



**SOUTH SHORE  
WORKFORCE BOARD**

MassHire South Shore Career Center  
Workforce Innovation and Opportunity Act  
MassHire Workforce Boards and WIOA  
Partners  
Local Memorandum of Understanding (MOU)

July 1, 2021

# South Shore Service Delivery Area

## 22 Communities



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**INTRODUCTION**

Workforce Innovation and Opportunity Act MassHire Workforce Boards and WIOA Partners Local Memorandum of Understanding (MOU)

**I. PURPOSE**

This Memorandum of Understanding (MOU) communicates an updated agreement developed and executed between the MassHire South Shore Workforce Board (MHSSWB), with agreement of Mayor Thomas P. Koch (CEO) and the WIOA Required and Non-required Partners (Partners), relating to the operation of the One-Stop delivery of service within the South Shore Workforce Service Delivery Area (SDA). As the convener of MOU negotiations, the MHSSWB worked together with area Partners to update the July 1, 2021 Agreement designed to shape how the local MassHire South Shore Career Centers (MHSSCC) One-Stop Career Center services are delivered in the region.

This MOU defines the roles and responsibilities of the MHSSWB 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.

The following documents were recently approved by the MOU Partners and are included in this Updated MOU within Attachments:

- Attachment A: Shared Customer Referral Form (from MHSSCC to Partners)
- Attachment B: Shared Customer Referral Form (from Partners to MHSSCC)
- Attachment C: Definition of a Shared Customer for the Region
- Attachment D: COVID Plans

**Mission:** The MHSSWB will work in partnership with the MHSSCC and all Partners to ensure that businesses, job seekers, and youth can efficiently access and utilize career development services and resources across the region through comprehensive, affiliate facilities, and enhanced communication and collaboration among all entities.

**MHSSWB Goals are to:**

- Align investments in workforce, education/training and economic development to respond to regional job growth.
- Achieve positive results for businesses and job seekers including individuals with barriers to employment.
- Provide job seekers and existing workers with high-quality career training and supportive services needed to obtain and maintain a quality job/career path.
- Help businesses find qualified skilled employees and access education and training to meet their current workforce needs.
- Strengthen career pathways, work-based learning, apprenticeship programs, sector strategies and business engagement.
- Maintain a workforce system that values all Partners, and supports consistent collaboration and communication to sustain a high-quality delivery of services for businesses, job seekers, and

youth throughout the South Shore region.

**Region:** The MHSSWB is the Local Workforce Board with oversight responsibility

and policy-making authority for federal and state workforce development activities in the South Shore region. The region consists of the following 22 cities and towns: Braintree, Carver, Cohasset, Duxbury, Halifax, Hanover, Hingham, Holbrook, Hull, Kingston, Marshfield, Middleborough, Milton, Norwell, Pembroke, Plymouth, Plympton, Quincy, Randolph, Rockland, Scituate and Weymouth.

The Region is home to a variety of industry clusters with a higher concentration in education, healthcare, financial services, professional, entertainment/food services, and retail as noted in the LMI data provided in Appendix B. It is important to note that a comprehensive LMI data collection process will be undertaken in July and August of 2021, and will be incorporated into this Updated MOU Agreement as appropriate.



**Greater Boston Market Area:** The northern communities within the MHSSWB SDA are also impacted by the Greater Boston Market Area as a result of accessible public transportation connections including commuter boat, train, commuter rail and bus services. The Greater Boston Market Area provides numerous employment opportunities for residents of the South Shore SDA, benefiting not only area job-seekers but businesses within the Greater Boston region as well. The MHSSWB, MHSSCC and Partners must remain cognizant of the economic resources and opportunities in Greater Boston, and foster opportunities to work collaboratively with businesses and workforce entities in both regions for the benefit of all in need of workforce development services and resources.

## **II. MHSSWB MANDATORY AND COMMUNITY PARTNERS**

In accordance with WIOA Section 121(c), this Local Memorandum of Understanding has been developed and executed with agreement of the Chief Elected Official of the MassHire South Shore Workforce Board, the MHSSWB, and the Workforce Innovation and Opportunity Act (WIOA) MHSSWB Required Partners as defined by WIOA in WIOA Regulations 20 CFR Part 678.400 as mandatory Partners in the MassHire Career Centers and include:

WIOA Mandated Programs	WIOA Mandatory Partners
WIOA Title I Adult, Dislocated Worker, Youth	MassHire South Shore Career Centers, MassHire Department of Career Services
WIOA Title III Wagner-Peyser Veterans' WIOA Program	MassHire South Shore Career Centers
Unemployment Insurance Compensation Trade Adjustment Assistance Act	MassHire Department of Career Services Department of Unemployment Assistance
WIOA Title II Adult Education and Literacy	Plymouth Public Library, Rockland Public Schools Randolph Community Partnership, Inc., Quincy Community Action Programs, Inc., Training Resources of America, Inc.
Title IV Vocational Rehabilitation	Massachusetts Rehabilitation Commission Massachusetts Commission for the Blind
Title V Older Americans Act	Coastline Elderly Services, Inc. Operation A.B.L.E. of Greater Boston, Inc., Greater Boston Chinese Golden Age Center
Community Service Block Grant	Quincy Community Action Programs, Inc.
Temporary Assistance for Needy Families	Department of Transitional Assistance
Migrant Seasonal Farm Workers (Section 167)	MassHire South Shore Career Centers
Youth Build	Training Resources of America, Inc. Job Corps

Career and technical education programs at the postsecondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.);

Community Partners: As part of this MOU Agreement the MHSSWB and MHSSCC are engaging with a variety of non-required partners or "Community Partners" as well to identify individualized resources that will provide effective and coordinated services to Shared Customers

1. Boston Chinatown Neighborhood Center – Quincy Office
2. Father Bill's & MainSpring, Inc.
3. Norfolk County Correctional Facility
4. Massasoit Community College
5. Plymouth Boys and Girls Club
6. Quincy Asian Resources
7. Quincy College
8. Quincy Housing Authority
9. Quincy Public Schools
10. South Shore Community Action Council, Inc.
11. South Shore Collaborative on Employment
12. South Shore Vocational Technical High School
13. Wellspring Multi-Service Center

### **III. DURATION OF THE MOU**

Duration: 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 1, 2021 and shall terminate on June 30, 2024 unless otherwise terminated by agreement of all parties or superseded.

Modification: This Updated MOU constitutes the entire agreement between the parties and no oral understanding not incorporated herein shall be binding on any of the parties involved. This MOU can be modified, altered or revised as necessary, by mutual consent of the parties through the issuance of a written amendment signed and dated by all parties.

Termination: In the event that a party wishes to cease being part of this MOU, said entity shall notify the MHSSWB in writing 30 days in advance of the intention to terminate their involvement.

### **IV. ASSURANCES**

The MHSSWB and the Required Partners and "Community Partners" (Non-Required Partners) agree to conduct the following activities at the local level:

1. Enter into a local MOU with the MassHire South Shore Workforce Board relating to operation of the MassHire Career Center delivery system.
2. Participate in the operation of the MassHire South Shore Career Centers multiple providers, services, and resources should support youth, job seekers, and businesses.
3. Utilize the MassHire South Shore 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.
4. 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.
5. 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.
6. Use a portion of the funds available for programs and activities to maintain the MassHire Career Center delivery system, including infrastructure and shared costs of MassHire 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)).
7. 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.
8. 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 strategy that meets the needs of customers and businesses.

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 MHSSWB Partner infrastructure cost contributions.
10. 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 how and whether 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.

“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. As such, all parties to this agreement acknowledge that the Local MOU herein serves the purpose of the infrastructure funding agreement (IFA) as required by WIOA. 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. 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) or Contracts with the MassHire Department of Career Services (MDCS), as 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. 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.”

In August, 2020 the South Shore Workforce Board established a Customer Flow and Referral Process Committee, and a Data Collection, Technology, and Training Committee. In May, 2018 the organization established a Career Pathway Committee.

#### **V. MEMORANDUM OF UNDERSTANDING CONTENT**

1. A description of the process to develop an MOU, career pathway models for populations, and shared customers. The MHSSWB undertook the following approach in the development of this MOU Agreement.

Phase 1: The MHSSWB scheduled a series of introductory meetings between all Partners and the MHSSWB/MHSSCC Management team in February and March, 2021 to provide an overview of the MOU Requirements and discuss/outline the process in which the MOU agreement was to be established. All meetings were held in the Quincy Career Center (QCC).



Phase 2: The MHSSWB conducted meetings from April to June, 2021 between the MHSSCC staff and the staff of the various Partners. Only one Partner at a time met with the staff of the MHSSCC, providing a more personal and one-on-one opportunity for the staff of both entities to become better accustomed with one another and to discuss the service delivery opportunities moving forward. Meetings were held at both the MassHire South Shore Career Centers, Quincy location, and Plymouth Location so that staff liaisons within each region could have the opportunity to effectively engage with the appropriate entities.

Phase 3: The MHSSWB conducted meetings in May and June, 2021 between the key management and decision makers of the Partners and the management team of the MHSSWB and MHSSCC to review and discuss the Draft MOU Agreement. The Partners were given a copy of the Draft MOU Agreement prior to each meeting and were invited to provide input and recommend changes throughout each phase of the draft agreement development process.

Phase 4: The MHSSWB and Partners signed and submitted a Final MOU Agreement to the Department of Career Services on June 30, 2021 as required for a July 1, 2021 start date.

Phase 5: In August, 2020 the MHSSWB established a Customer Flow and Referral Process Committee, and a Data Collection and Training Committee. In May 2021 the organization established a Career Pathway Committee. The work of these Committees led to the incorporation of new and updated elements that are included in this Updated MOU Agreement submitted on July 1, 2021.

2. *A description of the needs and size of the WIOA priority populations and other key customer groups in the region identified by the MOU Partners.* At a minimum, WIOA requires that each local MOU address: a) unemployment insurance claimants; b) low-income adults including TANF and SNAP recipients, homeless; Adult Education participants (Title II); individuals with disabilities (Vocational Rehabilitation Title IV); c) Veterans; older workers (Title V); d) re-entry populations (program authorized by the Second Chance Act) ; and, e) youth, including youth with barriers to employment including youth participating in YouthBuild and Job Corps programs.

The Data and Training Committee is working on policies and procedures in which to more effectively collect and share data, as well as create the appropriate training and career pathway opportunities for target populations in our region. The Committee surveyed all partners in an effort to better understand the various data collection and reporting platforms utilized to determine if a unified approach can be implemented in the region. The results of the survey identified a variety of platforms in use by partners, and reinforced the belief that the development of better and more accurate data collection process to create meaningful outcome measurements needs to be addressed on a state level in support of local initiatives.

The Committee is in the process of analyzing this information and establishing a recommendation on the technology tools and resources required to create a more effective and comprehensive data sharing and overall communication system among all MOU Partners in the region. As the Committee continued to work on the development of local solutions to the various data challenges it sent an opinion letter in March, 2018 to the Department of Career Services, which summarized their findings and requested assistance.

South Shore 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 South Shore Career Center currently serves members of all those populations on site on a regular basis. As indicated on the Flow Chart:

- a. Claimants receive UI assistance and re-employment services (RESEA).
- b. Low-income adults (including TANF and SNAP) through WIOA Title I Disadvantaged Adult, CIES, and WPP programming, as well as other OSCC services.
- c. Homeless customers through WIOA programs, Secure Jobs, CIES and WPP programming, and/or the services of a counselor with specialized training/expertise in homeless issues and resources.
- d. Title II Adult Education participants through above programs but also through the services of an out-stationed literacy assessment counselor.
- e. Individuals with disabilities through the above programs 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 and Massachusetts Commission for the Blind area office staff.
- f. Veterans through on-site state and federally-funded Veterans Services programs which partner closely with Veterans organizations region wide.
- g. Older workers through WIOA Title I and other above listed programs, but also through the on-site services provided through Senior Community Service Employment Service programs.
- h. Migrant/Seasonal Farmworkers through identification, service priority, and referral to farm jobs.
- i. Re-entry populations through WIOA Title I and other above programs but also (when funded) through on-site re-entry services currently provided through a federal Pre-Release grant
- j. Youth, including those with barriers to employment, through WIOA Title I Youth programming, as well as through South Shore Regional Employment Board School-to-Career/Connecting activities.

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 Map, Appendix C).

In the past two years, WIOA partners have contributed to the design of a new co-location concept at MHSSCC Quincy location to further enhance services to priority populations and promote partner collaboration. 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.

The South Shore region is continuing the plan to implement the 'progression to employment' model whereby a robust referral process between partner agencies will facilitate identification of the nuances inherent in various shared job seeker populations. This will be accomplished through

integration and creation of teams comprised of Partner and MHSSCC staff and will encompass career planning, training (if applicable), professional development, marketing, and business services. This will be done in part through Out-stationing, the practice of further linking adult education options in the region to the MHSSCC and vice versa, through the help of the Out-stationed Coordinator assigned by a designated Adult Education Partner. Customers will be grouped and shared as they progress through a continuum of MHSSCC services to assist them in acquiring gainful employment. Access to wrap-around services will also play a critical role in helping customers with significant barriers to employment achieve their objectives.

The connections between adult education, postsecondary education, and workforce will be strengthened. A strong emphasis will be placed on utilizing approved training providers who can accelerate the achievement of credentials that lead to employment and self-sufficiency, including private training vendors, adult vocational education programs, and Higher Education Institutions that provide skills development, and stackable credit career pathway certificate programs.

Our experience is that optimal service coordination and integration is usually achieved when at least some portion of external partner services are co-located. In 2021 the MHSSWB will coordinate with MOU partner to identify organizations mutually engaged in a specific project that links external partner services with programming offered through the MHSSCC.

3. *A description of the continuum of services available for each priority population in the local workforce area based on a progression to employment or career pathway model.* In the past, the overarching goal of Career Pathway Models was an attempt to integrate adult literacy, ABE, HiSET/GED (General Equivalency Diploma) instruction, English Language Learners (ELL), pre-collegiate developmental education, with postsecondary Career and Technical Education (CTE) certificates, associate degree programs, and potentially, a baccalaureate degree. However, today's models focus less on articulation of educational programs and more on a progression to employment. They map occupational pathways within specific industry groupings to describe the skills needed to advance up occupational ladders and serve as longer-term advancement solutions to employment and skills shortages. Also, they frequently include bridge programs to provide entry points for the lowest-skilled worker.

Career Pathways. The South Shore region is continuing the plans to implement the 'progression to employment' model whereby a robust referral process between partner agencies will facilitate identification of the nuances inherent in various shared job seeker populations. This will be accomplished through integration and creation of teams comprised of Partner and MHSSCC staff and will encompass career planning, training (if applicable), professional development, marketing, and business services. This will be done in part through Out-stationing, the practice of further linking adult education options in the region to the MHSSCC and vice versa through the help of the Out-stationed Coordinator assigned by a designated Adult Education Partner. Customers will be grouped and shared as they progress through a continuum of MHSSCC services to assist them in acquiring gainful employment. Access to wrap-around services will also play a critical role in helping customers with significant barriers to employment achieve their objectives.

The connections between adult education, postsecondary education, and workforce will be strengthened. A strong emphasis will be placed on utilizing approved training providers that can accelerate achievement of diplomas and credentials that lead to employment and self-sufficiency, including private training vendors, adult vocational education programs, and Higher Education

Institutions that provide skills development, and stackable credit career pathway certificate programs. The Customer Flow Chart in Appendix C illustrates the general journey of the customer. Career Counselors (CC's) will provide critical navigation support throughout the journey.

**Customer Flow.** MHSSWB will apply this customer flow to Wagner-Peyser and Title I Services for the MHSSCC comprehensive and satellite One-Stop Centers: Quincy and Plymouth.

**Outreach and Engagement.** MHSSWB will enhance customer outreach messages with support of regional partners to promote the programs and services of the MHSSCC system to our shared customers. Once identified, eligible customers will be given an orientation process (which will track "close rate" of participants who attend orientation v. participants who enroll), and provide resources for WIOA and co-enrollment services.

**Case Management.** Career Counselor's will: a) facilitate access to basic career services including eligibility determinations; intake; assessments (education, language proficiency, aptitude, abilities, and barriers); LMI; referrals to and coordination of partner activities with other programs and services; b) provide individualized and more intensive services to eligible individuals including: specialized assessments; development of an IEP (Youth), and CAP (MHSSCC) – including career planning; individual and group counseling; pre-vocational services; work experiences; workforce preparation activities; financial literacy services; access to English language programs, and access to training services and supports, among others; and c) document activities and outcomes using Job Quest or new technology and other proven methodologies developed internally by MHSSWB.

**Individual Plan Development.** Assessment results create the building blocks for IEP/ISS/CAP development. MHSSWB will offer diverse skill, interest, and personality assessments, and incorporate results from assessments conducted by other one-stop and/or community partners.

**Supportive Services.** Funds exist to deliver supportive service to increase career readiness (e.g., clothes, transportation, language, computer literacy, driver's license) or address identified needs relevant to promoting job placement and retention (e.g., intimate partner violence). Additional supportive services will be provided by partners. (See Referrals)

**Training Services.** Participants will create individual job seeker profiles to access career development and career readiness content and tools. Project staff will coordinate content to support attainment of High School Diplomas and HiSET/GEDs as well as other important skills (e.g., financial literacy, time management). Funding exists to support participant direct costs to enroll in work-based learning, deeper education and training experiences, apprenticeship programs, or benefit from other employer incentives programs.

**Workforce Partner Participation.** Project personnel will assist jobseekers in accessing a wide range of career development resources available at the one-stops and/or available at MOU partners. These include tools such as interview stream, resume builders, mock job applications, and workshops.

**Job Placement.** The proposed integrated services model represents a demand-driven approach that will support advancement of the industry sector/cluster and occupational (in-demand) priorities identified in the local workforce plan.

**Retention.** WIOA Career Counselor's (CC's) will deliver follow-up services including retention services and employment verification documentation for up to 12 months to participants placed in

unsubsidized employment. Data will be thoroughly tracked to provide specific co-enrollment benchmarks and outcomes records or separate funding sources.

Referrals. The process for partner referrals of individuals to MHSSWB for services and subsequent shared customer designation. The types of supports and services available for each priority population through the MOU partners (both MHSSWB Required Partners and 'Community Partners') that promote the education, training, and career advancement of individuals receiving services. Stipulate the roles of the MOU partners in providing supports and services. The process for partner referrals of individuals to MHSSWB for services and subsequent shared customer designation. Methods for referring individuals or business customers between the partners for appropriate services and activities:

- a. Customers can enter the integrated One-Stop System from any point of entry in order to access system services. WIOA partners utilize a standardized referral form that allows customers to choose services from within the one-stop delivery system. The referral form includes a release that allows for the sharing of personal information (i.e. name, contact information, last 4 digits of SSN, date of birth) between the core partners. A referral and follow-up system has been defined that was shared with all front-line staff at a joint professional development day. A system orientation is being developed to provide an understanding of all system programs and services, regardless of which door the customer enters.
  - b. Each MHSSWB partner is responsible for the provision of their services associated with the One-Stop system site. The levels of service begin with basic career services available to the universal population. Further assessments may necessitate the need for more individualized career services and/or training services. These services are customized based upon MHSSWB needs assessment.
  - c. MHSSWB partners will engage and follow a referral process, which provides convenience of services to individuals and businesses using the MHSSCC One-Stop center. This process also provides for a continuum of services and follow-up to ensure that individual and business needs have been met. The MHSSWB One Stop System will ensure the consistency of the referral process, maintenance of records, and reporting to the MHSSWB.
  - d. Shared service responsibilities of partners ensure that integration and non-duplication of services has been reviewed and addressed. The provision of direct services to individuals and businesses is a key component in the MHSSWB One-Stop system. Each partner follows law and regulations to serve various segments of the population by providing services That benefit those individuals. Each partner is responsible for funding its respective direct program services.
4. A description of the continuum of services available for business customers in the local workforce area based on a customer-centered design or progression to employment career pathway model. WIOA guidelines and policies are designed to ensure that workforce development programs are aligned with regional economic development strategies that meet the needs of area employers. The MHSSWB, MHSSCC, and Partners are committed to the Governor's directive to improve the responsiveness to employer needs and prepare job seekers for high-demand employment opportunities, referred to as "Demand-Driven". The adoption of this employer-focused model

enhances the federally defined labor exchange system under WIOA.

All job seeker customers will be encouraged to participate in a progression to employment model, thereby providing business customers with a quality pipeline of job-ready candidates to fill open positions. Further, skills training programs will be based on a comprehensive needs assessment of businesses to ensure that programs offered by training vendors are “demand-driven” and match the stringent requirements of the marketplace. MOU Partners will refer their clients to the MHSSCC by way of a negotiated customer flow process. This will ensure consistency and quality referrals to business customers. WIOA Partners and the MHSSCC will:

- a. Develop an effective outreach program that consistently determines the employment needs of businesses in the region and the skillsets required to address those needs.
  - b. Coordinate the delivery of business services among Partners to create a streamlined approach to interact with businesses and convey available resources and job candidates.
  - c. Enter job orders into the system and match with job seeker skill sets.
  - d. Ensure the effective collection of job seeker profiles and matching them with job orders.
  - e. Consistently review Labor Market Data to understand the needs of businesses.
  - f. Collaborate to ensure training programs provided meet the needs of available employment opportunities as identified by area employers.
  - g. Consistently monitor business services to determine if the needs are being properly and effectively met.
  - h. Set a model of evaluating the effectiveness of Individual Training Account (ITA) vendors through student interviews, and addressing the skill needs of business.
5. A description of agreements and efforts to integrate principles of diversity, equity, and inclusion in the local partnership and service delivery. The parties agree to obey all applicable state and federal nondiscrimination laws. The parties shall not unlawfully discriminate against any customer, applicant for employment, or employee of a party to this MOU or other entity. The parties shall adhere to the policies, procedures, and guidance issued by the State of Massachusetts MassHire Workforce Development Boards, MassHire Department of Career Services and state-level partner agencies regarding equal opportunity, nondiscrimination, and increased accessibility. Nothing in this Section shall be construed as limiting the parties' agreement to increase and maximize access for individuals with barriers to employment under Appendix A of this MOU.
6. A description of the access to technology and materials available through MassHire Career Center delivery system. The availability of Technology platforms is a critical component to the successful coordination and delivery of programs and services among the MHSSWB, MHSSCC, and Partners. Technology will facilitate the exchange of information and the effective continuum of services among shared customers and businesses.

Technology systems will be selected with the following priorities in mind:

- a. An effective Content Management System to collect and access business and job seeker profiles.
- b. Shared platforms that link Partner services, educational programs and counseling.

- c. Comprehensive tracking of customers through the workforce system to support their individualized Career Paths with the objective to achieve sustainable employment.
- d. Provide resources, services and training through virtual technology, social media, and at alternative times when MHSSCC, and Partner, facilities may not be available.
- e. Remain in compliance with applicable statutes, regulations, data security requirements and standard reporting principles.
- f. Information generated is flexible, expandable, and is easily shared among Partner organizations.
- g. Provide technology that addresses the needs of shared customers that may have barriers to employment such as those who are visually impaired.

The Data, Technology, and Training Committee is currently working on policies and procedures to more effectively collect and share data, as well as create the appropriate training and career pathway opportunities for target populations in our region. The Committee surveyed all partners in an effort to better understand the various data collection and reporting platforms utilized to determine if a unified approach can be implemented in the region. The results of the survey identified a variety of platforms in use by partners, reinforced the belief that the development of a better and more accurate data collection procedure to create meaningful outcome measurements needs to be addressed on a state level in support of local initiatives.

The Committee is in the process of analyzing this information and establishing a recommendation on the technology tools and resources required to create a more effective and comprehensive data sharing and overall communication system among all MOU Partners in the region. In March, 2018 the Committee conveyed an opinion letter to the Department of Career Services, which summarized their findings and requested assistance.

A Data and Technology Plan with associated costs have been developed and implemented, and has been incorporated as an addendum (Appendix B) to this MOU as appropriate.

- 7. Where applicable, a description of access to MassHire Career Center services (in-person, virtual, etc.) during times when specific customers from MHSSWB Required Partner programs are available outside regular hours of operation (e.g. remote, evenings, and weekends). This component is locally negotiated based on resources and approved at a state-level when staffing contracts are involved.
- 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 (e.g. outreach, recruitment, planning for workforce training initiatives, etc.) MHSSWB supports regional Sector Strategies by going beyond placing workers in "Right-Now-Jobs." Our goal is to collaborate with employers, partners, and educators to build regional talent pipelines, address skill shortages, and create meaningful Career Pathways for data-based 'in-demand' jobs for projected industries. Essential to sector strategies are sector partnerships across employers, partners, and educators, and understanding customer needs based on assessments. Assessment results create the building blocks for Career Pathway and IEP/ISS/CAP development. MHSSWB will offer diverse skill, interest, and personality assessments, and incorporate results from assessments conducted by other one-stop and/or community partners. These include the traditional math and literacy assessments, HiSET/GED pre-test questions, as well as computer literacy, professional skills, career interest, and

personality assessments. These user- friendly assessments will be available in paper and online formats with in-person or virtual assistance from project personnel. The CC's will review assessment results with the client, then jointly build practical and achievable short- and long-term objectives. Short-term objectives for basic skill acquisition and short-cycle industry recognized certifications will produce foundational competency gains that move customers along a longer-term career and educational pathway.

With area community colleges (Bristol Community College, Bunker Hill Community College, Cape Cod Community, Greenfield Community College, Massasoit Community College, North Shore Community College, Quincy College, Quinnipiac Community College); selected Bachelor's degrees from University Centers on each Community College campus, individuals have an opportunity to receive various degrees and certifications to create career pathways. Area colleges and universities that offer bachelor's, master's, and certificate programs include; Bridgewater State University, Bryant University, Curry College, Eastern Nazarene College, John Mason/Hellenic University, Northeastern University-College of Professional Studies, Salem State University, Stonehill College, University of Massachusetts – Boston, and University of Massachusetts – Dartmouth. In addition, local vocational high schools that provide career-oriented training opportunities include; Greater New Bedford Technical High School, Plymouth South High School, South Shore Vocational Technical High School, Quincy Public High Schools, Upper Cape Regional Technical High School, and Weymouth High School. MHSSWB will define a clear career pathway sequenced with educational coursework, work experience and/or training credentials that help a participant enter or advance within a specific sector or occupational field, regardless of skills at the point of entry, with contingency and pivot plans at strategic junctures. This creates more satisfied employees and healthier industries. MHSSWB achieves this plan in 6 steps:

- Step 1: Establish communication in conjunction with data-based Sector Strategies. Using Technology, launch or expand industry partnerships with real-time feedback loops as defined by the regional Southeastern Massachusetts Labor Market Blueprint 2018 (and subsequent MHSSWB LMI updates) to focus on the following Priority Industries and Occupations: (1) Healthcare, (2) Professional, Scientific, Technical Services, (3) Finance & Insurance; and Critical Industries and Occupations: (A) Manufacturing, (B) Construction, and (C) Emerging Industries such as the 'Blue Economy'.
- Step 2: Define Demand-driven skill attainment, alignment of workforce program content, and education program curriculum with industry sector needs to provide the state's employers with the skilled workforce necessary to compete in the global economy.
- Step 3: Establish Career Pathways as the framework for the Southeastern Region workforce system and develop bridge programs that prepare low-skill jobseekers for entry-level work and middle-skill job training. These bridge systems extend down to youth programs and K-12 education.
- Step 4: Develop Procedures for Strategic co-enrollment. Program staff must be adept at deliberate and intentional enrollment of customers in more than one Workforce/WIOA/Partner program. Sharing case management, leveraging resources, eliminating duplication of services, and improving participant experiences and outcomes, are all made possible through the strong partnerships that characterize strategic co-enrollment.
- Step 5: Improve and expand education networks. Connect college and training networks with technology to increase educational persistence and better support students' long-term employment prospects.



Step 6: Increase Apprenticeship/WEX/WBL opportunities for youth (See LMI Appendix B) and high-need jobseekers and increase college credentials while currently attending high school.

Step 7: Repeat communication actions within the Super-Sectors in Step 1.

9. A plan for cross-training staff, including training on WIOA Required Partner programs, eligibility requirements, and services. A coordinated and comprehensive Staff Development and Training program will provide the tools, resources, and skillsets for all MHSSCC and Partners staff to work cooperatively and effectively in the delivery of high-quality service to all customers. The training will include the following and will be implemented on a regular schedule throughout the calendar year:

- a. Consistent information/update on Partner resources, services and information.
- b. Referral process for shared customers and business services.
- c. Information Technology, data collection, and data reporting.
- d. Sensitivity and cultural competency training to effectively address the needs of all customers.
- e. Business Demands and Labor Market Information.
- f. Target Population data and customers served.
- g. Workforce System goals, objectives, updates, and changes.
- h. Education and training programs, services, and opportunities in the region.

10. A plan for coordinating marketing and outreach of programs and services for jobseekers, youth, and businesses. The MHSSWB strategy for coordinating objectives with partners begins first with learning about local needs starting first with MOU partners service offerings and funding streams, mission critical community resource partners, and employers. MHSSWB will work with Community and MOU partners to: a) facilitate clear and timely communication across One-Stop Center partners on matters related to policy, procedures, processes, and protocols b) develop an optimal plan for deploying diverse and customer-centric personnel across service locations; c) understand the strengths and limitations of current outreach, marketing, and recruitment efforts, including adjustments made in response to the COVID-19 pandemic; d) support implementation of an integrated marketing plan which includes a mix of live events, traditional channels, and social media; and e) enhance the design of orientation activities and other workshops to increase the rate of participation and enrollment into services; and f) support the collection of customer experience and satisfaction data and meaningful use of this data.

MOU Mandated Partners. To ensure system saturation, the results of these reviews will be reported and discussed among center leadership, staff, and MOU partners creating an environment that strengthens team cohesion and builds community of the MOU partners: Massachusetts Rehabilitation Commission, Massachusetts Commission for the Blind, Family Literacy and all public Adult Education programs within the service area, Career and Technical Education, Community Services Block Grant, Senior Community Service Employment Program, and Youth Build. MHSSWB will share our experience in leading "joint" processes to review the work flow and to re-invent the outreach and orientation process. We will develop best fit approaches for each priority population (e.g., direct mail, in-person outreach, events, social media, video through multiple channels, bill boards, radio). We will utilize the current marketing resources to leverage strong partnerships and

engage the community in workforce development efforts such as regional hiring events, industry roundtables, and community forums. In addition to the various contemporary means of marketing listed above, we recognize the more traditional value of personal referrals for both customers and employers.

Community Partners. MHSSWB will work with community partners to encourage the use of resources available through the virtual one-stop service delivery system and community partners. MHSSWB will develop and/or brand digital content for use on social media and existing digital platforms as well as other technology platforms in the South Shore area.

11. The MHSSWB has created the MHSSCC Business Engagement Team (BET) comprised of a group of Business Services Representatives who actively network with area businesses and organizations to promote MHSSWB and MHSSCC programs and services. The BET is the organizational support link to business-oriented events in the area sponsored by Chamber of Commerce, industry associations, public forums, job fairs, and other associated functions.
12. Identify a plan for ongoing recognition and celebration of staff, partner and customer success, including nominating teams and individuals for MassHire Awards. Employees want to be valued and appreciated for their work, treated fairly, do work that is important, have advancement opportunities, and chances to be involved in the organization. Recognition and rewards play an important role in work unit and organizational programs to attract and retain their employees. It is the day-to-day interactions that make employees feel that their contributions are appreciated and that they are recognized for their own unique qualities. This type of recognition may contribute to high morale in the work environment. So, it's extremely important that MHSSCC managers, who communicate the organizational goals to employees, are included in the development of recognition programs. Programs will recognize:
  - a. Length of service,
  - b. Exemplary one-time achievement, often with an on-the-spot award or additional paid time off.
  - c. Noteworthy performance over a period of time, often for employees who add quality to the work process or product or who provide superior customer or client service.

To be considered for Recognition Status, candidates should demonstrate excellence in their role or actions which contributed to the betterment of South Shore job seekers, employers, and the community & MOU partners. Staff, Managers, Partners and customers (when presented) will send the recommendations to the respective MHSSWB or MHSSCC Director. The respective Director will present the recommendations to the Board for review and approval.

13. Assurances of participation of the MHSSWB Required Partners in the competitive selection process for the MassHire Career Center lead operator in the local workforce area. The WIOA Required Partners agree to participate in the selection process of One-Stop Operators as required by WIOA, at least once every four years.
14. Agreement that, at the state level, Partners will work together to develop the formula for distribution of shared and infrastructure funding based upon local data for each of the 16 workforce areas. Inter-Agency Service Agreements have been executed with MassHire Department of Career Services, who is the State Workforce Agency (SWA), and each required WIOA State Partner, to utilize the current

integrated budget format to show in-kind and shared costs, including infrastructure costs as a method to record joint costs. Shared Costs by the MOU “Required Partners” consist of infrastructure and service costs associated with the MHSSCC operations, those associated with the delivery of shared workforce development programs and services as required by WIOA in support of the One-Stop delivery system. The purpose of the financial contributions is to meet the needs of Shared Customers, ensure proportionate costs by Required Partners, support an effective Career Pathway system, reduce duplication of services, and provide efficient use of technology.

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 that costs are allowable, reasonable, necessary, and allocable. As appropriate, State Partners will enter into Inter-agency Service Agreements (ISAs) with the 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.

As part of this MOU Agreement the MHSSWB and MHSSCC are engaging with a variety of (non-required partners) or “Community Partners” as well to identify individualized resources that will provide effective and coordinated services to Shared Customers. Additional accommodations that may require additional costs by Partners include; office space within one or more of the MHSSCC facilities, shared or new equipment, other associated programming, and service delivery adjustments. Contributions for shared costs will also come in the form of shared staff for training and meetings, and in-kind services.

“Community Partners” are not responsible for any Shared Costs, unless they are outlined in the specialized resources section located in Appendix A. The identified specialized accommodations may have an additional cost requirement by the Partner, which will be outlined in a separate addendum to this Updated MOU Agreement once it is determined after the July 1, 2021 effective date. Local funding agreements must satisfy the requirements of Section 121(h) of WIOA for purposes of funding the One- Stop delivery system in FY21.

15. Agreement to negotiate with WIOA Required Partners locally when state level infrastructure agreements are not in place. All one-stop partner programs must contribute to the infrastructure of comprehensive Career Centers based on their proportionate use of the one-stop delivery system and relative benefit received. In affiliate Job Centers, only the one-stop partners participating in the affiliate Job Center must contribute to the infrastructure for that Career Center.

MHSSWB must attempt to engage MOU partners in good-faith negotiations using locally identified guidelines and protocols and locally determined cost allocation methodologies agreed upon by the local MHWB, CEOs, and one-stop delivery system partners. These costs and cost allocation methodologies comprise the Local Funding Mechanism (LFM).

The state emphasizes the importance of local One-Stop partners, local boards, and CEOs reaching consensus on infrastructure funding during local negotiations, thus avoiding the necessity of utilizing the LFM. Local parties involved are more likely to understand the needs of the local area’s workforce,

how to best meet these needs through the One-Stop delivery system, and the resources needed to meet these needs. The LFM allows the local area the flexibility to determine the best way to utilize their local resources, and there are no specific programmatic caps on the amount or percent of overall funding a One-Stop partner may contribute to fund infrastructure costs.

Any one-stop delivery system partner may appeal the portion of infrastructure funds assigned to them under the LFM by following the appeals process outlined in the WIOA State Plan.

16. Include the duration of the MOU including commencement and termination date, and include the clause “unless otherwise terminated by agreement of all parties or superseded.” WIOA Section 121(c)(g) requires that the MOU shall be reviewed not less than once every three-year period to ensure appropriate funding and delivery of services, including effectiveness, physical and programmatic accessibility. WIOA Regulations Subpart C 20 CFR Part 678.500 further requires MOU renewal following the three-year review if substantial changes have occurred. This agreement shall commence on July 1, 2021 and shall terminate on June 30, 2024, unless otherwise terminated by agreement of all parties or superseded.

17. Modification Process

- a. Notification – When a Partner wishes to modify the MOU, the Partner must first provide written notification to all signatories of the existing MOU and outline the proposed modification(s).
- b. Discussion/Negotiation - Upon notification, the MHSSWB One Stop Operator must ensure that discussions and negotiations related to the proposed modification take place with Partners in a timely manner and as appropriate.

Depending upon the type of modification, this can be accomplished through email communications of all the Parties. If the proposed modification is extensive and is met with opposition, the MHSSWB One Stop Operator may need to call a meeting of the Parties to resolve the issue. Upon agreement of all Parties, a modification will be processed.

If determined that a Partner is unwilling to agree to the MOU modification, the MHSSWB One Stop Operator must ensure that the process in the Dispute Resolution section is followed.

- c. Signatures - MHSSWB One Stop Operator must immediately circulate the MOU modification and secure Partner signatures within four (4) weeks. The modified MOU will be considered fully executed once all signatories have been reviewed and signed.

The modification may be signed in counterparts, meaning each signatory can sign a separate document as long as the MHSSWB One Stop Operator acquires signatures of each party and provides a complete copy of the modification with each party's signature to all the other Parties.<sup>1</sup>

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<sup>1</sup> During the rollout process of an MOU, a Local MHWB should make all Partners aware of the requirements concerning modification and renewal of the MOU (as outlined in TEGE 16-16, RSA TAC 17-02, and OCTAE Program Memo 17-4, One-Stop Operations Guidance for the American Job Center Network):  
Renewal of an MOU requires all parties to review and agree to all elements of the MOU and resign the MOU. Amendment or modification of the

- d. MHSSWB, is responsible for ensuring that all MHSSCC infrastructure costs are paid according to the provisions of this MOU and will undertake the reconciliation processes outlined herein to remedy any issues or discrepancies. MHSSWB will review the MOU budgets at a minimum of once a year and a progress report based on fourth quarter year-to-date expenses will be made available to all Partners before the annual review to serve as the basis for any proposed modifications or amendments. The MHSSWB One Stop Operator may act as liaisons between MHSSCC and MOU Partners to review and evaluate the MOU budgets during the annual review period or whenever there is an urgent need to modify or amend a budget. Co-located Partner contributions, regardless of the type, will be reconciled by MHSSWB at least once a quarter, comparing expenses incurred to relative benefits received. The reconciliation process is necessary to ensure that the proportionate share each co-located Partner is contributing remain consistent, up-to-date, and in compliance with the cost methodologies and terms outlined in this MOU.
- e. Expected or proposed modifications for 2021 may include:
  - i. The creation of and named members of a technology committee
  - ii. The creation of and named members of a referral committee
  - iii. Additional procedures for virtual services and COVID-19 procedures see Attachment D
  - i. Defined parameters for Mandatory and Community Partners

## **VI. COMPETITIVE SELECTION OF MASSHIRE CAREER CENTERS**

The WIOA Required Partners agree to participate in the selection process of MassHire Operators as required by WIOA, at least once every 4 years.

In May of 2021 MHSSWB selected a OSO.

## **VII. PERFORMANCE MEASURES**

The MHSSWB in agreement with the MHSSWB 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 MassHire Career Center partner, including incentives and penalties.

See Appendix D for FY 2022 Proposed Performance Goals as submitted to the State.

The MHSSWB in agreement with the MHSSCC (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:

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MOU only requires the parties to review and agree to the elements of the MOU that changed.

Non-substantive changes to the MOU, such as minor revisions to the budget or adjustments made due to the annual reconciliation of the budget, do not require renewal of the MOU. Substantial changes, such as changes in one-stop partners, or a change due to the election of a new CEO, will require renewal of the MOU.

<b>Adults</b>	<b>Measures</b>
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
<b>Youth</b>	<b>Measures</b>
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
<b>Employers</b>	<b>Measures</b>
Effectiveness in Serving Employers	Increase in new employers
Effectiveness in Serving Employers	Retention rate of repeat employers

## **VII. AMMENDMENTS TO THE MOU**

## VIII. 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 One-Stop Career Center customers. By signatures affixed below, the parties specify their agreement:

Note: the signatory page may be adapted to include additional representatives as

determined appropriate by the MassHire Workforce Board and/or Partner organizations. Please include the typed name under each Partner's signature.

### Mandated Partners:

  
Chief Elected Official, Mayor Thomas Koch, City  
of Quincy

MassHire Workforce Board Chair, John Iredale

MassHire South Shore Workforce Board  
Executive Director, Robert Cerasoli

Interim Director of Operations, MassHire South  
Shore Career Center, William F. Brennan, Jr.

MDCS Operations Manager, Anastasia Medrano

DUA, Richard Jeffers, Director

Plymouth Public Library, Kelsey Casey, Library  
Director

MA Rehabilitation Commission, Julie Proud-Ray,  
Area Director

MA Commission for the Blind, Jay Rufo, Region 4  
Director

MA Department of Transitional Assistance, Erin  
Donnelly, Director

Operation A.B.L.E., Mark Gyruina, OA Chief  
Program Officer

Greater Boston Chinese Golden Age Center, Kun  
Chang, Assistant Executive Director

Quincy Community Action Programs, Inc.,  
Beth Ann Strollo, Chief Executive Officer

Job Corps,

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Kun Chang, Assistant Executive Director

Quincy Community Action Programs, Inc.,  
Beth Ann Strollo, Chief Executive Officer

Job Corps,



Training Resources of America, Inc., Michael McGee

Randolph Community Partnership, Susan Hearn, Executive Director

  
Rockland Public Schools, **ROCKLAND REGIONAL  
ADULT LEARNING CENTER**, Valerie Mulready

Coastline Elderly Services, Inc., Justin Lees, CEO

**Community Partners:**

South Shore Community Action Council, Inc., Jack Cocio, Executive Director

Quincy Housing Authority, Grace McAuliffe, Director of Finance and Administration

Massasoit Community College, Carine Sauvignon, Dean, Canton Campus

Quincy Asian Resources, Philip Chong, President & CEO

Father Bills & Mainspring, Inc.,

South Shore Collaborative on Employment

Quincy Public Schools, Keith Segalla, Executive Director, Career and Technical Education & Instructional Technology

Quincy College, Richard DeCristofaro, President

Boston Chinatown Neighborhood Center, Ben Hires. CEO

Norfolk County Correctional Facility, Danielle Boomhower, Assistant Superintendent

Wellspring Multi-Service Center, Vincent Harte, President and CEO

South Shore Technical High School  
Thomas Hickey, Superintendent/Director


## VII. SIGNATORIAL

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Rockland Public Schools,

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South Shore Collaborative on Employment

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South Shore Technical High School  
Thomas Hickey, Superintendent/Director

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Director, Career and Technical Education &  
Instructional Technology

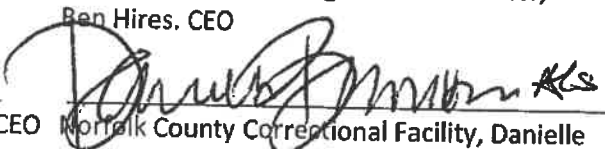
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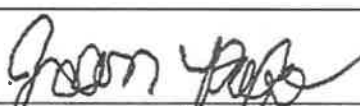
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South Shore Technical High School  
Thomas Hickey, Superintendent/Director

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Operation A.B.L.E., Mark Gyruina, OA Chief Program Officer	Greater Boston Chinese Golden Age Center, Kun Chang, Assistant Executive Director
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Training Resources of America, Inc., Michael McGee

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Rockland Public Schools,

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South Shore Collaborative on Employment

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South Shore Technical High School  
Thomas Hickey, Superintendent/Director

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Plymouth Boys and Girls Club , Garreth Lynch, Director

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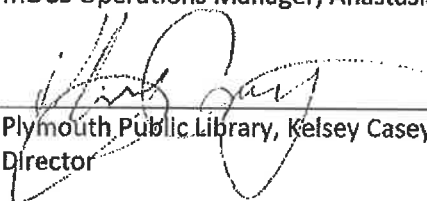
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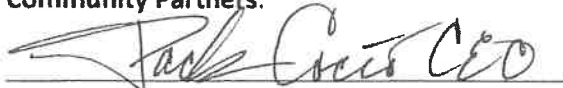
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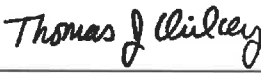
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**Appendix: A MOU Partners**

Summary of individualized Considerations for Mandated and “Community Partners” (Non-mandated Partners)

Special Considerations for Mandated and “Community Partners” (Non-mandated Partners):

The MHSSWB and MHSSCC are consistently engaged with a variety of Mandated and Community Partners in order to provide coordinated services to Shared Customers. This MOU Agreement outlines a variety of initiatives designed to increase collaboration and the implementation of services and resources for businesses, job seekers, and youth in the region.

Appendix A identifies individualized accommodations between the MHSSCC, MHSSWB and individual Partner to effectively address the needs of the Shared Customers. Such accommodations outlined include providing office space within one or more of the MHSSCC facilities for Partner Staff, shared and new equipment, MHSSCC providing Career Center Services workshops at Partner locations, and other associated programming and service delivery adjustments.

Outlined within Appendix A are these individualized accommodations determined at the time of signing this MOU.

Local funding agreements must satisfy the requirements of Section 121(h) of WIOA for purposes of funding the One-Stop delivery system in FY20.

**Partner Name: Department of Transitional Assistance (DTA)**
**Mandatory**
**Individual Accommodations:**

- DTA will designate a Full Engagement Worker (FEW) and the MHSSCC Quincy location will assign a “lead staff person” to work together on behalf of the DTA clients.
- Co-location of designated FEW will go to the MHSSCC facility to provide support, information and resources to OSCC staff and DTA clients. Initially, they are not required to enter information into the Massachusetts One Stop Employment System (MOSES) application; a FEW from the Quincy DTA office will be at the MHSSCC Quincy Location and on an as needed basis at MHSSCC Plymouth location.
- Designated space will be needed at the MHSSCC Quincy location for the FEW to co-locate at agreed upon schedule – once a week.
- Participation of the MHSSCC Quincy location “lead staff person” will be available at the Quincy DTA office during the bi-weekly client Orientations (Tuesday’s @10:00am & Thursday’s @1:00pm) to share information about the MHSSCC Quincy location services, available programs and to recruit eligible participants.
- The MHSSCC Quincy location “lead staff person” for DTA and DTA clients will be trained on DTA programs/requirements to better assist the DTA population.
- Training will include eligibility, work program participation and other requirements of the TAFDC and SNAP programs.
- Establishing jointly agreed upon referral mechanisms between DTA and the MHSSCC.
- DTA to work with MHSSCC to establish a case record for each participant documenting activities, records, evaluations, test results and case narratives.
- Collaboratively work to ensure the TAFDC and SNAP clients receive tailored and appropriate job readiness, job matching and job coaching skills.
- Collaboratively work to address any challenges for TAFDC and SNAP clients to participate in MHSSCC activities such as transportation and child care. (These services are to be determined by the FEW, as not all clients are eligible for these.)
- Access to information on DTA programs, services and resources will be made available at the MHSSCC (flyers, links)
- MHSSCC to generate a report of DTA client participation including placement and outcomes which will be given to the FEWs for follow-up with the client. (An agreed upon format TBD)
- MHSSCC to review, verify and sign the participation forms for the registered clients to ensure that the client is attending as required. (DTA will inform the OSCC of the required hours of participation for each client referred.)
- MOSES training to be held as needed for DTA staff
- BEACON, DTA Policy and Procedure training to be held for MHSSCC staff
- Establish a priority access for DTA clients – fast track because of the pre-screening which is completed by the DTA staff/FEW.
- Coordinate SNAP funding for workforce training and career planning with MHSSCC services.

**Partner Name: Massachusetts Rehabilitation Commission (MRC)****Required****1. Individual Accommodations:**

- MRC will provide consultation and technical assistance to assist MHSSCC in ensuring facilities are accessible to clients with disabilities and will work with MHSSCC to determine and address shared consumers' needs for reasonable accommodations.
- MRC will coordinate with SSCC staff to arrange group tours and programs at the MHSSCC facilities to better accommodate MRC clients.
- MRC provides specialized vocational rehabilitation services consistent with collaboratively developed Individualized Plans of Employment (IPE). MRC will work with the MHSSCC and Partner agencies for referral of MRC services to shared customers and vice versa.
- MHSSCC staff will be available, upon request, to conduct the Career Center Seminar (CSS) at the local MRC offices.
- MRC and MHSSCC will work collectively to ensure training dollars are utilized to most effectively help shared customers meet the needs of the business sector.
- MRC and MHSSCC will work collectively to ensure shared customers have the assistance needed to complete Job Quest registration requirements.
- MRC will provide guidance and assistance in ensuring MHSSCC staff is properly trained to address the needs of individuals with disabilities, who are shared consumers, in an appropriate and respectful and effective manner.

**2. Required MOU Components: All Required Partners are Included.**

Expectation: none listed

MRC's Response: MRC is a required partner and will participate in the local area and will contribute to the local service delivery strategies. MRC will provide information regarding our services and will contribute vocational counseling and guidance for eligible consumers. MRC counselors will develop individual employment plans and services to assist consumers to establish a vocational goal toward competitive integrated employment and will monitor the plan to completion.

**3. Required MOU Components: Description of the process to develop the local MOU, career pathway models for populations, and shared customer definitions.**

Expectation: A description of the process used to develop the MOU. Outlines schedule of meetings, agenda items, and course of action culminating in signed MOU.

MRC's response: MRC local area assigned staff worked with the workforce team to establish a schedule of meetings and agenda as well as a course of action resulting in a successful MOU. Career Pathway services were established for all populations served along with shared definitions of consumers. MRC's responsibility as part of the MOU will be to provide vocational and rehabilitation employment services for people with disabilities determined eligible for our services in each local area. MRC provided input to each local team to establish the process utilized to develop and complete the MOU.

**4. Required MOU Components: Description of the priority populations identified by the MOU**



Partners. At a minimum, WIOA requires that each local MOU address: 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, re-entry populations and, youth, including youth with barriers to employment.

Expectation: A description of the priority populations to be served in the local area. A list of the priority populations will not suffice. Describes the educational and service needs of each priority population and describes how the priority populations will benefit from career center services, and/or how career center services may need to be differentiated to meet needs of specific priority populations.

MRC's response: MRC serves individuals with disabilities identified as part of the population served under WIOA. To receive MRC services, these individuals must meet eligibility requirements. MRC assists these individuals in obtaining competitive integrated employment and to that end, services provided are based on individuals needs and could include but are not limited to: assessment, counseling and guidance, job placement, training, education, financial assistance towards post-secondary education, adaptive equipment and extended supports. The priority population might benefit from these services by participating in job driven trainings based on industry needs in the local labor market. MRC will collaborate with our workforce partners to meet the individual needs of shared consumers. Career Centers must ensure that facilities, technology, and training curricula are accessible for individuals with disabilities. MRC will provide subject matter expertise to the Career Centers to address accessibility issues based on individual needs such as Dragon, JAWS, ASL, and other adaptive equipment and devices.

5. Required MOU Components: 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. Include a map for customer flow across MOU partners for each priority population.

Expectation: Provides a description for criteria used to identify individuals as shared customers and how this information is captured and shared in intake/assessment/referral process. Identifies the roles and responsibilities each Partner will commit to in order to support the education and service needs necessary to provide a continuum of services for each priority population. Customer flow charts included.

MRC's response: MRC will track individuals referred to and from the Career Centers and those determined eligible for services and have a plan for employment in our case management system (MRCIS). MRC has the ability to run reports on shared customers and can provide information on a regular basis to our partners as needed until such time as we have a system that can capture information across partnering agencies such as a dashboard. MRC can provide career counseling and guidance, assessments, referrals, training, job placement, education, financial assistance towards post-secondary education, and adaptive equipment for eligible consumers. These will be incorporated into a career pathways plan along with services that might be provided by our partnering organizations based on our shared consumer's needs. Individuals with disabilities might need ESL classes, adult basic education, or can benefit from TANF/SNAP, transition services from schools, pre-employment services, and other opportunities offered by our partner organizations. MRC will ensure appropriate referrals for the continuum of services offered or available through our partners in the local service areas. MRC provides these services to individuals determined eligible under federal VR standards.

6. Required MOU Components: Description of the continuum of services available for businesses in the workforce area based on a customer-centered design or career pathway model.

**Expectation:** Describes plan to identify lead point of contact responsible for employer engagement and response processes, as well as process to coordinate job development, recruitment and referral, and follow-up across Partners. Includes business services flow chart.

**MRC response:** MRC has a robust employer engagement strategy and response process that continues to be effective for placing individuals with the most severe disabilities into employment. MRC will partner with the WIOA organizations on strategies to meet large scale business needs in the workforce areas, including partnering for skills development and identifying and preparing individuals with disabilities who are MRC consumers for available jobs in the local workforce area.

7. **Required MOU Components:** Description of access to technology and materials available through OSCC delivery system.

**Expectation:** Describes customers' access to technology currently available at the OSCC. Includes specific information with regard to any technology that is or can be customized or priority populations.

**MRC response:** MRC will provide subject matter expertise to the Career Centers to address accessibility issues based on individual needs such as Dragon, JAWS, ASL, and other adaptive equipment and devices, and etc.

8. **Required MOU Components:** Plan for coordinated staff development and training.

**Expectation:** Includes plan for initial and ongoing information sharing between Partner program staff. Plan includes strategies to share information about Partner organizations as well as individual customer information.

**MRC response:** MRC will provide orientation to our services to Career Center staff and will participate in Career Center information training sessions to ensure appropriate referrals and ongoing information sharing between Partner program staff. MRC will track individuals referred to and from the Career Centers and those determined eligible for services and have a plan for employment in our case management system (MRCIS).

MRC has the ability to run reports on shared customers and can provide information on a regular basis to our partners as needed until such time as we have a system that can capture information across partnering agencies such as a dashboard.

9. **Required MOU Components:** Assurances of participation of the MHSSCC (OSCC) Required Partners in the competitive selection process for the MHSSCC (OSCC) lead operator in the local workforce area.

**Expectation:** none listed

**MRC response:** MRC area directors are actively involved in the competitive selection process for the MHSSCC (OSCC) lead operator in the local workforce area.

10. Required MOU Components: Plan or interim plan to address shared and infrastructure costs.

Expectation: none listed

MRC response: MRC senior leadership is addressing shared and infrastructure costs for the local areas. This is not a responsibility of the local areas.

11. Required MOU Components: Duration of the MOU including commencement and termination date, and include the clause “unless otherwise terminated by agreement of all parties or superseded.”

Expectation: none listed

MRC response: MOU will include commencement and termination date and the clause “unless otherwise terminated by agreement of all parties or superseded.”

12. Required MOU Components: Assurances that the MOU review will occur not less than every three years.

Expectation: none listed

MRC response: MRC will assure that the MOU review will occur not less than every three years.

13. Required MOU Components: Other provisions agreed to by all parties that are consistent with all Partner programs’ services and activities, authorizing statutes and regulations.

Expectation: Includes process, timeline, and goals for Partner participation in local priority areas (e.g. coordinated professional development, employer engagement, workplace readiness development, etc.)

MRC response: MRC will work with partners on process, timeline, and goals for Partner participation in local priority areas (e.g. coordinated professional development, employer engagement as it relates to strategizing to meet large or broad scale employer needs in local areas, to meet skills needs and ensuring that persons with disabilities have opportunity for skill development and employment based on employer needs and etc.)

14. Required MOU Components: Includes all requirements as set-forth in WIOA MOU policy guidance.

Expectation: none listed

MRC response: MRC will ensure that all requirements as set forth in WIOA MOU policy and guidance are followed.

15. Required MOU Components: MOU reflects an agreement of the MOU Partners to jointly review the WIOA mandated performance metrics for the region or metrics negotiated as part of any shared and infrastructure contract costs between a local area (Board) and the mandated OSCC

Partner, including incentives and penalties.

**Expectation:** At this early stage there should be evidence of planning to jointly review performance metrics and other metrics negotiated as part of shared and infrastructure funding agreements.

**MRC response:** The MOU amongst the partner agencies will be jointly reviewed and include performance metrics for each region negotiated as part of the shared infrastructure costs.

**Partner Name: Massachusetts Commission for the Blind (MCB)****Required****Individual Accommodations:**

- MCB is to ensure that the MHSSCC facilities are accessible to clients with visual impairments and provide equipment, technology and services to the MHSSCC as may be required to provide reasonable accommodations to serve the needs of shared customers.
- MCB will coordinate with MHSSCC staff to arrange group tours and programs at the MHSSCC facilities to better accommodate MCB clients.
- MCB provides specialized vocational rehabilitation services consistent with collaboratively developed Individualized Plans of Employment (IPE). MCB will work with the MHSSCC and Partner agencies for referral of MCB services to shared customers and vice versa.
- MHSSCC staff will be available, upon request, to conduct the Career Center Seminars (CSS) at the local MCB offices.
- MCB and MHSSCC will work collectively to ensure training dollars are utilized to most effectively help shared customers meet the needs of the business sector.
- MCB and MHSSCC will work collectively to ensure shared customers have the assistance needed to complete Job Quest registration requirements.
- MCB will provide guidance and assistance in ensuring MHSSCC staff are properly trained to address the needs of their clients in a respectful and effective manner.

**Partner Name: Operation A.B.L.E**

**Required**

**Individual Accommodations:**

- Senior Community Service Employment Programs (SCSEP) will offer ongoing program orientations at the MHSSCC.
- SCSEP will provide appropriate referrals to MHSSCC and WIOA partner agencies.
- SCSEP will welcome appropriate referrals from MHSSCC and WIOA partner agencies.
- SCSEP will identify and provide ongoing support for WIOA shared customers.
- SCSEP will continue to outstation program staff at the MHSSCC as per a negotiated schedule.
- SCSEP will continue to place program participants at the MHSSCC on an as needed basis.
- SCSEP staff will participate in MHSSCC staff cross program training activities.

**Partner Name: Department of Unemployment Assistance (DUA)**

**Required**

**Individual Accommodations:**

**Any other provision in this agreement notwithstanding:**

1. 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 (currently in the form attached and marked “,” 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 (currently in the forms attached and marked “ ” for confidential data and “ ” for nonconfidential data, which DUA reserves the right to modify in its sole discretion).
2. DUA will not be bound by any provision of this agreement that does not expressly mention DUA by name.

**Partner Name: Plymouth Public Library**

**Required**

**Individual Accommodations:**

- MHSSCC staff will be available, upon request, to conduct the Career Center Seminars (CSS) at the Plymouth Public Library.
- The Plymouth Public Library Advisor will bring groups of clients into the MHSSCC Plymouth location periodically for an introduction of the available resources and services.



**Partner Name: Training Resources of America, Inc.**

**Required**

**Individual Accommodations:**

- The Training Resources of America Outreach worker will bring groups of clients into the MHSSCC periodically for an introduction of the available resources and services.
- The MHSSCC staff will effectively and consistently convey TRA resources and services to MHSSCC clients.
- MHSSCC staff will be available upon request to conduct career center seminars at Training Resources of America offices.

**Partner Name: Quincy Community Action Programs, Inc. (QCAP)****Required****Individual Accommodations:**

- The Quincy Community Action Programs, Inc. (QCAP) staff will bring groups of clients into the QCC periodically for an introduction of the available resources and services.
- MHSSCC staff will be available upon request to conduct the Career Center Seminar at the QCAP offices.
- QCAP and MHSSCC will better connect the QCAP REACH Program to clients of the MHSSCC through enhanced communication and outreach efforts.
- The MHSSCC will effectively and consistently convey the QCAP resources and services to MHSSCC customers.
- QCAP will work with the MHSSCC to provide Out-stationing to the South Shore region that will connect MHSSCC clients to Adult Education programming in the region, while also connecting Adult Education students to the MHSSCC.

**Partner Name: Greater Boston Chinese Golden Age Center**

**Required**

**Individual Accommodations:**

- MHSSCC staff will be available upon request to offer specialized Career Center Seminars to the clients of the Greater Boston Chinese Golden Age Center (GBCGAC), which are primarily Asian.
- GBCGAC and MHSSCC will coordinate services to help the clients register in Job Quest.

**Partner Name: Rockland Public Schools**

**Required**

**Individual Accommodations:**

- The MHSSCC staff will be available upon request to conduct Career Center seminars at the Rockland Regional Adult Learning Center (RRALC).
- The MHSSCC staff will effectively and consistently convey RRALC resources and services to MHSSCC clients.
- The RRALC Advisor will effectively and consistently convey MHSSCC resources and services to RRALC students.

**Partner Name: Father Bill's & MainSpring, Inc.**

Community Partners

**Individual Accommodations:**

- Father Bill's & MainSpring, Inc. will partner with the MHSSWB and WIOA Partners to identify shared customers.
- Father Bill's & MainSpring, Inc. will assist in developing an agreed upon referral process for shared customers that ensures customers receive effective support and that referral partners receive only appropriate referrals.
- Father Bill's & MainSpring, Inc. will provide data and an account of previous partnerships with Career Centers that were designed to provide added support to homeless customers in order to evaluate future opportunities with the MHSSWB in enhancing services to this population.

**Partner Name: Quincy College**

Community Partners

**Individual Accommodations:**

- Quincy College and the MHSSCC will work collectively to design and implement comprehensive programs that will deliver career pathways program for unemployed, underserved resident in the South Shore.
- Quincy College will develop the best career pathways that reflect the demand of the employment needs.
- Quincy College will provide low income underserved clients residing in the South Shore region, access to higher-paying jobs in the retail industry via a college credit customized training program.
- Quincy College will deliver wrap around services to low income clients, by enabling them to be trained and become employable for a greater variety of skilled and better-paying career- track jobs in the retail industry.
- Quincy College will support students in persisting on an education career pathway by providing motivational support and counseling, as well as access to needed social services and academic support, including basic skills development.
- Quincy College is seeking participate in the regional needs assessment report (either in manufacturing, STEM or health care). By working with the Institutional Research Department at the College, we will provide valuable information related to the South Shore's labor market needs.
- The MHSSWB will assist in course/program design curriculum and its activities based on the South Shore regional needs.
- The MHSSWB will assist with making the connection between the employers in the South Shore region and Quincy College.
- The MHSSWB will assist with Regional need assessment plans.

**Partner Name: South Shore Community Action Council, Inc.**

**Community Partners****Individual Accommodations:**

- MHSSCC staff will be available upon request to conduct the Career Center Seminar at the SSCAC offices.
- SSCAC will encourage collaborations among agency partners in the region with staff and resources provided by the MHSSCC.
- SSCAC will provide workshop space accommodations at their facility as available for the MHSSCC to conduct trainings and associated programming for shared customers in the region.

**Partner Name: Quincy Public Schools****Community Partners****Individual Accommodations:**

- MHSSCC will ensure there is an effective referral process to link shared customers with the education programs offered by Quincy Public Schools.
- Quincy Public Schools will provide workshop and presentation space accommodations within their facilities as available for the MHSSCC to conduct trainings and associated programming for shared customers in the region. (cost for room usage may be applied depending on program and set up requirements)
- Quincy Public Schools will provide office space accommodations within their facilities as available for shared staff to meet the needs of shared youth customers.

**Partner Name: South Shore Technical High School****Community Partners****Individual Accommodations:**

- MHSSCC will ensure there is an effective referral process to link shared customers with the education programs offered by South Shore Technical.
- MHSSWB, MHSSCC and South Shore Vo-tech will work collaborative to research the needs of vocational industries in the region and shape curriculum and training to meet the identified needs.
- South Shore Technical will provide workshop and presentation space accommodations within their facilities as available for the MHSSCC to conduct trainings and associated programming for shared customers in the region.

**Partner Name: Boston Chinatown Neighborhood Center (BCNC) – Quincy****Community Partners****Individual Accommodations:**

- BCNC staff will bring groups of students from Quincy and Boston to the MHSSCC periodically for an introduction to the available resources and services.
- MHSSCC staff will be available upon request to conduct the Career Center Seminar at BCNC offices.
- BCNC and MHSSCC will improve the connection with upper-level ESOL students through enhanced communication and outreach efforts.
- MHSSCC will effectively and consistently convey BCNC resources to MHSSCC customers.

**Partner Name: South Shore Collaborative on Employment (SSCE)****Community Partners****Individual Accommodations:**

- The SSCE will continue to maintain a focus on customers with disabilities who are unemployed and underemployed.
- A representative of the MHSSWB will participate in the South Shore Collaborative on Employment.
- The South Shore Collaborative on Employment Employer Liaison will work collaboratively with the MHSSCC to identify business needs and employment opportunities.
- The South Shore Collaborative on Employment will encourage partners to refer job seekers to the MHSSCC and to support access to resources available through the workforce development system.
- The South Shore Collaborative on Employment will provide disability orientation and training as needed for the MHSSWB, the MHSSCC and employers as requested.
- SSEC in partnership with MHSSCC will work together to ensure measurement of joint partnership and individuals served.
- SSCE and MHSSWB will jointly share information regarding emerging businesses and business trends and work towards training individuals to meet business needs in a proactive manner.
- SSCE will participate in employment sector meetings, manufacturing, medical financial, hotel, retail, etc.
- MHSSWB will attend four SSCE Steering Committee Meetings quarterly.

**Appendix: B Local Market Data**

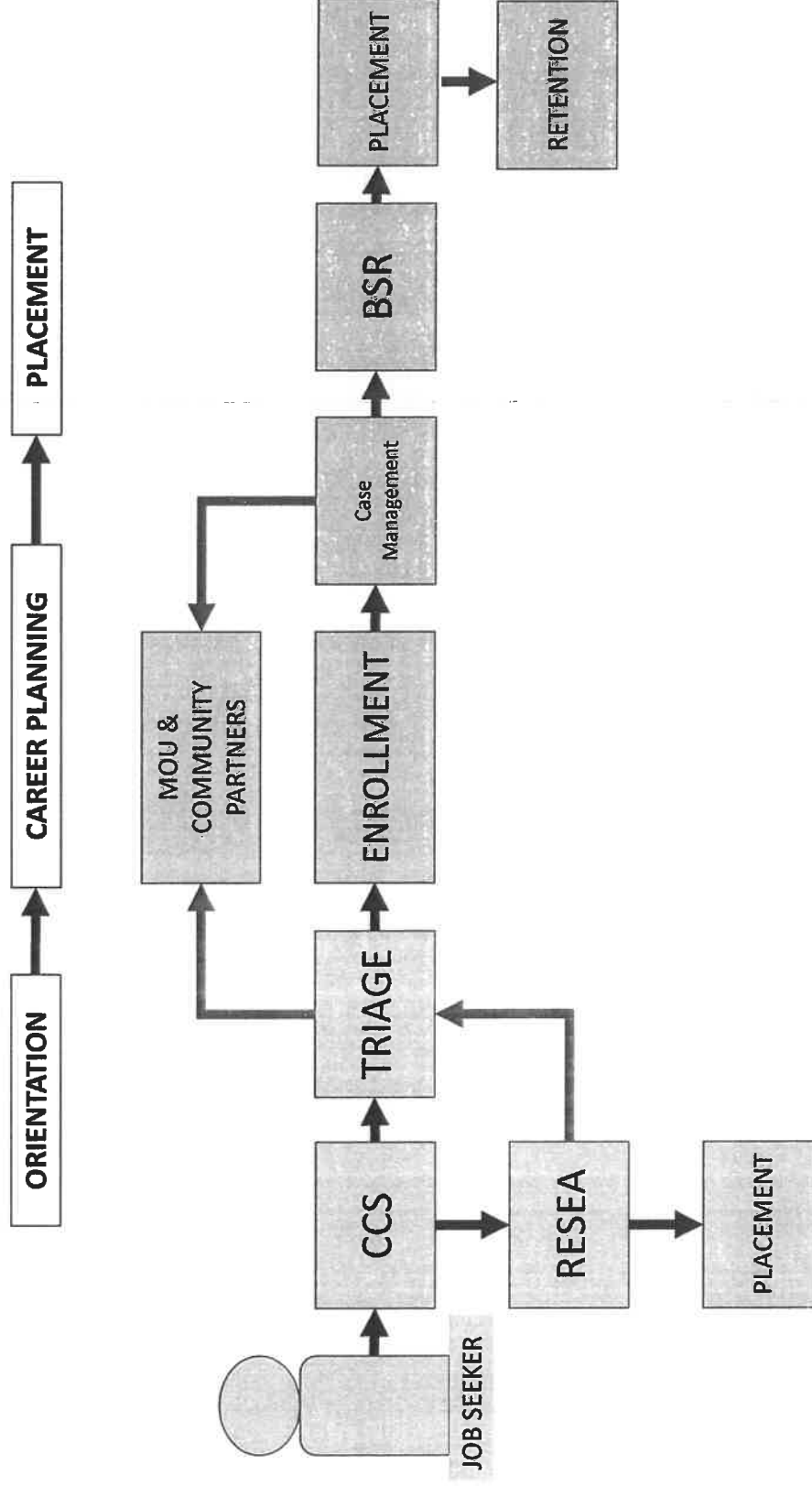
Note: The MHSSWB continually conducts LMI Data Analysis for the South Shore Service Delivery including May - September 2021. Examples of LMI Data recently provided by Laura Buckley, Deputy Director, as follows:

- Wage Data: South Shore WDA (8/28/21)
- Sector Strategies: Behavioral Health Regional Analysis (9/25/21)
- Sector Strategies: Marine Technology Analysis (9/21/21)
- Southeastern MA Manufacturing Data (9/21/21)
- UI Claimants Data (9/20/21)
- PUA, PUEC Claimants Data (9/20/21)
- Regional Analysis Data: Openings, Occupations, Industry, Locations (5/4/21)
- Transportation and Warehousing Data (3/23/21) (Dock Worker Registered Apprenticeship/CDL)



**Appendix: C MHSSCC SHARED CUSTOMER FLOW THE REGION**

*Customer Flow*





Date Submitted or Resubmitted: 9/30/2021

Modification # if not new: \_\_\_\_\_

**CHART 1**

**FY2022 LABOR EXCHANGE PROGRAM SUMMARY**

**SOUTH SHORE**

**Workforce Board Name**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Program Activity in MOSES</b>	<b>July-June FY2019</b>	<b>July-June FY2020</b>	<b>July-April FY2021</b>	<b>Planned FY2022</b>
<b>A. Job Seekers Services</b>				
1. Total Job Seekers Served	7,624	8,386	7,686	7,686
a. Total Job Seekers Unemployed	7,331	8,062	7,362	7,362
b. Persons with Disabilities	440	484	350	350
c. UI Claimants Served	5,922	6,514	5,914	5,914
d. Veterans Served	453	498	448	448
<b>B. Employer Services</b>				
1. Total Employers Served (= 1.a + 1.b)	573	635	564	564
a. New to Career Center	382	388	324	324
b. Repeat	191	247	240	240
2. Employers Receiving Job Seeker Referrals	80	33	75	75
3. Employers Hiring from Referrals	9	5	52	52

Column Instructions:

Column B - Enter data from the Year-to-Date Column of the Workforce Area level June 2019 OSCCAR.

Column C - Enter data from the Year-to-Date Column of the Workforce Area level June 2020 OSCCAR.

Column D - Enter data from the Year-to-Date Column of the Workforce Area level April 2021 OSCCAR.

Column E - Enter planned numbers for the July-June period of FY 2022.

Notes:

Date submitted or resubmitted: 9/30/2012

Modification # if not new: \_\_\_\_\_

**CHART 2**
**FY2022 WIOA TITLE I PROGRAM SUMMARY FOR  
ADULTS**
**SOUTH SHORE**
**Workforce Board Name**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>
	Formula Carry-in from FY2021	Formula New in FY2022	FY2022 TOTAL
1. Participants	21	32	53
2. Program Exiters (= 2.a + 2.b)	8	12	20
a. Enter Employment			20
i. Average Hourly Wage at Placement			\$14.50
b. Other Exit Reasons			0
3. Carry-Out to FY2023 (= 1 - 2)			33
4. Entered Employment Rate at Exit (= 2.a / 2)			100%
5. Total Participants in Training Activities (single count*)	10	13	23
a. Basic Education / Literacy Skills	0	0	0
b. ESOL (ESL)	0	0	0
c. Occupational Skills Training (all including ITA)	0	0	0
i. Occupational Skills Training (Customized)	0	0	0
ii. Occupational Skills Training (Group Contracts)	0	0	0
d. On-the-Job Training (OJT)	0	0	0
6. Training Participants Obtaining Certificate/Credential	0	0	0
7. Support Services	0	0	0
a. Needs Based Payments	0	0	0

\* Enter the number of unique individuals; should be less than or equal to the number of participants on line 1.

Column B: Enter estimates of WIOA Title I Adult FY21 participants that will carry-in to WIOA Title I Adults FY22

Column C: Enter estimates of newly enrolled participants to be served in WIOA Title I Adults in FY2022

Column D: Enter estimates only in cells that contain regular font

Date Submitted or Resubmitted: 9/30/2021

Modification # if not new: \_\_\_\_\_

### CHART 3

## FY2022 WIOA TITLE I PROGRAM SUMMARY FOR DISLOCATED WORKERS

SOUTH SHORE

Workforce Board Name

A	B	C	D
DISLOCATED WORKER PROGRAM	Formula Carry-in from FY2021	Formula New in FY2022	FY2022 TOTAL
1. Participants	39	140	179
2. Program Exiters (= 2.a + 2.b)	55	36	91
a. Enter Employment			74
i. Average Hourly Wage at Placement			\$32.50
b. Other Exit Reasons			17
3. Carry-Out to FY2023(= 1 - 2)			88
4. Entered Employment Rate at Exit (= 2.a / 2)			81%
5. Total Participants in Training Activities (single count*)	21	57	78
a. Basic Education / Literacy Skills	0	0	0
b. ESOL (ESL)	0	0	0
c. Occupational Skills Training (all including ITA)	0	0	0
i. Occupational Skills Training (Customized)	0	0	0
ii. Occupational Skills Training (Group Contracts)	0	0	0
d. On-the-Job Training (OJT)	0	0	0
6. Training Participants Obtaining Certificate/Credential	0	0	0
7. Support Services	0	0	0
a. Needs Based Payments	0	0	0

\* Enter the number of unique individuals; should be less than or equal to the number of participants on line 1.

Column B: Enter estimates of WIOA Title I FY21 DW participants that will carry-in to WIOA Title I DW FY2022

Column C: Enter estimates of newly enrolled participants to be served in WIOA Title I DW in FY2022

Column D: Enter estimates only in cells that contain regular font

Note: Cells shown in bold blue font contain formulas that will calculate automatically based on data

entered in Columns C and D. Do not type in bold blue cells.


**SOUTH SHORE**  
**WORKFORCE BOARD**

CHART 4

MHSSWB WIOA MOU Agreement

**FY2022 WIOA TITLE I PROGRAM SUMMARY FOR YOUTH**
**SOUTH SHORE**  
 \_\_\_\_\_

**Workforce Board Name**

A	B	C	D
YOUTH PROGRAM	In School Youth	Out of School Youth	FY2022 TOTAL
<b>1. Participants (= 1.a + 1.b)</b>	<b>4</b>	<b>71</b>	<b>75</b>
a. New Enrollments during FY2022	4	60	64
b. Carry-Overs from FY2021	0	11	11
c. Youth Age 14 - 15	0	0	0
d. Youth Age 16 - 18	4	60	64
e. Youth Age 19 - 21	0	9	9
f. Youth Age 22 - 24	0	2	2
<b>2. Program Exiters (= 2.a+2.b+2.c)</b>	<b>4</b>	<b>61</b>	<b>65</b>
a. Enter Employment	2	43	45
b. Enter Post-Secondary Education or Training	2	12	14
c. Other Exit Reasons	0	6	6
<b>3. Carry-Out to FY2023 (formula = 1 - 2)</b>	<b>0</b>	<b>10</b>	<b>10</b>
<b>4. Employment or Education Rate (= (2.a + 2.b) / (2))</b>	<b>100%</b>	<b>90%</b>	<b>91%</b>
<b>5. Enrollments by Fourteen Program Elements</b>			
a. Tutoring and Dropout Prevention	4	0	4
b. Alternative Secondary School, HiSET Prep, ESOL	0	45	45
c. Work Experience, Internships, OJT, Summer Empl Op	4	50	54
d. Occupational Skills Training	4	30	34
e. Leadership Development Opportunities	2	5	7
f. Adult Mentoring	0	5	5
g. Comprehensive Guidance and Counseling	0	35	35
h. Education Concurrently w/ Workforce Prep	0	25	25
i. Entrepreneurial Skills Training	0	5	5
j. Financial Literacy Education	4	71	75
k. Post Sec Education/Training Transition Activities	4	71	75
l. Labor Market/Employment Information Services	4	71	75
m. Supportive Services	2	40	42
n. Follow-up Services	4	71	75
<b>6. Attained Degree/Diploma/HiSET/Certificate</b>	<b>3</b>	<b>60</b>	<b>63</b>
<b>7. Attained Degree/Diploma/HiSET/Certificate Rate(= 6/2)</b>	<b>75%</b>	<b>98%</b>	<b>97%</b>

Additional calculations:

Out-of-School Percentage of Total Participants

**95%**

*Chart 4*

*MassHire Dept. of Career Services  
06/25/2021*

**Attachments**

- Attachment A: Shared Customer Referral Form (from MHSSCC to Partners)
- Attachment B: Shared Customer Referral Form (from Partners to MHSSCC)
- Attachment C: Definition of a Shared Customer for the Region
- Attachment D: COVID 19 and Virtual Procedures

**South Shore Career Centers to a Partnering Organization**

Date:

Dear : (Participant Name)

Please be advised that you have been referred to the by the South Shore Career Centers.

**MHSSCC Organization Contact Information and Special Considerations:**

Name of Participant:	
MOSES ID#:	
MHSSCC Contact Name & Title:	
Contact Phone#:	
Contact Email:	
Special Considerations:	

**Confidentiality Waiver**

I hereby authorize\_\_\_\_\_and the South Shore Career Centersto release and exchange information as necessary to facilitate my participation.

\_\_\_\_\_  
Participant Signature

\_\_\_\_\_  
Date

Please bring this form to the Partnering Organization as confirmation of your referral [www.SSCareerCenters.org](http://www.SSCareerCenters.org)





**Attachment B Shared Customer Referral Form Partnering Organization to the MHSSCC**

Date:

Dear : (Participant Name)

Please be advised that you have been referred to the South Shore Career Centers as an \_\_\_\_\_ Participant. The South Shore Career Centers provide a variety of career development and employment assistance services, and through this referral, you will have access to the many activities, programs and workshops available.

**South Shore Career Center locations:**

**Quincy:** 1515 Hancock Street, 1st. Floor, Quincy, MA 02169 (P: 617-745-4000).

**Plymouth:** 36 Cordage Park Circle, Suite 200, Plymouth, MA 02360 (P: 508-732-5300).

**Referring Partner Agency Contact Information and Special Considerations: Name of Participant:**

Name of Participant:		
Partner Contact Name & Title:		
Contact Phone#:		
Contact Email:		
Special Considerations:		
If applicable: Number of hours Participant is required per week at MHSSCC:		
Considerations:		

**Confidentiality Waiver**

I hereby authorize \_\_\_\_\_ and the South Shore Career Centers to release and exchange information as necessary to facilitate my participation.

Participant Signature      Date

Please bring this form to the Career Center as confirmation of your referral. [www.SSCareerCenters.org](http://www.SSCareerCenters.org)

**WIOA Shared Customer Definition:** Youth and job seekers that are eligible for and receive services from more than one WIOA Partner program are considered shared customers. Shared customers benefit from services and resources delivered across multiple WIOA Partner programs and other stakeholders that are aligned to meet an individual's needs.

Shared customers also meet the definition in the title II regulations of WIOA, CFR 34 Part 463.3 of "concurrent enrollment or co-enrollment referring to enrollment by an eligible individual in two or more of the six core programs administered under the Act." (Title-I Adult; Title-I Dislocated Worker; Title-I Youth; Adult Education & Literacy Act programs; Wagner-Peyser employment services; Rehabilitation Act Title-I programs administered Massachusetts Department of Elementary & Secondary Education.

A business that receives services from more than one WIOA Partner program is also considered a shared customer.

**MHSSWB Co-Enrolled Shared Customer:** A Co-enrolled Shared Customer is an individual that is officially enrolled in the programs and services provided between two or more MHSSWB Partnering Agencies. The eligibility requirements may differ between partnering agencies. However, the individual meets the eligibility requirements of each partnering agency and as such is enrolled in each agency.

Example: An enrolled Operation ABLE Customer is referred to the MHSSCC and becomes enrolled in the One-Stop MOSES System to utilize Career Center services, including Title-I Adult and Dislocated Worker Training funds.

**MHSSWB Non-Enrolled Shared Customer:** A Non-enrolled Shared Customer is an individual that is referred to one or more partnering agencies, and the services/resources requested do not require eligibility determination and/or official enrollment.

Example: A Father Bill's MainSpring Customer is referred to the MHSSCC and utilizes basic services/workshops offered by the facility.

**MHSSWB Business Shared Customer:** Business Shared Customer is a company that receives services from more than one MHSSWB Partnering organization / program.

Covid 19 Employee Protocol (9/3/21)

Due to an increase in the number of COVID-19 positive cases in the state, the following is an outline of the procedures to follow should a City of Quincy employee become exposed to or test positive for COVID-19. These guidelines follow the protocol of the Massachusetts Department of Public Health (DPH) and the Quincy Health Department.

**WHAT IT MEANS TO BE FULLY VACCINATED:**

Individuals are considered fully vaccinated for COVID-19 if they have received two doses of either Moderna or Pfizer COVID-19 vaccines or a single dose of Janssen (Johnson & Johnson) vaccine more than 14 days ago.

**VACCINATED EMPLOYEES:**

Although vaccines are highly effective, there is still a chance you can get COVID-19. If you develop any symptoms such as cough, fever, or loss of sense of smell or taste, you should get tested for COVID-19. If you test positive via PCR or Rapid Antigen test for COVID-19 you need to isolate for 10 days following symptom onset, regardless of your vaccination status.

If an employee is fully vaccinated and is exposed to a positive COVID-19 case; but the employee does not have symptoms, then the employee does not have to be tested. The employee should monitor themselves for symptoms for 14 days. It is not required but it is recommended that the employee wears a mask indoors for those 14 days following exposure.

If an employee is fully vaccinated and is exposed to a positive COVID-19 case and the employee has symptoms, then the employee must isolate immediately and seek testing. If COVID-19 test results are positive, then 10 days isolation is required from the symptom onset and the employee can return to work on day 11 as long as MDPH clearance criteria is met (at least 24 hours fever free with additional symptoms resolving). If test results are negative, then the employee can return to work but it is recommended that the employee wears a mask indoors for those 14 days following exposure.

**UNVACCINATED EMPLOYEES:**

If an employee is not vaccinated and is exposed to a positive COVID-19 case, but employee does not have symptoms, the employee must quarantine immediately and get tested on the fifth (5th) day following the exposure. If you test positive via PCR or Rapid Antigen test for COVID-19, you need to isolate for 10 days. With a negative test result, the employee can return to work on the eighth (8th) day but must wear a mask indoors for the full 14-day quarantine. If employee chooses not to test, then quarantine would be 10 days following the exposure and may return to work on day 11 as long as no symptoms develop.

If an employee is not vaccinated and is exposed to a positive COVID-19 case and does have symptoms, the employee must immediately quarantine and obtain testing. If COVID-19 test results are positive, then 10 days isolation is required from the symptom onset and the employee can return to work on day 11 as long as MDPH clearance criteria is met (at least 24 hours fever free with additional symptoms resolving). If test results are negative, then 14-day quarantine should be completed following the last date of exposure to the confirmed case because of the quarantine period.

**UNVACCINATED EMPLOYEES:**

If an employee is not vaccinated and is exposed to a positive COVID-19 case, but employee does **not** have symptoms, the employee must quarantine immediately and get tested on the fifth (5th) day following the exposure. If you test positive via PCR or Rapid Antigen test for COVID-19, you need to isolate for 10 days. With a negative test result, the employee can return to work on the eighth (8th) day but must wear a mask indoors for the full 14-day quarantine. If employee chooses not to test, then quarantine would be 10 days following the exposure and may return to work on day 11 as long as no symptoms develop.

If an employee is not vaccinated and is exposed to a positive COVID-19 case and **does have symptoms**, the employee must immediately quarantine and obtain testing. If COVID-19 test results are positive, then 10 days isolation is required from the symptom onset and the employee can return to work on day 11 as long as MDPH clearance criteria is met (at least 24 hours fever free with additional symptoms resolving). If test results are negative, then 14-day quarantine should be completed following the last date of exposure to the confirmed case because of the quarantine period.

