

## **ATTACHMENT C. MSW WIOA Assurances**

- The MassHire Metro S/W Workforce Board and the Partners listed in this agreement agree to:
- Participate in the work of MassHire Metro S/W through membership on the local board if appointed by the General Manager of the Town of Norwood
- Participate in committees and projects when time is available
- Participate in the selection of the one-stop operator following PSW guidelines and processes every four years
- 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
- Participate in the implementation of a customer centered model as is developed by the Partners by:
  - Defining “shared” customers to create a clear understanding of how multiple providers, services and resources should support youth, job seekers, and businesses
  - Redesigning the customer flow and service practices across partner agencies to integrate virtual services while maintaining accessibility and availability of services to “shared” customers
  - Utilizing technology tools to scale-up practices and support individuals with barriers to employment, including basic skills assessment, remediation, and career development tools
  - Tracking and evaluating outcomes for individuals who face barriers to employment
- 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 centers using a method agreed to by the Board, the General Manager of the Town of Norwood, and the Partners