identification of performance metrics for each partner and exploration of how they interconnect.

Significant progress has been made between MHFHCC and WIOA Partner DTA in mapping out an agreed upon Scope of Work for serving Transitional Assistance customers. DTA and MHFHCC designated a staff liaison to work together on behalf of DTA, CIES, and WPP clients; co-located a designated DTA staff at the Greenfield CC to provide support, information and resources to MHFHCC staff and DTA clients, agreed to MHFHCC staff participation in DTA client orientations to share information about Career Center services and recruit participants, and have improved formal referral mechanisms between DTA and the MHFHCC. Activities are partially supported with DTA funds.

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

Franklin Hampshire WIOA Partners have reviewed business services across partner programs and concluded that with few exceptions, there is little major overlap or duplication of business services among partners in the region. For the most part, partners turn to and rely on the Career Center and the FHWB to make connections with the business community, generate job postings, and secure participation in recruitments, job fairs, career panels, and sector partnerships. Partners work to ensure their customers take advantage of these resources. Businesses in turn are served by having fewer individual agencies knocking on their doors, knowing that postings will be entered into a public system (JobQuest) easily accessible on-line to Partner staff and customers.

The most potential for overlap and duplication of business services exists between MRC and MHFHCC, as each have agency staff or contractors specifically devoted to job placement, job development, and offering business resources such as subsidized On-the-Job training. Reduced funding in the past years may lead to increased coordination as a way of maximizing remaining resources. In addition, MHFHCC and FHWB continue to collaborate on business outreach in collaboration with the community colleges as well as local chambers. A regular agenda topic to discuss employer outreach will be added to the MOU Partner meeting agenda and to develop a business flow shared policy framework.

A map of [Franklin Hampshire Business Customer Flow](#) is attached. The map reflects increased attention to and opportunities for information-sharing and coordination across WIOA partners.

- 5. A description of agreements and efforts to integrate principles of diversity, equity, and inclusion in the local partnership and service delivery.**

MHFHCC has collaborated with ABE and English Language Learners (ELL) partners to develop specific protocols for cross referrals to enhance participation of literacy and ELL in Career Center services. MHFHCC has increased its Spanish speaking staff and provides language translation when needed using MA Multi-Language Services or private vendors. MHFHCC now as a matter of course reaches out to community groups and housing complexes to market career pathway programs. MHFHCC is a member of the Franklin County Welcoming and Belonging group to learn and adopt best practices.

- 6. A description of the access to technology and materials available through MassHire Career Center (MHCC) delivery system, including access to MassHire Career Centers services (in-person, virtual, etc.).**

MassHire Franklin Hampshire Career temporarily converted to all remote services during the COVID-19 pandemic with services being conducted virtually via phone, videoconference, webinar, and email with “through the door services” for assisting clients with faxing and copying needs for UI assistance or other Career Center services for customers unable to participate remotely. The phone lines at the Career Center have remained open with staff answering in-office to ensure live access to staff assistance. When the Career Center returns to in-person services, many virtual services will continue to offer the widest possible access to services. All in-person services will resume including: use of the

resource room computers and a computer learning lab/workshops, as well as access to copy/fax and phone (for UI queries). The resource room is equipped with a number of ADA assistive technologies, including a wheelchair accessible specific computer station, a non-visual desktop access, and a video phone for American Sign Language. By appointment services will resume at the Career Center in July 2021 with full in-person services resuming in September 2021. WIOA partners will continue to share information on the transition schedules back to in-person services.

All services offered by the MHCC delivery system are now available virtually. Workshops, Career Center Seminars, and WIOA orientations are being conducted through the Zoom and WebEx platforms on a regular basis. Job Fairs are being conducted through Premier Virtual, an online job fair delivery platform paid for by the State. Similarly, all WIOA Partners have transitioned programs for remote access either using online platforms or by phone. MHFHCC plans to continue providing UI Assistance via telephone after the Career Center reopens to the public because it has allowed us to serve a great many more customers and provides greater convenience to customers who no longer need to wait in line to be served.

7. Where applicable, a description of access to MHCC services (in-person, virtual, etc.) during times when specific customers from MHCC Required Partner programs are available outside regular hours of operation (e.g., evenings and weekends).

Currently MHFHCC services are not available outside regular business hours, however, MHFHCC will make accommodations when necessary to assist customers and obtain input from partners on what kind of services outside of regular hours of operation would be helpful to shared customers.

8. A description of partner engagement toward building skilled worker pipelines for priority and critical industries and occupations as identified in the region's Regional Labor Market blueprint.

The partners regularly collaborate in planning and implementation of career pathway training programs aligned with priority industry sectors and occupations. Partners are committed to joint grant applications, regional collaboration, and joint implementation. Recent examples include: Health Care Up CNA training, Learn to Earn Medical Assistant training, Foundational/CNC manufacturing training, and the MRC training fund co-implemented between MRC and the Career Center. In addition, the Workforce Board, Career Center, and community colleges collaborate on outreach to employers in the workforce area to determine hiring and training needs to better target career pathway training opportunities.

9. A plan for coordinated staff development and training.

Currently MHFHCC staff meet as a group weekly on Friday morning from 8:30 to 9:30. Co-located Partners such as The Literacy Project are encouraged to participate in these internal MHFHCC staff meetings and benefit from the information shared and the special topics addressed, sometimes taking the form of a mini-staff training. Partner agencies have been occasional participants in and presenters at these meetings, which are expected to continue.

In addition, the partners agree to continuing quarterly WIOA MOU partner meetings as an opportunity for partner coordination of service delivery and for staff cross training and development.

In the meantime, Partners have continued to implement cross-agency visitations and staff-coordination activities. Career Center staff have developed a simplified Career Center Seminar to introduce Limited English Proficient customers to Career Center Services with the help of ABE/ELL partners, for example, and Career Center staff will continue to provide periodic presentations at partner agencies for staff or customers.

Partners will discuss a regular schedule of cross-training rotation for Career Center and Partner agency staff.

10. A plan for coordinating marketing and outreach of programs and services for jobseekers, youth, and businesses.

MassHire Franklin Hampshire Career Center currently markets programs via the website, a weekly job seeker/partner newsletter and a monthly employer newsletter, social media, paid ads in local media or sponsorship ads in community publications, and maintains annual memberships in most regional chambers of commerce.

11. Identify a plan for ongoing recognition and celebration of staff, partner, and customer success, including nominating teams and individuals for MassHire Awards.

MassHire Franklin Hampshire Workforce Board and Career Center annually submit nominations for the MassHire Awards. Those nominations often include projects of partner collaboration. The Career Center and educational partners host joint graduation ceremonies for career pathway trainings, and the MassHire Franklin Hampshire Workforce Board presents an annual Business Leader Award.

VI. COMPETITIVE SELECTION OF ONE STOP CAREER CENTERS

WIOA partners agree to participate as appropriate and requested, as representative MHFHCC Required Partners, in the competitive selection process for the MassHire Career Center lead operator in the local workforce area once every four years. In FY21, the competitive selection Review Team included representatives from DTA, FHWB, and three private sector business organizations.

VII. PERFORMANCE MEASURES

MassHire Franklin Hampshire Workforce Board, along with Franklin Hampshire Employment & Training Consortium and our required WIOA Partners, agree to jointly review and work together to achieve the WIOA mandated performance metrics for the workforce areas or metrics as negotiated, as part of any shared and infrastructure contract costs between a Local Board and the mandated MassHire Career Center partner.

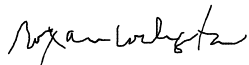
IX. SIGNATORIES

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

DUA Clause: Any other provision in this agreement notwithstanding: DUA will not be bound by any provision of this agreement that does not expressly mention DUA by name. DUA only will provide information under this agreement to another party to this agreement:

- a. upon the determination by the DUA Director that the information lawfully may be provided in accordance with applicable law, including, but not limited to, G. L. c. 151A, § 14P and § 46, and 20 C.F.R. Pt. 603;*
- b. following approval by DUA of an Application for Unemployment Insurance and/or Wage Reporting Data, which DUA reserves the right to modify in its sole discretion); and*
- c. following execution by DUA and an approved applicant of a Data Sharing and Cost Reimbursement Agreement. for nonconfidential data, which DUA reserves the right to modify in its sole discretion).*

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.



Roxann Wedegartner, Mayor
City of Greenfield
Local Chief Elected Official



David J. Narkewicz, Mayor
City of Northampton
Local Elected Official



Anthony Scibelli, Chair
MassHire Franklin Hampshire Workforce Board
Local Board Chair



Rebecca Bialecki, Executive Director
MassHire Franklin Hampshire Workforce Board
Local Board Executive Director



Teri Anderson, Executive Director
Franklin Hampshire Employment & Training Consortium
Franklin Hampshire Career Center Lead Operator



Edie Smith, Operations Manager
MassHire Franklin Hampshire Career Center
DCS Operations Manager



Richard Jeffers, Director
MA Department of Unemployment Assistance
DUA Representative



Judith Roberts, Executive Director
The Literacy Project
Adult and Community Learning Services

Yvonne C. Gittelson

Yvonne Gittelson, Director of Education
Hampshire County Sheriff's Office
Adult and Community Learning Services

Ed Hayes

Ed Hayes, Asst. Superintendent of Treatment &
Programs
Franklin County Sheriff's Office
Adult and Community Learning Services

Macey Faiella

Macey Faiella, Director of English Programs
International Language Institute
Adult and Community Learning Services

Laurie Millman

Laurie Millman, Executive Director
Center for New Americans
Adult and Community Learning Services

Mark Dore

Mark Dore, Area Director
Greenfield Area Office
MA Rehabilitation Commission

Zoy Soulis, Director
Greenfield DTA Office
MA Department of Transitional Assistance

Susan S. Maedler

Susan S. Maedler, Program Administrator
Catholic Charities, Worcester County
Senior Community Service Employment Program

sandra d. federico

Sandra Federico, Director
Department of Elder Affairs, City of Springfield
Senior Community Service Employment Program

Nathan Skrocki

Nathan Skrocki, Regional Director
MA Commission for the Blind

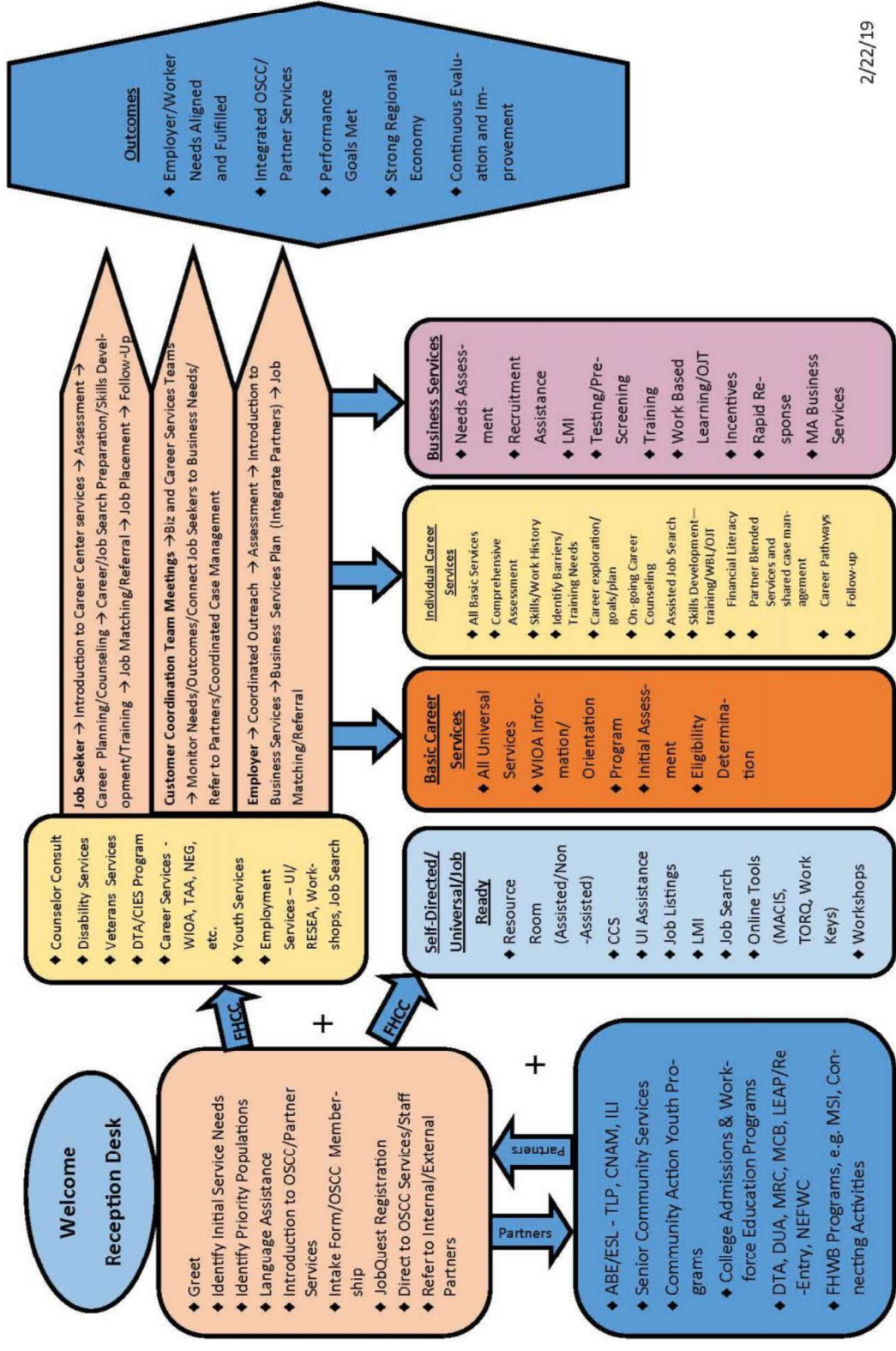
Clare Higgins

Clare Higgins, Executive Director
Community Action Pioneer Valley

Jennifer Hansen

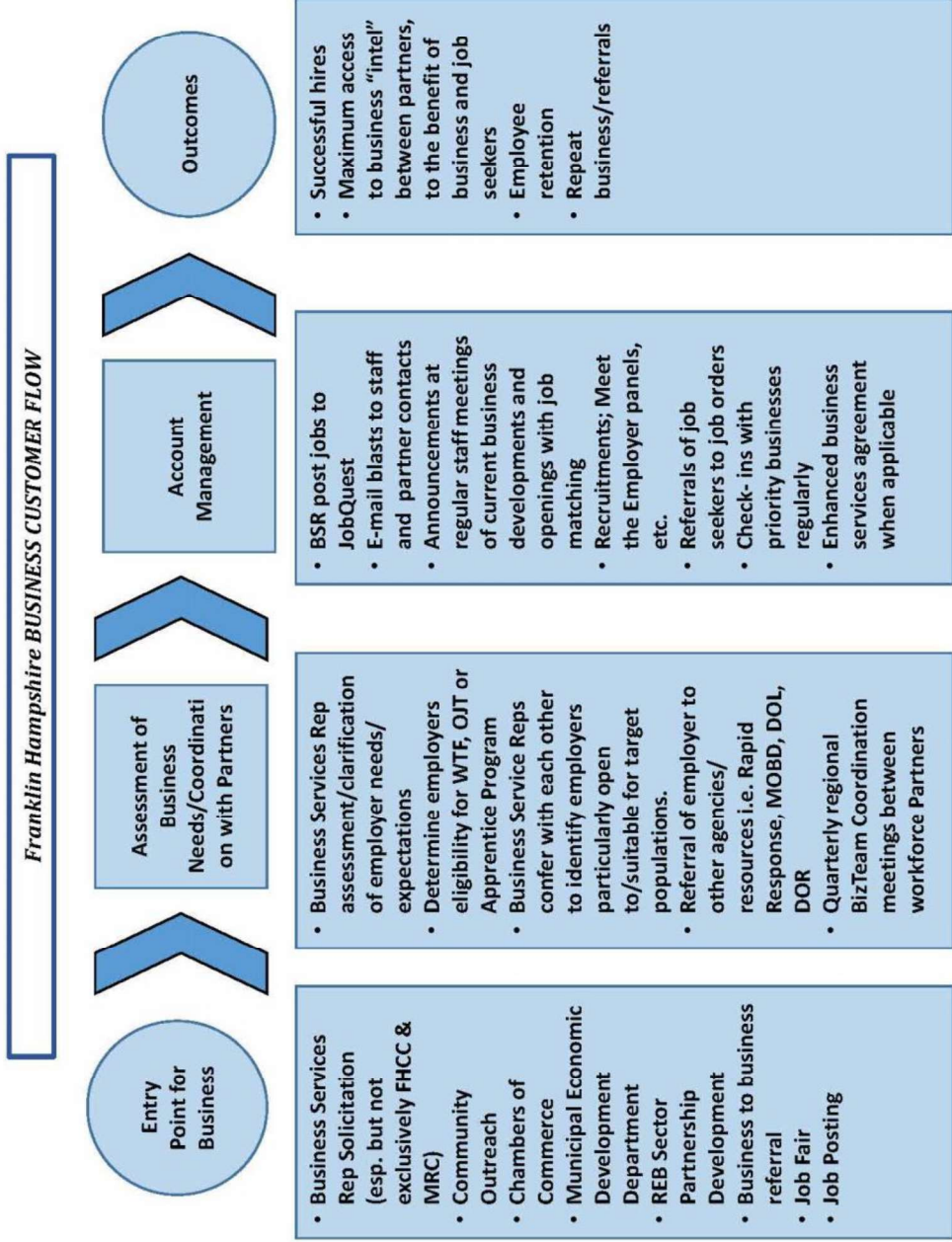
Jennifer Hansen, Center Director
Westover Job Corps Center

MassHire Franklin Hampshire Career Center Customer Flow Chart



2/22/19

Franklin Hampshire Business Customer Flow




Yvonne Gittelson, Director of Education
Hampshire County Sheriff's Office
Adult and Community Learning Services

Ed Hayes, Asst. Superintendent of Treatment &
Programs
Franklin County Sheriff's Office
Adult and Community Learning Services

Macey Faiella, Director of English Programs
International Language Institute
Adult and Community Learning Services

Laurie Millman, Executive Director
Center for New Americans
Adult and Community Learning Services

Mark Dore, Area Director
Greenfield Area Office
MA Rehabilitation Commission


Zoy Soulis, Director
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MA Department of Transitional Assistance

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