



Metro North Regional Employment Board

**Workforce Innovation and Opportunity Act
Metro North Regional Employment Board and WIOA Partners
Umbrella Memorandum of Understanding (MOU)**

I. PURPOSE

This Memorandum of Understanding (MOU) communicates the agreement developed and executed between the Metro North Regional Employment Board with agreement of City Manager Louis A. DePasquale, City of Cambridge and the One-Stop Career Center Required Partners, relating to the operation of the one-stop delivery of service in the local workforce area.

The Metro North Regional Employment Board (hereinafter referred to as the REB) will act as the convener of MOU negotiations and together with the One-Stop Career Center (OSCC) Required Partners will shape how local One-Stop Career Center Services are delivered.

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

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. OSCC REQUIRED PARTNERS

In accordance with the Workforce Innovation and Opportunity Act (WIOA) Section 121(c), this Local Memorandum of Understanding has been developed and executed with agreement of the Chief Elected Official of the Metro North Workforce Area, the Metro North Regional Employment Board, and the Workforce Innovation and Opportunity Act (WIOA) OSCC Required Partners as defined by WIOA in WIOA Regulations 20 CFR Part 678.400 as mandatory Partners in the One-Stop Career Centers and include:

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

5. **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);
6. **Federal-state unemployment compensation program**, as part of the Department of Unemployment Assistance (DUA), EOLWD;
7. **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;
8. **Jobs for Veterans State Grants Program** (Programs authorized under 38, U.S.C. 4100 et. seq.) as part of DCS, EOLWD;
9. **Temporary Assistance for Needy Families Program** (42 U.S.C. 601 et seq.) as part of Department of Transitional Assistance (DTA), EOHHS;
10. **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;
11. **Senior Community Service Employment Program** (Programs authorized under Title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.))
12. **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) and represented by 8 community partners listed:
 - Cambridge Community Learning Center
 - English at Large
 - Intergenerational Literacy Program/Chelsea Public Schools
 - The Immigrant Learning Center, Inc.
 - Somerville Center for Adult Learning Experiences (SCALE)
 - YMCA International Learning Center
 - Bunker Hill Community College – Adult Education & Transitions Program
 - Middlesex Community College

III. DURATION OF THE MOU

This agreement shall commence on July 1, 2017 and shall terminate on June 30, 2020 unless otherwise terminated by agreement of all parties or superseded. MOU shall be reviewed not less than once every 3-year period to ensure appropriate funding and delivery of services, including effectiveness, physical and programmatic accessibility if substantial changes occur.

IV. ASSURANCES

The Metro North Regional Employment Board and the *OSCC Required Partners* agree to conduct the following activities at a local level:

1. Enter into a local MOU with the Local Workforce Development Board relating to operation of the one-stop delivery system.
2. Participate in the operation of the one-stop delivery system consistent with the terms of this MOU, the requirements of WIOA, and the requirements of Federal laws authorizing the programs and activities.
3. Define “shared” customers between Partners to create a clear understanding of how multiple providers, services and resources should support youth, job seekers, and businesses.

4. Redesign the One-Stop Career Center customer flow and service practices across partner agencies, including ensuring the accessibility and availability of services to “shared” customers.
5. Utilize robust technology tools to scale-up practices and provide more significant supports for individuals with barriers to employment, including basic skills assessment, remediation, and career development tools.
6. Track and evaluate the outcomes for individuals who face barriers to employment.
7. Use a portion of the funds available for programs and activities to maintain the one-stop delivery system, including infrastructure and shared costs of One-Stop Career Centers, through methods agreed upon by the Local Board, Chief Elected Official, and Partners. If no consensus on methods is reached, the Governor, after consultation with the Chief Elected Official, Local Board, and State Board shall determine the portion of funds to be provided (WIOA sec. 121(a) (h) (1) (C)).
8. Provide representation on the local workforce boards to the extent possible and/or participate in Local Board ad hoc activities/events or on standing committees.
9. The MOU will be reviewed, and if substantial changes have occurred, renewed, not less than once every 3-year period to ensure appropriate funding and delivery of services. The MOU must be updated to reflect any change in the One-Stop Partner infrastructure cost contributions.

V. MEMORANDUM OF UNDERSTANDING CONTENT

The Workforce Innovation and Opportunity Act (WIOA) Sec. 121 (c) and WIOA Regulations 20CFR Parts 678.500-510 require that a Memorandum of Understanding be executed between Local Workforce Development Boards (Metro North Regional Employment Board) and the One-Stop Career Center (OSCC) Required Partners, with the agreement of the chief elected official.

1. MOU Development Process

The REB convened group and individual meetings with OSCC Required Partners to develop an umbrella MOU to shape the delivery of local One-Stop Career Center Services. Each partner shared information about their organization’s customers, services, employer involvement, eligibility requirements, and delivery systems. The partners discussed their role in the workforce system and how they could utilize and expand career center services.

2. Infrastructure and Shared Program Costs

The MA Department of Career Services is negotiating agreements on the specific infrastructure and shared program costs at the state level, including the method by which revenue and costs will be supported by each partner. Infrastructure, shared services, and operating costs will be fully transparent and made available to Partners throughout the year.

3. Shared Customers

“Shared customers” have been defined by the partners as meeting the following criteria:

- Formally enrolled in services by more than once core program (at the same time or sequential)
- Want to take the first step toward employment and/or education, are able and willing to work, and want to work

- Are able to complete digital/paper assessments with modifications as needed
- Have a desire for services and are committed to training and /or retooling skills as necessary
- Are prepared to look for work including access to transportation and childcare
- Are willing to sign a release of information form which will allow agencies to share applicable information

4. Priority Populations

The partners determined will serve, at a minimum the following populations:

- Unemployment insurance claimants;
- Low-income adults (TANF, homeless across WIOA program);
- Adult Education participants (Title II);
- Individuals with disabilities (Vocational Rehabilitation Title IV);
- Veterans;
- Older workers;
- Re-entry populations;
- Youth, including youth with barriers to employment

a) Unemployment Insurance (UI) Recipients

Access to re-employment services will be made available through the one-stop career center and will include:

- UI eligibility services;
- UI Claimant registration for employment services;
- Assistance in finding employment;
- Placement services;

Department of Unemployment Assistance (DUA) staff will contribute to an integrated service delivery strategy at the OSCC in the following ways:

- DUA will ensure that OSCC staffs are trained in UI to allow staff to assist claimants in navigating the process
- DUA staff will be co-located at the OSCCs
- Ensure OSCC visitors have access to “meaningful assistance” from UI staff in order to resolve issues and questions related to their claim;

Any other provision in this agreement notwithstanding: DUA only will provide information under this agreement to another party to this agreement:

- 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;
- following approval by DUA of an Application for Unemployment Insurance and/or Wage Reporting Data; and
- following execution by DUA and an approved applicant of a Data Sharing and Cost Reimbursement Agreement.

DUA will not be bound by any provision of this agreement that does not expressly mention DUA by name.

b) Low-income Adult including TANF and SNAP Recipients

Each Department of Transitional Assistance (DTA), Chelsea and Malden offices, will designate a lead staff person to work on behalf of the customer. DTA will refer customers to the career centers.

The Local Transitional Assistance Office (TAO) will:

- Co-locate staff at the OSCC to provide support, information and resources to OSCC staff and DTA clients
- Train OSCC with a broad overview of eligibility requirements of the TAFDC and SNAP programs
- Establish formal referral mechanisms between DTA and the OSCC
- Collaborate to ensure that TAFDC and SNAP clients receive the appropriate job readiness, job matching, and employment supports

The OSCC will:

- Dedicate staff liaison(s) for DTA and DTA clients; trained and knowledgeable about DTA programs/requirements
- Make available information on DTA programs, services, and resources
- Ensure OSCC staff is trained to respond to /or make referrals for current or potentially eligible DTA clients about programs, services, and resources available through DTA
- Attend DTA orientations and recruit DTA clients
- Designate space for DTA Full Engagement Worker (FEW) to co-locate at agreed upon scheduled times
- Review, verify, and sign DTA client participation forms for OSCC registered DTA clients

c) Adult Education Participants

Metro North has eight ABE agencies providing a range of ABE and ELL programs. Adult and Community Learning Services (ACLS) ensures meaningful access to ABE services by having staff out stationed at the one-stop career centers. This is pending DESE's open and competitive guidelines.

The out stationed staff will:

- Schedule and maintain posted hours at their assigned OSCC
- Develop, monitor, and maintain two-way referral systems with OSCC staff
- Connect eligible ABE students looking for employment or trainings to OSCCs
- Train OSCC staff on ABE program intake, assessment, and referral procedures
- Disseminate information about OSCC services to regional ABE programs

The OSCC will:

- Dedicate staff to become knowledgeable about the region's ABE programs
- Designate space for ABE staff for co-location at agreed upon scheduled times
- Ensure OSCC staff is trained to respond to/or make referrals for potentially eligible customers
- Refer eligible customers to out stationed staff

Bunker Hill Community College can be available to help all target populations with the following:

- Provide information to customers about higher education including programs leading to a certificate and/or Associate degree.
- Provide information to customers about our non-credit offering in our accelerate career programs through Workforce Development.
- Ensure that Training Pro is updated with BHCC credit and non-credit programs that lead to a certificate, degree and/or career program.

- Complete Training Opportunities Programs (TOP a.k.a. Section 30) forms, Individual Training Accounts (ITA), and Transitional Assistance Accounts (TAA) for students attending BHCC's programs.

d) Individuals with Disabilities

Access to information on Massachusetts Rehabilitation Commission (MRC) and Massachusetts Commission for the Blind (MCB) programs, services, and resources will be made available at the OSCCs. Metro North has two Massachusetts Rehabilitation Offices in the region – Malden and Somerville.

MRC will:

- Schedule and maintain posted hours at the OSCC
- Develop, monitor, and maintain two-way referral systems with OSCC staff
- Connect eligible MRC customers looking for employment or trainings to OSCCs
- Train OSCC staff on MRC program intake, assessment, and referral procedures
- Disseminate information about OSCC services to MRC clients
- Conduct a review of the OSCC assistive technology and make recommendations on technology to purchase

MCB will:

- Develop, monitor, and maintain two-way referral systems with OSCC staff
- Connect eligible MCB customers looking for employment or trainings to OSCCs
- Train OSCC staff on MCB program intake, assessment, and referral procedures
- Conduct a review of the OSCC assistive technology and make recommendations on technology to purchase

The OSCC will:

- Dedicate staff liaison(s) for MRC and MCB clients; trained and knowledgeable about respective programs/requirements
- Make available information on MRC and MCB programs, services, and resources
- OSCC staff will be appropriately trained to provide information to legally blind and visually impaired customers about programs, services, and activities available through MCB
- Designate space for MRC to co-locate at agreed upon scheduled times
- Cross-training: OSCC liaison(s) attend "Overview of MRC" services orientation at MRC office

e) Veterans Services

Veterans' Representatives from the Disabled Veterans' Outreach Program (DVOP) of the Department of Career Services are co-located at the one-stop career centers to provide timely career services. Veterans receive priority of service status and will be provided immediate access to career center services. The Partners will refer Veterans to the one-stop career centers for services.

f) Older Workers

Senior Community Service Employment Program (SCSEP), through Operation ABLE, will be co-located at the career center to maximize opportunities for older workers to obtain employment.

SCSEP will:

- Schedule and maintain posted hours at the OSCC
- Develop, monitor, and maintain two-way referral systems with OSCC staff

- Maintain accurate records of customer intakes, assessments, IEPs, community service assignments, referrals, and other services provided
- Connect SCSEP individuals looking for employment or training to the OSCCs

The OSCC will:

- Designate space for staff for co-location at agreed upon scheduled times
- Make available information on SCSEP programs, services, and resources
- Dedicate staff liaison(s) for SCSEP clients; trained and knowledgeable about programs/requirements
- Ensure OSCC staff is trained to respond to/or make referrals for potentially eligible customers

g) Youth

Through WIOA Youth funding, the Metro North REB funds in-school and out-of-school youth programs throughout the Metro North region. The youth programs support youth, between the ages of 14-24, through an integrated service delivery system. The programs consist of the following elements:

- Career exploration and guidance;
- Tutoring, skills training, and dropout prevention
- Paid and unpaid work experience
- Occupational skills training
- Leadership development
- Supportive services
- Mentoring
- Financial literacy
- Entrepreneurial skills training
- Postsecondary preparation and transition activities
- High school equivalency preparation

The Partners will be provided with overviews of the WIOA youth funded programs and commit to referring potentially eligible youth to the programs.

Continuum of Services – Job Seekers and Employers

Job Seekers

The partners agree on a continuum of services available for each priority population in the local workforce area based on a career pathway model. Please see Attachment A for a full list of the supports and services provided by the partners. The menu of services available at the Metro North career centers is as follows:

Job Seeker Services

| Basic Career Services | Individualized Career Services | Training Services |
|---|--|---|
| Outreach, intake, and orientation to the information, services, program tools, and resources available through the local workforce system | Development of an individual employability development plan to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the customer to achieve the employment goals | On-the-Job Training (OJT) and Apprentice |
| Initial assessment of skill level(s), aptitudes, abilities and supportive service needs | Referral to training services | Incumbent Worker Training |
| In and out of area job search and placement assistance | Comprehensive and specialized assessments of skill levels and service needs | Programs that combine workplace training with related instruction which may include |

| | | |
|--|---|---------------------------------|
| | | cooperative education |
| Access to employment opportunity and labor market information | Individual and group counseling, career planning | Skills upgrading and retraining |
| Information and meaningful assistance on UI claim filing | Case management for customers seeking training services; individual in and out of area job search assistance | |
| Determination of potential eligibility for workforce Partner services, programs and referral(s) | Workforce preparation services (e.g., development of learning skills, punctuality, communication skills, interviewing skills, financial literacy skills) to prepare individuals for unsubsidized employment or training | |
| Information and assistance in applying for financial aid for training and education programs not provided under WIOA | | |

Employer Services

| | | |
|--|--|--|
| | | |
| Provide and follow established protocol with businesses, responding to all requests in a timely manner | Assist with disability and communications, including job coaches | Conduct outreach regarding local workforce system's services and products |
| Provide access to labor market information | Provide customized recruitment and job applicant screening, assessment and referral services | Develop customize training opportunities to meet specific employer and/or industry cluster needs |
| Conduct job fairs | Use of one-stop facilities for recruiting and interviewing job applicants | Post job vacancies in JobQuest |
| Provide information disability awareness issues | Provide information regarding assistive technology and communication accommodations | Develop, convene, or implement industry or sector partnerships |

The Partners commit to working together to identify employer needs in the economy and share labor market information. Each partner agrees to designate one staff member to be a dedicated member of the *Employer Services Committee*. The Career Centers will facilitate the Employer Services Committee that will meet at a minimum quarterly to discuss employer outreach and coordination of activities with the employer community. The committee will discuss and share labor market information, identify and share current and future employer needs, and commit to work on strategies to meet large scale business needs in the target areas. The partners will work with employers in the following seven priority industry sectors identified by the REB based on labor market demand, as well as others:

- Advanced Manufacturing
- Healthcare
- Information Technology
- Life Sciences
- Hospitality
- Retail
- Construction/Property Management

6. Staff Development and Training

The Partners commit to continuous cross-training across the organizations throughout the length of the MOU. The Career Centers will ensure in partnership with the MOU Partners to commit to the following staff development components:

- *Trainings* – The Partners will conduct cross-training to staff on key aspects of work offered by partner agencies so that aligned and integrated services are provided to produce positive outcomes for customers.
- *Staff Presentations* – The Partners will conduct presentations on their programs, services available, and activities available through the partner program at the meetings of other partners.
- *Cross-Agency Job Shadowing* - The Partners agree to coordinate cross-agency job-shadow opportunities. The job shadow opportunities will provide each agency to become more familiar with the day-to-day operations of each agency.

7. MOU Oversight Committee

- *Quarterly Meetings* – meetings will be held at least 4 times a year. The REB will convene the meetings. The Partners agree to send at least one staff person in a management and/or programmatic role to each meeting. The meetings will give the Partners an opportunity to discuss and evaluate the MOU implementation process.

8. Utilizing Technology

The Partners have begun discussions around how to best utilize technology and a shared intake form, based on an on-going review of current intake forms and systems being utilized by each Partner. At this time, “Massachusetts Job Quest” will serve as the entrance point for all shared customers. Shared customers will have access to all the resources available at the Partners. In the first year of this agreement, the Partners will take steps to develop an integrated, shared intake form.

An online directory will be established on the REB’s website. The website will consolidate the Partner’s contact information, key services, and upcoming events. Each agency commits to providing consistent programmatic updates to ensure the directory remains current. The REB will store presentations and information from meeting meetings electronically so information from partners are accessible.

The one-stop career centers will have a mobile friendly website designed to engage employers and jobseekers. Technological services available include virtual trainings through webinars and video conferencing along with an active YouTube channel. The centers have an active presence on multiple social media platforms including LinkedIn, Twitter, and Facebook. Employers have the ability to enter job orders through an online portal. Assistive technology including ZoomText Magnifier and JAWS screen reader is available for visually impaired customers.

Attachment B lists the OSCC Partner hours of operation, contact information, and time co-located at the one-stop career centers.

VI. COMPETITIVE SELECTION OF ONE STOP CAREER CENTERS

The WIOA Required Partners agree to participate in the selection process of One-Stop Operators as required by WIOA, at least once every 4 years. The REB will provide various levels of participation by Partners, ranging from Advisory to Voting Members. Decisions will be discussed and openly communicated to Partners prior to review beginning.

VII. PERFORMANCE MEASURES

The Metro North Regional Employment in agreement with the OSCC Required Partners agree to jointly review the WIOA mandated performance metrics for the workforce areas or metrics as negotiated as part of any shared

and infrastructure contract costs between a Local Board and the mandated One- Stop Career Center partner, including incentives and penalties. The WIOA performance measures are as follows:

| Adults | Measures |
|------------------------------------|---|
| Employment | Employed in the 2nd quarter after exit |
| Employment Retention | Employed in the 4th quarter after exit |
| Median Earnings | Median earnings in the 2nd quarter after exit |
| Credential Attainment Rate | Obtain recognized postsecondary credential by 4th quarter after exit |
| Measurable Skill Gains | During program year achieve documented skill gain from education/training |
| Youth | Measures |
| Employment | Employed or in education or training in the 2nd quarter after exit |
| Employment Retention | Employed or in education or training in the 4th quarter after exit |
| Median Earnings | Median earnings in the 2nd quarter after exit |
| Credential Attainment Rate | Obtain recognized postsecondary credential by 4th quarter after exit |
| Measurable Skill Gains | During program year achieve documented skill gain from education/training |
| Employers | Measures |
| Effectiveness in Serving Employers | Increase in new employers |
| Effectiveness in Serving Employers | Retention rate of repeat employers |

VIII. SIGNATORIES

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

Funding for Shared and Infrastructure Costs of the OSCC:

The Parties of this MOU agree that all required partners have a joint funding responsibility to support and maintain an effective local integrated service delivery system. In addition all parties to the MOU recognize that shared and infrastructure costs are applicable to the all required Partners. To ensure that the Local Board and all the required local Partners can focus on the provision of quality services to 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. Local Boards will ensure all allocations are incorporated into the local integrated budget during the annual planning process.

Data Sharing for Integrated Service Delivery for Shared Customers:

Subject to applicable legal constraints, including but not necessarily limited to those contained in G. L. 151A and 20 C.F.R. Pt. 603, the parties of this MOU agree to seek increased sharing of data with a view to improving the quality of service-delivery to both job-seekers and business-customers. The Party whose data is requested to be

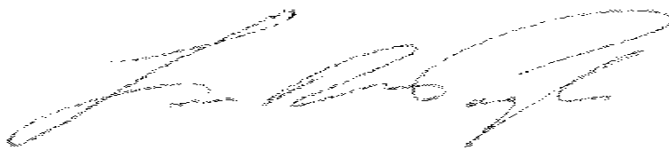
shared shall be the judge, in its sole discretion, of the legal constraints governing whether and how its data may be shared. The parties of this MOU understand that a shared data system is being designed at the state level and will fully support the development and implementation of a state-level data system, subject to the foregoing limitations.



6/19/17

Sandra Smith, Director of Strategy & Programs
Microsoft New England Research & Development (NERD)
Metro North Regional Employment Board

Date



6/27/17

Louis A. DePasquale, City Manager
City of Cambridge
Chief Elected Official

Date



6/28/2017

Sondra Schwartz, Executive Director
Metro North Regional Employment Board
Workforce Development Board Executive Director

Date



06/15/17

Christopher Brennan, Executive Director
The Career Place
Representative for Local Career Center Lead Operator

Date



6/15/2017

Linda Rohrer, Executive Director
Career Source
Representative for Local Career Center Lead Operator

Date

Katherine Innis

6/13/2017

Kathy Innis, Director – The Adult Learning Center/Links
Middlesex Community College

Date

Dennis Pellegrino

6/13/17

Dennis Pellegrino, Veterans Employment Representative
Career Source
DCS Representative

Date

Steven Fernandez

6/15/17

Steven Fernandez, Veterans Employment Representative
The Career Place
DCS Representative

Date

Alan White

6/20/17

Alan White, Regional Director
Massachusetts Commission for the Blind
MCB Representative

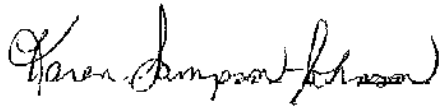
Date

Ellen Walker

6/29/2017

Ellen Walker, Regional Director
Department of Unemployment Assistance
MCB Representative

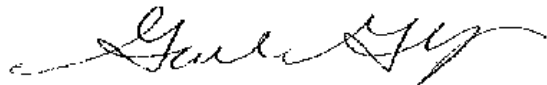
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6/21/17

Karen Sampson-Johnson, Area Director - Somerville
Massachusetts Rehabilitation Commission
MRC Representative

Date



6-26-17

Gail Griffin, Area Director - Malden
Massachusetts Rehabilitation Commission
MRC Representative

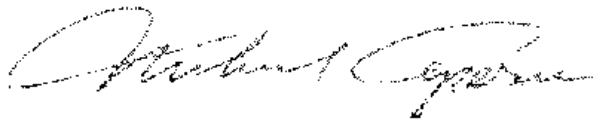
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06/22/17

Joan Cirillo, President & CEO
Operation A.B.L.E of Greater Boston
Senior Community Service Employment Program

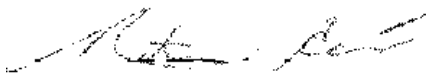
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6/23/17

Michael Capone, Chelsea Director
MA Department of Transitional Assistance

Date



6/13/17

Martine César, Malden Assistant Director
MA Department of Transitional Assistance

Date



6/26/2017

Maria Kefallinou, Director
Cambridge Learning Center
DESE Adult and Community Learning Services

Date

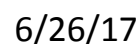




Barbara Krol-Sinclair, Director
Intergenerational Literacy Program/Chelsea Public Schools
DESE Adult and Community Learning Services

Date





Karen Oakley, Director
The Immigrant Learning Center, Inc.
DESE Adult and Community Learning Services

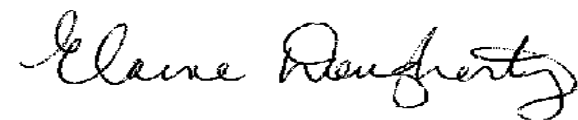
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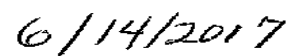




Janice Philpot, Director
Somerville Center for Adult Learning Experiences (SCALE)
DESE Adult and Community Learning Services

Date





Elaine Dougherty, Site Director
YMCA International Learning Center
YMCA of Greater Boston
DESE Adult and Community Learning Services

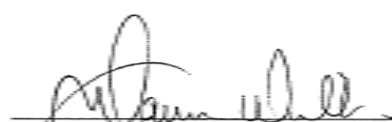
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Darrell W. LeMar, Executive Director
Division of Workforce Development
Adult Education & Transitions Program
Bunker Hill Community College
DESE Adult and Community Learning Services

Date



Maureen Willis, Executive Director

English At Large

DESE Adult and Community Learning Services

6/14/2017

Date

Metro North - WIOA Partner Services

Attachment A

| ADULT BASIC EDUCATION PROVIDERS | | | | | | | | | | | | | | | |
|--|--|--|---------------------------------------|------------------------------------|---|---|--------------------|-----------------------------------|---|--|--------------|--|---|-----------------------------|------------------|
| | Career Centers | Massachusetts Rehabilitation Commission(MRC) | Mass Dept. of Unemployment Assistance | Mass Commision for the Blind (MCB) | Senior Community Service Employment Program (SCSEP) | Mass Dept of Transitional Assistance (DTA) | Veteran's Programs | Camb Community Learning Center | Intergenerational Literacy Program (Chelsea Public Schools) | Immigrant Leraning Center | SCALE | YMCA International Learning Center | Bunker Hill Community College | Middlesex Community College | English at Large |
| Job Readiness Services | | | | | | | | | | | | | | | |
| Career Planning/Counseling | X | X | | X | X | X | X | X | X | X | X | X | X | | X |
| Skills Assessment | X | X | | X | X | X | X | X | X | X | X | | | | |
| Labor Market Information | X | X | | X | X | X | X | | X | X | X | X | X | | X |
| Out of Area Job Search and Relocation Assistance | X | | | X | | | | | | | | | | | |
| Job/Career Exploration | X | X | | X | X | X | X | X | X | X | X | X | X | | X |
| SoftSkills | | | | | | | | | | | | X | | | |
| Resume Support | X | | | | | | | | X | | | X | | | |
| Job Placement Services | | | | | | | | | | | | | | | |
| Job Search and Placement Assiatatnce | X | X | | X | X | X | X | X | limited | | | | | | |
| Job Placement Follow-up and Retention | X | X | | X | X | X | X | X | | | | | | | |
| Job Coaching | X | | | X | X | | X | X | | | | | | | |
| Vecihle Modifications | | X | | | | | | | | | | | | | |
| Assistive or Rehabilitative Technology | X | X | | X | X | | | X | | | | | X | | |
| On-the-Job Training | X | X | | X | X | X | X | | | | | Future | | | |
| Worksite Modifications | | X | | X | X | | | | | | | | | | |
| Childcare Assistance | | | | | | X (DTA) | | | | | | | | | |
| Internships | X | X | | X | | X (DTA) | | | | | | Future | | | |
| Other Services | | | | | | | | | | | | | | | |
| Adult Basic Education Classes | | | | X | | X | | X | X | | X | | X | | |
| ESL Classes | | | | X | | X | | X | X | | X | X | X | | X |
| Employer Outreach and Recruitment | X | | | X | X | X | X | X | | | X | X | | | |
| Citizenship Preparation | | | | | | X | | X | | | | X | | | |
| Unemployment Claim Information | X | | | | | | X | | | | | | | | |
| Computer Workshops | X | | | X | X | X | X | X | X | | X | X | | | |
| Aptitude Testing and Diagnostic Evaluations | X | | | X | | | X | | | | X | | | | X |
| Vision Rehabilitations Therapy | | | | X | | | | | | | | | | | |
| College Counseling | X | | | X | | | | X | | | X | X | X | | |
| Direct Financial Assistance | | | X | | | | X | | | | | | | | |
| Trade Readjustment Allowances (TRA) and Disaster Unemployment Assistance (DUA) | X | | X | | | | | | | | | | | | |
| Entrepreneurship Class | | | | | | | | | | | | | | | |
| Paid Community Service Job Placements | | | | | X | | | | | | | | X | | |
| College Credit Transition Classes | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| Database Utilized | MOSES | MRCIS | SPARQ | | SPARQ | BEACON | MOSES | SMARTT | SMARTT | SMARTT | SMARTT | SMARTT/Cognos | SMARTT, BHCC Colleague | | SMARTT |
| Funding Sources | WIOA, state, private foundation, private fees | Federal and State | DOL & EOEA | | DOL & EOEA | Federal & State | | State, federal, municipal private | State (DESE), Chelsea Public Schools, private | State (DESE), private | DESE/ACLS | DESE | State, Federal | | State, Private |
| Client/Customer Eligibility | career center services to all adults and to youth age 14 and up; eligibility requirments for some grant programs | Disability that impacts employment based on financial need | 55 yrs or older and income eligible | | 55 yrs or older and income eligible | Income eligibility | Military Veteran | 16 years old+ | 16 years old+ | 17+ years old, immigrant/refugee adult, non-English speaking | None | 18+ years old, SPLS or under to enroll | None | | |
| Support Services Offered | referral to community resource agencies, follow-up services to suport job retention and advancement | | On an as needed basis | | On an as needed basis | Transitional Child Care (TCC) & Transitional Support Services (TSS) | | Referrals, limited T-passes | Childcare | | Scholarships | | Technology, advising, tutoring. All services available to BHCC students | | |

Attachment B

PARTNER CONTACT INFORMATION

| Partner Organization | Address | Phone Number | Hours of Operation | Days/Hours OSCC Partners Co-located at Career Centers | Days/Hours Career Center Staff Co-located at OSCC Partners |
|--|---|--------------|---|---|--|
| Metro North REB | 186 Alewife Brook Pkwy, Suite 216 Cambridge, MA 02138 | 617-864-1597 | Monday – Friday, (8:30 – 5:00) | N/A | N/A |
| Career Source (Cambridge) | 186 Alewife Brook Pkwy, Suite 310 Cambridge, MA 02138 | 617.661.7867 | Monday, Tuesday, Thursday, Friday (8:30 – 4:30) Wednesday (8:30 – 7:00) | N/A | TBD |
| Career Source (Chelsea)* *satellite office | 4 Gerrish Ave | 617.884.4333 | Monday – Friday (8:30 – 4:30pm) | N/A | TBD |
| The Career Place | 100 TradeCenter, Suite G100 Woburn, MA 01801 | 781.932.5500 | M, W, TH, F (8:30 – 5:00) Tuesday (8:30 – 6:30) | N/A | TBD |
| Department of Transitional Assistance – Chelsea | 80 Everett Avenue, 3 rd Floor Chelsea, MA 02150 | 617.551.1700 | Monday – Friday, (8:00am – 5:00pm) | TBD | TBD |
| Department of Transitional Assistance – Malden | 245 Commercial St, Malden, MA 02148 | 781.388.7300 | Monday – Friday, (8:00 – 5:00) | TBD | TBD |
| Mass Rehab Commission – Malden | 157 Pleasant Street Malden, MA 02148 | 781.324.760 | Monday – Friday, (8:45am – 5:00) | TBD | N/A |
| Mass Rehab Commission – Somerville | 5 Middlesex Ave Somerville, MA 02145 | 617.776.2662 | Monday – Friday, (8:45am – 5:00) | TBD | N/A |
| Senior Community Services Employment Program at Operation ABLE (SCSEP) | 174 Portland Street, 5 th Floor Boston, MA 02114 | 617.542.4180 | Monday – Friday, 8:30am – 5:00 | Career Source – Monday- Thurs, 9:00am – 3:00pm | N/A |

| | | | | | |
|---|---|--------------|---|--|-----|
| Massachusetts Commission for the Blind (MCB) | 600 Washington St. Boston, MA 02111 | 617.626.7486 | Monday-Friday, (8:45-5:00) | N/A | N/A |
| Department of Unemployment Assistance (DUA) | Hurley Building 19 Staniford St, 2 nd floor Boston, MA 02114 | 617.626.5197 | Monday – Friday, (8:30 – 5:00) | Career Source – T, F 8:30am – 4:30pm Career Place – Th, F 8:30am – 4:30pm | N/A |
| SCALE (Somerville Center for Adult Learning Experiences) | 167 Holland Street Somerville, MA 02144 | 617.629.5500 | Mon – Thurs, (8am – 8pm) Friday, (8am – 4pm) Note: Summer hours vary | N/A | N/A |
| The Immigrant Learning Center, Inc. | 442 Main Street, Malden MA 02148 | 781.322.9777 | Mon-Thu (9:00-4:00), Fri (9:00-2:00) | N/A | N/A |
| Cambridge Learning Center | 5 Western Avenue Cambridge, MA 02139 | 617.349.6363 | Monday – Thursday (8:30am – 9:30pm) Friday – (8:30am – 5:00pm) | Career Source 1 staff on Tuesdays | N/A |
| Intergenerational Literacy Program/Chelsea Public Schools | ELC 99 Hawthorne Street Chelsea, MA 02150 | 617.466.5154 | M, T, Th: (8:30am – 8:30pm) W, F: (8:00am – 5:00pm) | N/A | N/A |
| English at Large | 800 Cummings Park Drive, Suite #5550 Woburn, MA 01801 | 781.395.2374 | Monday – Friday, (9:00am – 5:00pm) | N/A | N/A |
| YMCA International Learning Center Woburn | 523 Main Street Woburn, MA 01801 | 781.935.6499 | Monday: (1:00pm – 9:00pm) Tues, Wed: (8:30am – 9:00pm) Thurs,(8:30am – 5:00pm) | Career Place Tuesday, 1:00pm – 4:00pm | N/A |
| Middlesex Community College | | | | N/A | N/A |
| Bunker Hill Community College | | | | N/A | N/A |

PARTNER EMPLOYER RELATIONS

| Partner Organization | Staff Dedicated to Employer Engagement/Outreach | Referral Method for Customers to Employer | Resources Available to Employers | Tools to Track Services to Employers |
|---|---|--|--|---|
| Metro North REB | | Refer job seekers to career centers | LMI, assistance with Workforce Training Fund applications, access to occupational and industry data | MOSES, internal tracking tools |
| Career Source | 2 full-time business service representatives and .5 marketing coordinator | Screened applicants referred directly to employers, on-site recruitments, job fairs | LMI, job posting and job description writing support, open position posting, recruitment of qualified talent and job matching, connection to state resources (MassBizWorks), outplacement, computer skills development, professional development | MOSES, internal tracking spreadsheets |
| Career Place | | | | |
| MA Commission for the Blind (MCB) | VR Counselors, VR Supervisors, Employment Specialists | Job Fairs, Hiring Events, Career Centers, Perkins Business Partnership, Cold Calls, Job Development, VRC outreach to employers, Job Search Tools | In-service training, job analysis/modifications, assistive technology, rehab engineering, on-the-job training, job coaching | internal tracking tools, Excel Spreadsheets |
| Department of Transitional Assistance (DTA) | | | | |
| Mass Rehabilitation Commission (MRC) | | | | |
| Senior Community Services Employment Program at Operation ABLE (SCSEP) | One regional manager on a limited basis | Area Program Coordinator refers participants completing community service assignments to employers and career centers | Operation ABLE delivers customized computer office training and internships in partnership with business and industry | SPARQ, internal tracking tools |

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|--|---|---|--------------------------|-------------------------------------|
| SCALE (Somerville Center for Adult Learning Experiences) | | | | |
| The Immigrant Learning Center, Inc. | | Refer job seekers to career center, share information on job fairs. | | |
| Cambridge Learning Center | Yes | Referrals directly to employers | | |
| Intergenerational Literacy Program/Chelsea Public Schools | Part of Education and Career Advisor's responsibility | Refer job seekers to career centers, share information on job fairs, refer directly to some employers | | Internal database |
| English at Large | Career Access Lab Program | Refer job seekers to career center | Beginner English Classes | Internal tracking tool and database |
| YMCA International Learning Center | Part of director's responsibility | Refer job seekers to career centers | | Internal tracking tool |
| Middlesex Community College | | | | |
| Bunker Hill Community College | | | | |

Integrated Services Career Pathway

