

**FRANKLIN HAMPSHIRE  
WORKFORCE  
DEVELOPMENT  
AREA**



**WORKFORCE  
INNOVATION AND  
OPPORTUNITY ACT  
(WIOA)  
FY2018 ANNUAL PLAN**



28 September 2017

Alice Sweeney, Director  
Department of Career Services  
Charles F. Hurley Building  
19 Staniford Street, 1<sup>st</sup> Floor  
Boston, Massachusetts 02114

Dear Ms. Sweeney:

Attached please the Franklin Hampshire FY2018 Workforce Innovation and Opportunity Act Local Annual Plan.

As you know, FY18 will be a challenging year for the Franklin Hampshire Workforce Area. Due to reduced funding, we have been forced to close a Career Center, leaving only one full-service center for our 50-town, 1400-square mile region. However, FHCC Director Teri Anderson has done an excellent job of preparing the Board, staff and community members for this change. With the help of the mayors and the community, she and her Management Team have also developed a promising plan for ensuring Hampshire County still has an Access Point for One Stop Services.

Please let us know if you have questions or need additional information. We look forward to working together in FY18. Our thanks for your continuing support.

Sincerely,

A handwritten signature in black ink, appearing to read "Patricia H. Crosby".

Patricia H. Crosby  
Executive Director

cc: William Sharp, Chair, Franklin Hampshire Regional Employment Board  
William F. Martin Mayor, City of Greenfield  
David J. Narkewicz, Mayor, City of Northampton  
Teri Anderson, Executive Director, Franklin Hampshire Career Center  
Davis Hawkowl, Director of Finance, Franklin Hampshire Career Center

# ATTACHMENT A

Massachusetts  
 Fiscal Year 2018 Local Annual Operating Plan  
**FRANKLIN HAMPSHIRE**  
**WORKFORCE DEVELOPMENT AREA**  
**Document Checklist**

*Please use this checklist to ensure completeness; indicate each item that is included with the Board's submission.*

No.	Checkoff Confirms Inclusion	Document Title
1.	√	Completed Local Annual Operating Plan Document <b>Checklist</b> ( <i>Attachment A</i> )
2.	√	<b>Notification of Local Workforce System Changes</b> ( <i>Attachment C</i> )
3.	√	One-Stop Career Center <b>Hours of Operation Form</b> ( <i>Attachment D</i> )
4.	√	Local Annual Operating <b>Plan Signatories Form</b> ( <i>Attachment F</i> )
5.	√	One-Stop Career Center <b>Charter</b> ( <i>all Career Centers</i> )
6.	√	<b>Financial Modification Authorization Form</b> ( <i>Attachment G</i> )
7.	√	<b>Integrated Budget and Budget Narrative</b> ( <i>Attachment J</i> )
8.	N/A	One-Stop Career Center Operator/Service Provider <b>A-133 Audit</b> ( <i>for new operators only</i> )
<b><i>Attachment I (Charts Below)</i></b>		
9.	√	<b>Submittal History</b> ( <i>Chart S</i> )
10.	√	<b>Labor Exchange Program Summary</b> ( <i>Chart #1</i> )
11.	√	<b>WIOA Title I Program Summary for Adults</b> ( <i>Chart #2</i> )
12.	√	<b>WIOA Title I Program Summary for Dislocated Workers</b> ( <i>Chart #3</i> )
13.	√	<b>WIOA Title I Program Summary for Youth</b> ( <i>Chart #4</i> )

# ATTACHMENT C

## Massachusetts Fiscal Year 2018 Local Annual Operating Plan

### **NOTIFICATION of LOCAL WORKFORCE SYSTEM CHANGES**

#### FISCAL YEAR 2018 CHANGES

**Please describe any programmatic, infrastructure or organizational changes planned for FY2018, including those that will result from any budget reduction/augmentation.**

Please complete this form and submit as part of your FY2018 Local Annual Operating Plan package.

**Local Area: FRANKLIN HAMPSHIRE**

**Are changes planned for FY2018:**  **YES**  **NO**

If significant service design or other changes from FY2017 are planned for FY2018, describe below each change to the local workforce development model. For each planned change, the description should include both:

- a. A discussion of the basis for the planned change, and
- b. A discussion of the projected outcome(s) and benefit(s) or challenge(s) to be realized as result of the planned change.

#### **Describe Changes:**

Funding reductions necessitated the consolidation of career centers in the Franklin Hampshire Area in FY18. The Franklin Hampshire Employment and Training Consortium and the Franklin Hampshire Regional Employment Board undertook an extensive facility planning process using the U.S. DOL Customer Centered Design process to determine how best to serve customers with reduced resources. A single full-service Career Center with remote satellite services in high demand areas was identified as the optimal solution. The physical locations will be supplemented by services delivered via teleconferencing.

# ATTACHMENT D

## Massachusetts Fiscal Year 2018 Local Annual Operating Plan

**Department of Career Services  
One-Stop Career Center  
Hours of Operation Form**

In order to provide the public accurate information with regard to local area One-Stop Career Center services, please list the following information for each Career Center location in the local workforce area and indicate whether the facility listed is a full-service One-Stop Career Center, an affiliate site or a specialized center.

**Workforce Development Area: FRANKLN HAMPSHIRE**

One-Stop Career Center Name	Address	Phone Number	Fax Number	FY 2018 Hours of Operation	Full Service	Affiliate Site (AF) or Specialized Center (SC)*
Franklin Hampshire Career Center	One Arch Place, 6 Arch Street. 2 <sup>nd</sup> Floor Greenfield, Massachusetts 01301	413/774-4361	413/774-2954	Monday - Thursday: 8:30 a.m. – 4:30 p.m. Friday: 9:30 a.m. – 4:30 p.m. Evening Hours: Scheduled Projects	YES	NO
Franklin Hampshire Career Center Out-station Location at The Literacy Project office	131 West Main Street, 1 <sup>st</sup> Floor Orange, Massachusetts 01364	978/544-3506	413/544-0273	Thursdays 8:30 a.m. - 4:00 p.m.	NO	YES
Franklin Hampshire Career Center Out-station Location at Forbes Library	20 West Street Northampton, Massachusetts 01060	413/774-4361	413/774-2954	<ul style="list-style-type: none"> <li>➤ Mondays 9am-4pm</li> <li>➤ Wednesdays 12:30–4:00pm</li> <li>➤ Thursdays 1pm-3pm</li> <li>➤ Tuesdays once per month for WIOA information session.</li> </ul>	NO	YES

# ATTACHMENT F

## Massachusetts Fiscal Year 2018 Local Annual Operating Plan

### WIOA Local Annual Operating Plan Signatories

Fiscal Year 2018

FRANKLIN HAMPSHIRE

Name of Workforce Development Board

This FY2018 Local Annual Operating Plan shall be fully executed as of the date of signature below, and effective through June 30, 2018. The Plan may be amended or modified if agreed to by all parties.

**Signature indicates acceptance of all Assurances as delineated in Attachment E.**

Typed Name: William F. Martin

  
\_\_\_\_\_  
Mayor, City of Greenfield  
Chief Elected Official

9-28-17  
Date

Typed Name: David J. Narkewicz

  
\_\_\_\_\_  
Mayor, City of Northampton  
Chief Elected Official

9/28/17  
Date

Typed Name: William Sharp

  
\_\_\_\_\_  
Workforce Development Board Chair

9/27/17  
Date

Typed Name: Patricia H. Crosby

  
\_\_\_\_\_  
Workforce Development Board Director

9/27/17  
Date

Typed Name: Teri Anderson

  
\_\_\_\_\_  
One-Stop Career Center Director

9/27/17  
Date

# ATTACHMENT F

## Massachusetts Fiscal Year 2018 Local Annual Operating Plan

Typed Name: Edie Smith

*Edie Smith*

*9/27/17*

DCS Operations Manager

Date

Typed Name: Teri Anderson

*Teri Anderson*

*9/27/17*

Title I Fiscal Agent

Date

## **OSCC Career Center Charter and related documents**

**The Franklin Hampshire Employment and Training Consortium (FHETC) was established as a sub-agency by the Lead Elected Officials in 1983 and designated as the grant recipient and the administrative entity on behalf of the region under the Job Training Partnership Act of 1982. In 2000, the Franklin Hampshire Regional Employment Board (FHREB) and the Lead Elected Officials chartered FHETC to act as the lead agency to operate the One Stop Career Center. In 2003, with the approval of the Executive Office of Labor and Workforce Development, the FHREB and the Lead Elected Officials instituted and formalized--in lieu of a chartering process-- a system of continuous oversight of One Stop Career Center (OSCC) and youth services by Board and Youth Council members, reflected in a calendar of reports and evaluation tools used on an on-going basis. That calendar of oversight activities--as well as the process of responding to failed performance measures, and the consequences for not establishing a satisfactory plan for correcting them—is part of the LWDB-CEO Agreement. See below pp. 12 - 17.**

**In 2016-17, as required by WIOA law, the Franklin Hampshire REB conducted a procurement process for a One Stop Career Center/WIOA Service Provider. As indicated by the award letter below, after a thorough review process, FHETC was identified as the as One Stop Career Center/WIOA Service Provider for the Franklin Hampshire region FY2018-FY2021. As also indicated, the Award letter, FHETC’s funded proposal, and FHETC’s written response to the Board’s follow-up questions serve as the formal agreement (charter) between FHETC and the FHREB. The Performance Oversight process will continue as described in the LWDB-CEO agreement (see Appendix A), with the addition of an emerging process for ensuring the Provider also meets state One Stop Career Center Standards. (See FHREB Career Center Certification Policy, 6/22/17.)**



# **Franklin Hampshire Workforce Development Area**

Local Agreement between  
the Mayor of the City of Northampton,  
the Mayor of the City of Greenfield  
(who serve as the Chief Elected Official(s)),  
and the Local Workforce Development Board  
March 2017

## **Authority and Purpose**

### ***Signatories***

This agreement is entered into by the Mayor of the City of Greenfield and the Mayor of the City of Northampton acting in their capacity as the current LEOs (Lead Elected Officials) and the current CEOs (Chief Elected Officials) of a municipality that was formerly party to an LEO Agreement under the Workforce Investment Act (WIA) of 1998, the Job Training Partnership Act of 1982 (JTPA), and the Comprehensive Employment and Training Act (CETA), which preceded JTPA.

### ***Authority***

This Agreement is entered into according to the provisions of the Workforce Innovation and Opportunity (WIOA) Act, 2014, (Public Law 113-128) and the particular state requirements pertaining thereto published by the Massachusetts Department of Career Services (Massachusetts Workforce Policy Issuance 100 DCS 17.102 Issued: 02/01/2017) to specify respective roles of signatory local chief elected officials in carrying out workforce investment functions reserved to local regions under WIOA, as well as the roles of:

- the Local Workforce Development Board (LWDB), henceforth referred to as the Franklin Hampshire Regional Employment Board (FHREB),
- the identified Franklin Hampshire Fiscal Agent, currently Franklin Hampshire Employment & Training Consortium (FHETC), and
- the Franklin Hampshire One Stop Career Center, the name for the collaborative One Stop Career Center established through procurement as required by WIOA law.

### ***Scope***

The Workforce Development Area covered by this local agreement includes all twenty-six towns of Franklin County, all twenty municipalities of Hampshire County, and the four Worcester County towns of Athol, Royalston, Phillipston and Petersham.

### ***Purpose***

The LWDB/CEO Agreement describes the local workforce organizational design and the functions that each entity will assume related to its statutory and locally agreed upon responsibilities and the communication process that will be used to ensure that the goals and objectives outlined in the Annual Plan as well as the Workforce Innovation and Opportunity Act are achieved.

All parties agree to their respective roles and responsibilities in filling the requirements of the Workforce Innovation and Opportunity Act as detailed in this agreement.

## **I. Responsibility of the Chief Elected Official(s) (679.310.320,350)**

### ***Designation of CEO***

1. “The term chief elected official means—(A) the chief elected executive officer of a unit of general local government in a local area; and (B) in a case in which a local area includes more than one unit of general local government, the individuals designated under the agreement described in section 107(c) (1) (B).” (WIOA Section 3 (9))
2. By this Local Agreement the signatory Chief Elected Officials agree to act jointly in appointing Franklin Hampshire Regional Employment Board members, who will set workforce investment policy for the region and will carry out the other responsibilities assigned to such officials under applicable State and Federal law.

### ***Appointment of Franklin Hampshire Regional Employment Board Members***

1. The two CEOs act jointly to appoint the Local WDB in each local area in accordance with State criteria established under WIOA sec. 107(b), which is certified by the Governor every 2 years, in accordance with WIOA sec. 107(c)(2). (679.350).
2. The CEOs follow WIOA law and FHREB, Inc. by-laws to appointing new members to achieve the distribution and participation requirements of WIOA. The Chief Elected Officials may also convey voting privileges to non-required WDB members. (679.320).
3. As described in FHREB by-laws, appointments are made for renewable three-year terms.
4. The FHREB Nominating and Membership Committee forwards recommendations of private sector business candidates to an identified representative business entity in the F/H area (currently the Franklin County Chamber of Commerce), which then submits a formal nomination to the CEOs.
5. The CEOs have final approval of all nominated candidates.
6. The Chair of the FHREB is a private sector business person elected by FHREB members in accordance with FHREB bylaws.
7. Also, in accordance with FHREB, Inc. by-laws, proxy voting by FHREB members is not allowed. Remote participation in meeting is allowed, but in accordance with Open meeting Law, members participating remotely do not count toward a quorum.

### ***Involvement of regional chief elected officials***

Involvement of the elected officials of all fifty participating municipalities is encouraged. The Chief Elected Officials delegate to the FHREB the task of sustaining ongoing involvement of such officials through periodic meetings, updates and information sharing. To carry out this task the FHREB has assigned the FHREB Director to keep city officials up to date on new developments, how they can participate and how they benefit. The annual meeting schedule and a variety of meeting notices and materials pertaining to FHREB events are routinely emailed or mailed to selectmen and elected officials of every town on a regular basis and posted on the FHREB website ([www.franklinhampshirereb.org](http://www.franklinhampshirereb.org)). These officials are welcome and often do participate in FHREB deliberations. The FHREB Director also communicates directly with the Mayor of Easthampton, as the only other incorporated city in the region, to invite her/his continued active participation.

### ***Execution of official documents, review of plans, and liaison with state and federal officials***

The signatory chief elected officials agree to act jointly in executing official documents, review of plans, liaison and correspondence with state and federal officials, and other responsibilities allotted to the Chief Elected Official under the Workforce Innovation and Opportunity Act and counterpart state policies.

## **II. Responsibility of the Franklin Hampshire Regional Employment Board (WIOA Sec.107(d), 20 CFR 679 Subpart C)**

### ***Composition, Authority, Majority, Chair of FHREB***

The members of the FHREB, in accord with federal and State criteria, shall consist of representatives of business in the local area, representatives of educational entities, labor organizations, community based organizations, economic development organizations, One-Stop Career Center Partners, and other individuals or representatives of entities deemed appropriate by the CEOs. A majority of the Board shall be representatives of private business and the Chair shall be selected from among the business representatives. Members appointed shall be individuals with "optimum policy making or hiring authority" within their nominated or represented entity. Where appropriate the CEOs shall seek nominations for membership from organizations satisfying State and federal criteria.

### ***Administration of the FHREB***

The FHREB shall develop a budget and retain staff to carry out its duties. FHREB staff shall be administratively attached to the City of Greenfield and paid through the Fiscal Agent (Franklin Hampshire Employment and Training Consortium) set up by the CEOs to disburse public workforce development funding. However, the FHREB has its own Personnel Policy and hiring/firing and supervision of all FHREB staff happens through the Franklin Hampshire Regional Employment Board.

The FHREB may solicit and accept grants from WIOA and other sources of Federal funds made available through this act and has incorporated to receive and disburse other funding consistent with the purposes of the WIOA and other sources. All adjunct resource development for workforce development pursued and obtained by the FHREB is integrated into or alongside Career Center offerings in a way that improves services to F/H job seekers and employers and complements--rather than duplicating or competing with--existing initiatives.

### ***Ensuring Public Access***

The Local Workforce Development Board is to meet its requirement to conduct business in an open manner under the "sunshine provision" of WIOA (§679.390). The Local WDB must conduct its business in an open manner as required by WIOA sec. 107(e), by making available to the public, on a regular basis through electronic means and open meetings, information about the activities of the Local WDB. This includes:

1. Information about the Local Plan, or modification to the Local Plan, before submission of the plan
2. List and affiliation of Local WDB members
3. Selection of one-stop operators
4. Award of grants or contracts to eligible training providers of workforce investment activities including providers of youth workforce investment activities
5. Minutes of formal meetings of the Local WDB and
6. Local WDB by-laws, consistent with §679.310(g).

An annual calendar of meetings is distributed widely to all member towns at the beginning of each fiscal and calendar year and is posted on the FHREB website. The Annual Business Plan is offered and formally advertised for public review and comment before submission each year, as is the WIOA Youth Contract (every two years).

## ***Functions of the FHREB***

Consistent with Section 108 of WIOA Law, the functions of the FHREB, as the Local Workforce Development Board, are as follows:

- 1. Local Plan** - The Local Board, in partnership with the chief elected official for the local area involved, develops and submits a local plan to the Governor that meets the requirements in section 108. In support of WIOA Regional Planning goals, the Local Board collaborates with the Local Boards and chief elected officials from such other local areas in the preparation and submission of a regional plan as described in section 106(c)(2).
- 2. Workforce Research & Regional Labor Market Analysis** - In order to assist in the development and implementation of the local plan, the Local Board will, to the extent possible with allocated resources:
  - a. Carry out analyses of the economic conditions in the region, the needed knowledge and skills for the region, the workforce in the region, and workforce development activities (including education and training) in the region described in section 108(b)(1)(D), and regularly update such information;
  - b. Conduct such other research, data collection, and analysis related to the workforce needs of the regional economy as the board, after receiving input from a wide array of stakeholders, determines to be necessary to carry out its functions.
- 3. Convening, Brokering, Leveraging** - The Local Board will convene local workforce development system stakeholders to assist in the development of the local plan under sections 108 and in identifying non-Federal expertise and resources to leverage support for workforce development activities. The Local Boards, including standing committees, may engage such stakeholders in carrying out the functions described in this subsection
- 4. Employer Engagement** - The Local Board will lead efforts to engage with a diverse range of employers and with entities in the region to:
  - a. promote business representation on the Local Board;
  - b. develop effective linkages w/employers in the region to support employer utilization of the local workforce development system & support local workforce investment activities;
  - c. ensure that workforce investment activities meet the needs of employers and support economic growth in the region, by enhancing communication, coordination, and collaboration among employers, economic development entities, and service providers;
  - d. develop and implement proven or promising strategies for meeting the employment and skill needs of workers and employers (such as establishment of industry/sector partnerships), that provide the skilled workforce needed by employers in the region, and that expand employment and career advancement opportunities for workforce development system participants in in-demand industry sectors or occupations.
- 5. Career Pathways Development** -The Local Board, with representatives of secondary and postsecondary education programs, shall lead efforts in the local area to develop and implement career pathways within the local area by aligning the employment, training, education, and supportive services that are needed by adults and youth, particularly individuals' w/barriers to employment.
- 6. Proven & Promising Practices** - The Local Board shall lead efforts in the local area to
  - a. identify and promote proven & promising strategies/initiatives for meeting the needs of employers, and workers and jobseekers to the one-stop delivery system;

- b. Identify/disseminate information on proven & promising practices carried out in other local areas for meeting such needs.
- 7. **Technology** - The Local Board shall develop strategies for using technology to maximize the accessibility and effectiveness of the local workforce development system for employers, and workers and jobseekers by:
  - a. Facilitating connections among the intake and case management information systems of the one-stop partner programs to support a comprehensive workforce development system in the local area;
  - b. Facilitating access to services provided through the one-stop delivery system involved, including facilitating the access in remote areas;
  - c. Identifying strategies for better meeting the needs of individuals w/barriers to employment;
  - d. Leveraging resources and capacity within the local workforce development system, including resources and capacity for services for individuals w/barriers to employment.
- 8. **Program Oversight** - The Local Board, in partnership w/the CEO for the local area, shall:
  - a. conduct oversight for local youth workforce investment activities and ensure the appropriate use and management of the funds;
  - b. For workforce development activities, ensure the appropriate use, management, and investment of funds to maximize performance outcomes under section 116.
- 9. **Negotiation of Local Performance Accountability** - The Local Board, the CEO, and the Governor shall negotiate and reach agreement on local performance accountability measures as described in section 116(c).<sup>6</sup>
- 10. **Selection of Operators and Providers** –
  - a. consistent with Section 121(d), the Local Board with the agreement of the CEO for the local area:
    - i. Shall designate through a competitive process and certify one-stop operators;
    - ii. May terminate for cause the eligibility of such operators.
  - b. consistent with section 123, the Local Board shall:
    - i. Shall identify eligible providers of youth workforce investment activities in the local area by awarding grants or contracts on a competitive basis;
    - ii. May terminate for cause the eligibility of such providers
  - c. The Local Board shall also identify Eligible Providers of training services in the workforce region, monitor their performance, and work to ensure that WIOA customers have sufficient customer choice for training.
- 11. **Coordination with Education Providers** – The local board shall coordinate activities w/education and training providers in the local area, including but not limited to secondary and vocational-technical schools, Adult Basic Education providers, and community colleges. The board will ensure that such entities are represented on the board, that their clients are aware of Career Center/FHREB services and initiatives, work to reduce duplication of services, and develop strategic agreements and projects to address training/education gaps.
- 12. **Budget & Administration** -
  - a. Budget – The Local Board shall develop a budget for the activities of the Local Board in the local area, consistent with the local plan and the duties of the Local Board under this section, subject to approval of the CEO
  - b. Administration
    - i. Grant Recipient
      - 1. In general – the CEO in a local area shall serve as the local grant recipient.

2. Designation – In order to assist in the administration of the grant funds, the CEO (or Governor) may designate an entity to serve as the local grant subrecipient. In the Franklin Hampshire region that designated entity is the Franklin Hampshire Employment & Training Consortium (FHETC).
  3. Disbursal – FHETC shall disburse the grant funds for workforce investment activities as proposed in the Annual Plan and authorized by the Board and CEOs.
- ii. Grants and Donations – The Local Board may solicit and accept grants and donations from sources other than Federal funds made available under this Act.
  - (iii) Tax-Exempt Status – For purposes carrying out duties under this Act, Local Boards may incorporate, and may operate as entities described in section 501(c)(3) of the Internal Revenue Code of 1986 that are exempt from taxation under section 501(a) of such Code.
  - iii. FHREB shall have procurement authority for supplies, materials, services, and real property on behalf of the Franklin Hampshire Regional Employment Board. FHREB and Franklin Hampshire Employment and Training Consortium may agree that FHREB may delegate its procurement authority for supplies, services, and real property to the Franklin Hampshire Employment and Training Consortium.

**13. Accessibility for Individuals w/Disabilities** – The Local Board shall annually assess the physical and programmatic accessibility, in accordance with section 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.), of all one-stop centers in the local area.

***Oversight Process for Employment & Training Activities/One Stop System***

The Board provides oversight for state-mandated policy and standards for the FH Career Centers as a whole and resolves policy issues with state-level agencies on behalf of FHCC. The Board oversees allocation of resources to employer customers and job seeker customers; consults with local elected officials on Career Center policy development and program design; designs, reviews, and authorizes key components of the local labor exchange system, including the service menus, number of centers, sites, budget, and fee schedule for fee-based services; and approves changes in the Career Center system, including the integrated management structure, relationships with additional partners, and grant applications.

The Board assists in development and implementation of a customer satisfaction and continuous quality improvement system; convenes and brokers the involvement of stakeholders, including employers; job seekers; local elected officials and other policy makers; education, training, employment and support service agencies; and other interested parties; directs all appropriate and necessary locally-controlled financial and other resources to the support of services through or in alignment with FHCC.

The Board provides ongoing oversight and evaluation of FHCC performance for the CEOs, and develops an ongoing, independent, objective evaluation that extends beyond the review of outcomes to include organizational development, customer satisfaction, and continuous quality improvement.

The Board allocates resources to enhance the capability of FHCC, including system-wide customer feedback, best practices, and national models.

All such oversight is conducted by the LWDB on behalf of the CEOs, and results are shared via on-going mailings and/or via mayoral representatives on the FHREB or its Committees, as well as at an

annual, face-to-face “CEO Update” provided by the Board Executive Director in coordination with the Fiscal Agent and Career Center Director.

### ***Youth Services***

While no longer required under WIOA to have a Youth Council, the FHREB has elected to maintain a Youth Standing Committee called the Youth Career Connections Council (YCCC). YCCC members are those with special expertise or interest in youth policy and/or are representatives of youth-serving agencies in the community. They are nominated by the FHREB Director or YCCC members and appointed by the YCCC Chair, a FHREB member. Three additional FHREB members or their organizational designees serve on the YCCC.

The YCCC shall develop portions of the Local Plan relating to eligible youth as determined by the LWDB Chair. The YCCC may also recommend eligible providers to be awarded grants on a competitive basis by the LWDB to carry out youth activities. The YCCC may conduct oversight of eligible providers of youth activities and coordinate such activities as deemed appropriate by the LWDB Chair.

### ***Consumer Choice***

In accordance with WIOA sec. 122 and in working with the State, the Local WDB satisfies the consumer choice requirement for training services by:

- 1 Determining the initial eligibility of entities providing a program of training services, renewing the eligibility of providers, and considering the possible termination of an eligible training provider due to the provider’s submission of inaccurate eligibility and performance information or the provider’s substantial violation of WIOA;
- 2 Working with the State to ensure there are sufficient numbers and types of providers of training services (WIOA sec. 107(d)(10)(E));
- 3 Ensuring the dissemination and appropriate use of the State list through the local One Stop delivery system;
- 4 Receiving performance and cost information from the State and disseminating this information through the one-stop delivery systems within the State and;
- 5 Providing adequate access to services for individuals with disabilities.

Working with the State, the Local WDB satisfies the consumer choice requirement for career services by:

1. Determining the career services that are best performed by the one-stop operator consistent with §§678.620 and 678.625 of this chapter and career services that require contracting with a career service provider; and
2. Identifying a wide-array of potential career service providers and awarding contracts where appropriate including to providers to ensure:
  - i. Sufficient access to services for individuals with disabilities, including opportunities that lead to integrated, competitive employment for individuals with disabilities; and
  - ii. Sufficient access for adult education and literacy activities

### III. Joint Functions of the CEO & Local Board (20CFR§679.310 and 679.370)

- The Local Board shall develop a budget for the purpose of carrying out the duties of the local Board. The Chief Local Elected Officials must approve the budget. (679.370)
- The Local Board, in partnership with Chief Local Elected Officials, shall develop the vision, goals, objectives, and policies for the local workforce development area. The vision should be aligned with both the economic development missions for the local area and Massachusetts Workforce Development Boards' goal. (679.310)
- The Local Board, in partnership with the Chief Local Elected Officials, shall develop and submit to the Governor, a local strategic plan that meets the requirements in Section 108 of the Workforce Innovation and Opportunity Act. (679.310 & 679.370)
- The Local Board, with the agreement of the Chief Local Elected Officials, shall procure and certify One\_Stop operator(s) and may terminate for cause the eligibility of one\_stop operators.
- The Board will negotiate with required partners (679.370) and the approval of the CEOs methods for funding the infrastructure costs of one-stop centers in the local area in accordance with §678.715 of this chapter or must notify the Governor if they fail to reach agreement at the local level and will use a State infrastructure funding mechanism.
- The Local Board, in partnership with the Chief Local Elected Officials, shall conduct oversight with respect to local programs of youth (under the WIOA sec. 129(c)), adult, and dislocated worker employment and training activities under WIOA secs. 134(c) and (d), and the entire one-stop delivery system in the local area. (679.370)
- The Local Board, in partnership with the Chief Local Elected Officials, will ensure the appropriate use management, and investment of funds to maximize performance outcomes under WIOA sec. 116. (679.370)
- Negotiate and reach agreement on local performance indicators. (679.370)

#### ***Procuring and Certifying One Stop Career Center Services***

In concert with the CEOs, the FHREB is responsible for procuring, establishing, certifying, and overseeing the local One Stop Career Center system. Under WIOA, the FHREB develops an RFP for One Stop services in alignment with newly-developed MA One Stop Career Center Standards every four years. In a process currently being developed at the state level, the FHREB will review and certify the One Stop every two years. In the interim, it oversees performance and evaluation of services, ensures that data are collected and that reports required by Career Center funding sources are produced and submitted in a timely manner; and with the state, monitors FHCC's legal, contractual and financial compliance, implementing corrective action as necessary. The full FHREB process is outlined in Appendix A to this document.

The FHREB aligns local monitoring with state and federal monitoring, as much as possible, to reduce unnecessary demands on FHCC. The FHREB also reviews and approves the final WIOA Plan and budget and recommends approval to the CEOs.



#### **IV. Functions of the Fiscal Agent (WIOA Sec 184 & 185.20 CFR§679.420)**

In order to assist in administration of the grant funds, the CEOs may designate an entity to serve as a local fiscal agent. The CEOs have designated the City of Greenfield to act as local fiscal agent for funds received and the Franklin Hampshire Employment Training Consortium (F/HETC) as the "local grant subrecipient" for purposes of receipt and disbursement of funds at the direction of the LWDB.

In general, the fiscal agent is responsible for the following functions:

- (1) Receive funds.
- (2) Ensure sustained fiscal integrity and accountability for expenditures of funds in accordance with Office of Management and Budget circulars, WIOA and the corresponding Federal Regulations and State Policies.
- (3) Respond to audit financial findings.
- (4) Maintain proper accounting records and adequate documentation.
- (5) Prepare financial reports.
- (6) Provide technical assistance to subrecipients regarding fiscal issues.
- (7) Procure contracts or obtain written agreements.
- (8) Conduct financial monitoring of service providers.
- (9) Ensure independent audit of all employment and training programs.

In the Franklin Hampshire region, the Fiscal Agent also works with the Board and the designated One Stop Service Provider to develop an annual plan and budget for the use of workforce resources.

The CEOs have set forth their agreement for the structure and operation of the Franklin Hampshire Employment Training Consortium (FHETC) in a separate document known as the "Consortium Agreement." The CEOs hire the Executive Director of the FHETC and review his/her performance annually. The CEOs may form a committee to recruit and interview candidates should a vacancy occur in the position. The Committee should include 2 members of the FHREB or staff, for example, the Board Chair or designee and the FHREB Executive Director.

#### **V. Local Governance and Design Structure: Summary**

A strong cooperative partnership between the Franklin Hampshire Workforce Investment Area's Chief Elected Officials, their Fiscal Agent FHETC, and the Franklin Hampshire Regional Employment Board, Inc. has existed for many years. The roles and responsibilities described above have been mapped out clearly in our own local agreements prior to this, and they are reviewed and updated frequently to ensure a common understanding and pursuit of shared goals.

As previously indicated, under *Administration of the FHREB*, FHREB staff are administratively attached to the City of Greenfield and paid through the Fiscal Agent (Franklin Hampshire Employment and Training Consortium) set up by the CEOs to disburse public workforce development funding. However, the FHREB has its own Personnel Policy, and hiring/firing/supervision/evaluation of all FHREB staff happens through Officers of the Franklin Hampshire Regional Employment Board.

WIOA and related workforce funds as may be required by the FHREB for its own staff and internal operations are disbursed through the FHETC subject only to FHREB authority as to receipt and disbursement. The FHREB may and does use the FHETC as financial agent for other grants, contracts, donations and receipts as it deems appropriate.

**VI. Liability**

The responsibility for liability for performance of the functions of the FHREB and the CEOs under this agreement including payment of any disallowed costs shall be equally shared by the City of Greenfield and the City of Northampton.

**VII. Amendments to this Agreement**

The LWDB/CEO Agreement must cover the new two-year Workforce Development Board certification period. In order to remain a valid document, the Agreement must be modified if any of the following conditions change:

- There is a new Chief Elected Official
- There has been a change in the entity named to assist in the administration of the grant funds, to act as the local grant sub-recipient, or local fiscal agent
- The term of the document has expired or has not been properly modified

Amendments to this agreement may be proposed at any time by a signatory or signatories and incorporated with the agreement of the two CEO Representatives and the majority of the FHREB Executive Committee.

**Changes or modifications to the Agreement must be submitted to:**

The Department of Career Services, Charles F. Hurley Building, 19 Staniford Street, 1st floor, Boston, MA 02114 to the attention of Lisa Caissie at [Lisa.J.Caissie@MassMail.State.MA.US](mailto:Lisa.J.Caissie@MassMail.State.MA.US).

**SIGNATURES**

*Franklin Hampshire Regional Employment Board*

*Chief Elected Officials*

  
 \_\_\_\_\_  
 William Sharp, Chair  
 Franklin Hampshire Regional Employment Board

Date: 3/27/2017

  
 \_\_\_\_\_  
 William F. Martin, Mayor  
 City of Greenfield

Date: 3/27/17

  
 \_\_\_\_\_  
 David J. Narkewicz, Mayor  
 City of Northampton

Date: 3/27/2017

## APPENDIX A

### EVALUATING AND RE-CERTIFYING THE FRANKLIN HAMPSHIRE ONE STOP CAREER CENTER OPERATOR

- I. The Franklin Hampshire Regional Employment Board has charged its Career Center Performance Oversight Committee (the POC, formerly called the Planning and Evaluation Committee) with the task of monitoring and evaluating Career Center performance on an on-going basis throughout the year. With an eye towards continuous improvement, the POC reviews a variety of updates and reports at each of its 3-5 meetings annually and has the opportunity to hear from and question the Career Center Director and other staff on progress toward goals. Summary information is shared with the FHREB, as well as OSCC plans for responding to POC concerns.

With regard to WIOA Youth and other youth services, the Youth Career Connections Council (YCCC) contributes to overseeing and monitoring progress.

The FHREB Director participates regularly in Career Center Management Meetings and staff meetings, keeping up-to-date on Career Center activities and issues throughout the course of the year.

- II. In a meeting on November 1<sup>st</sup>, 2007, the POC directed the FHREB Executive Director to systematize this process of monitoring and evaluation by identifying the key tools to be used to track and measure progress; an annual calendar for utilizing those tools to give the POC and FHREB an on-going picture of Career Center performance; and a process for responding.

(↓ continued on next page below)

III. Sample tools used to review OSCC performance are as follows:

TOOL	WHEN	HOW	COMMENTS
FH Performance Scorecard	Quarterly	Created by Operations Manager and shared with staff, POC, REB, Mayors and community partners.	Useful tool for internally tracking performance on a quarterly basis and giving staff and board a shared view on how we're progressing toward goals.
Performance Snapshot/DASHBOARD	Quarterly/Annually	Created by FHREB as a one-page summary of service numbers, resource investments, special initiatives to give Legislators and Board members quick snapshot of annual accomplishments	Also provides a quick way of comparing current year's performance with prior years, and flagging significant differences.
MA DCS Career Center Performance Summaries	Quarterly	Issued by state approx. two months after end of quarter and shared with POC. Lagging Performance numbers identified and staff requested to develop and report on corrective action to address.	Opportunity for POC to compare performance with other regions across the state
Annual WIA Business Plan Programmatic Goals	Mid-Year Progress Report and End-of-Year Report	Career Center Director and REB Director report to Board.	Keeps annual business plan programmatic goals front and center, to ensure follow-through on new initiatives, partnerships, linkages and projected activities.
Employer Satisfaction Survey	At least once a year.	Results shared with POC and response to suggestions developed.	Also an opportunity to elicit employer/user interest in serving as REB member.
Job Seeker Satisfaction Survey	2 times per year	Results shared with POC and response to suggestions developed.	Results of this and above also shared with staff and management, and their suggestions for improvements solicited.

IV. An annual calendar (approximate) of performance monitoring activities by the POC, REB and Youth Council is as follows:

MONTH	MEETINGS and TOPICS PRESENTED
October	<b>Full REB Meeting</b> Prior year dashboard/scorecard Prior year state performance summaries Prior year accomplishments in relation to Strategic Plan Goals for new year reviewed
November	<b>Performance Oversight Committee</b> Quarter I FY Performance Scorecard Review of Prior Year Training Investments Review/response to Annual Employer Satisfaction Survey <b>Youth Career Connections Council</b> Prior Year WIOA Youth Performance WIOA Summer Component Tallies
December	<b>REB Bi-Annual Legislative Breakfast</b> Annual Performance Snapshot Prior Year Accomplishments in relation to Strategic Plan
January	<b>Performance Oversight Committee</b> Quarter II FY Performance Scorecard Prior Year Training Outcomes/Vendor Performance reviewed Corrective Action Plan in response to any Prior Year Failed Performance Measures <b>Youth Career Connections Council</b> Mid-Year WIOA Youth Progress Report
February	<b>Full REB Meeting</b> Job Seeker Satisfaction Surveys reviewed and followed up on
March	<b>Performance Oversight Committee</b> Mid-Year Statewide Performance Summaries Review of Entered Employments/Wage Levels
April	<b>Full REB</b> Quarter III FY Performance Scorecard
May	<b>Performance Oversight Committee</b> Draft of new WIOA Business Plan reviewed
June	<b>Full REB Annual Meeting</b> Results of State Monitoring and Systems Certification New/Draft WIOA Business Plan reviewed/approved by REB
July/August	<b>Performance Oversight Committee</b> Quarter IV FY Performance Scorecard Prior Year Training Investments <b>Youth Career Connections Council</b> Annual “YouthSpeak” to solicit feedback from youth in programs, in partner programs and from general community

- V. The FHREB Director follows up on all Committee requests for action as a result of these reviews, working with the OSCC Management Team and staff to respond to concerns and suggestions as directed. Follow-up reports are provided to the relevant committees and progress shared. The POC, Youth Council and FHREB look in particular for the answers to the following questions:
- Regardless of resource levels, is the Career Center finding ways to improve its services in some way each year? While decreased resources may mean fewer staff in some years, for example, what is the Career Center doing to improve the quality of services that can still be offered to job seekers?
  - Since only a small portion of the businesses who could be posting jobs with us do so, what new strategies or techniques does the Career Center incorporate to increase utilization of services by business?
  - What is the Career Center doing not just to meet performance measures, but to exceed them?
- VI. Under WIOA, the FHREB must certify the Career Center according to statewide standards every two years, according to a process being developed at the state level. As part of that process, the POC plans to prepare a summary of its OSCC evaluation process and conclusions and, assuming findings are positive, submit a recommendation to the full Board to re-certify the current One Stop Operator.
- VII. A majority of a quorum of the full Board will vote on the recommendation.

## **POTENTIAL SANCTIONS FOR POOR PERFORMANCE OR OTHER FAILURES TO CARRY OUT REQUIRED ROLES AND RESPONSIBILITIES**

It is the intent of the parties that problems be avoided, corrected, and resolved by mutual cooperation if that is feasible. Both the FHREB and Career Center are committed to the continuous quality improvement of services provided to employer and job seeker customers. Identifying and resolving performance problems and customer dissatisfaction is central to continuous quality improvement.

The Career Center informs the FHREB Director in writing as soon as possible whenever it appears that a problem or event may occur, or be occurring, that could undermine the successful implementation or operation of the Franklin Hampshire career centers. In those instances when performance and customer problems are identified and remain unresolved, the FHREB Director and Career Center develop a plan to resolve the problems, inform the FHREB

of plans, and take the steps necessary to resolve the problems identified. If the FHREB believes that problems have not been resolved within a reasonable period of time, the FHREB shall provide a written notice identifying the problems and requesting resolution within a specified period of time.

In the event that the Career Center should not be responsive to this request, the FHREB will inform the Chief Elected Officials that the designated lead provider of One Stop services appears to be in default with regard to carrying out its roles and responsibilities, and formal action leading to declaring them in default is pending.

The term "default" as used in this document means not carrying out roles and responsibilities within a reasonable period of time and within the constraints and resources provided by other parties and by state and federal sources.

Each of the following events, unless remedied within an applicable grace period set forth below or otherwise resolved shall constitute a default:

- Generally, a default by the Career Center will occur when there is a breach or failure in the performance of any material term, provision, obligation, or condition of Career Center services, and when such default, breach, or failure continues in effect, or remains uncorrected beyond any applicable notice or grace period provided for.
- Breach of Representation or Warranty: A default shall occur if any material representation or warranty made by the Career Center herein or in the business plan or in any other instrument or document relating to the Career Center shall at any time be materially false or misleading.
- Fraud: A default shall occur if the Career Center, its constituent partners and agents, is misusing Career Center funds, deliberately or knowingly charging customers for core services, or otherwise defrauding the FHREB or the Town of Greenfield as grant recipient.

A grace period is the period of time following a default during which FHCC has the opportunity to correct the default. There shall be a ninety (90) day grace period for any other default following written notice to the Career Center from the FHREB. If any such default remains uncorrected upon the expiration of the ninety (90) day grace period, the FHREB shall be entitled to exercise any or all remedies as described below. There is no grace period for default involving breach of representation or warranty or fraud.

- Upon the occurrence of default and the expiration of any applicable grace period, the FHREB shall be entitled, following a majority vote of the full Board, to inform the Chief Elected Officials that the designated lead provider of One Stop services is in default with

regard to carrying out its roles and responsibilities, and formal action leading to declaring them in default is proceeding.

- The FHREB shall then be entitled to deliver written notice of termination to the Career Center Service Provider and its constituent partner agencies. Upon the delivery of such written notice, the Career Center shall have no further rights with respect to the implementation or operation of Franklin Hampshire Career Centers. In cases of breach of representation or warranty and fraud, the FHREB may take immediate action to seek changes in performance and administration of the Career Centers.
- A copy of the termination notice shall be delivered to the EOLWD, the Town of Greenfield and the City of Northampton so that they may take such action as they deem appropriate. The Commonwealth of Massachusetts may at that time terminate contracts with the Career Center, and the process of procuring and certifying a new One Stop Operator will proceed.



# ATTACHMENT G

## Financial Forms Modification Authorization Form

*Authorization to Sign Financial Forms*

**Fiscal Year 2018 Local Annual Operating Plan  
Integrated Budget for Title I, Wagner-Peyser and  
Associated Programs Funded through DCS**

**FRANKLIN HAMPSHIRE**

Name of Workforce Development Board

It is agreed by all parties having signed below that the DCS financial forms, as listed, may be amended or modified as necessary by the person(s) named. This authority shall be granted for the duration of the fiscal year, effective through June 30, 2018.

**Typed Name: William F. Martin**



Mayor, City of Greenfield  
Chief Elected Official

9-28-17

Date

**Typed Name: David J. Narkewicz**



Mayor, City of Northampton  
Chief Elected Official

9/20/17

Date

**Typed Name: William Sharp**

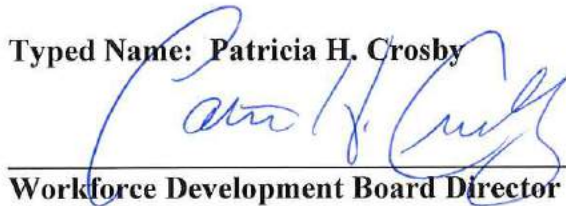


Workforce Development Board Chair

9/27/17

Date

**Typed Name: Patricia H. Crosby**



Workforce Development Board Director

9/27/17

Date

**Typed Name: Teri Anderson**



Title I Fiscal Agent

9/27/17

Date

# ATTACHMENT G

## Financial Forms Modification Authorization Form

*Authorization to Sign Financial Forms*

### 1. Authority to Sign INTEGRATED BUDGET MODIFICATIONS Granted to:

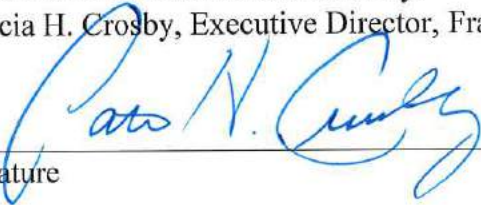
Typed Name of Individual and Entity:

Teri Anderson, Executive Director, Franklin Hampshire Employment and Training Consortium

  
Signature \_\_\_\_\_ Date 9/27/17

Typed Name of Individual and Entity:

Patricia H. Crosby, Executive Director, Franklin Hampshire Regional Employment Board

  
Signature \_\_\_\_\_ Date 9/27/17

### 2. Authority to Sign CONTRACT MODIFICATIONS Granted to:

Typed Name of Individual and Entity:

Teri Anderson, Executive Director, Franklin Hampshire Employment and Training Consortium

  
Signature \_\_\_\_\_ Date 9/27/17

Date

### 3. Authority to Sign FISCAL STATUS REPORTS (FSR) Granted to:

Typed Name of Individual and Entity:

Teri Anderson, Executive Director, Franklin Hampshire Employment and Training Consortium

  
Signature \_\_\_\_\_ Date 9/27/17



FY 2018 ANNUAL INTEGRATED BUDGET

WFB Name:	FRANKLIN HAMPSHIRE						Prepared by:	Davis Hawkowl					Date Submitted:	9/28/2017	Date Approved:		
Program / Phase Number	CommCorp	DESE	DESE	USDOL	DCS	SSA	DTA	DTA	WIOA	GCC	HREB	HREB	HREB	Trade	Trade	CNAM	
Program / Phase Description	YW-Su 17	ConnAct	ABE CP	SJB-CPY	SP-NEG	TTW	CIES	WIOA	MCB	Navigator	LEAP	EOHED	Reg Plan	FY17	FY18	Healthcare	TOTAL
Phase Number																	
<b>AVAILABLE FUNDING</b>	\$59,626	\$130,343	\$122,076	\$1,471,629	\$130,669	\$20,000	\$97,131	\$36,517	\$4,188	\$750	\$1,717	\$84,150	\$7,500	\$21,211	\$24,013	\$3,506	\$2,215,026
New Funding	\$0	\$130,343	\$122,076	\$0	\$0	\$20,000	\$0	\$0	\$4,188	\$0	\$0	\$84,150	\$7,500	\$0	\$24,013	\$650	\$392,920
Carry-in Funding (FY17 to FY18)	\$59,626	\$0	\$0	\$1,471,629	\$130,669	\$0	\$97,131	\$36,517	\$0	\$750	\$1,717	\$0	\$0	\$21,211	\$0	\$2,856	\$1,822,106
<b>STATE-PAID- RETAINED FTEs:</b>	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
PERSONNEL	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$2,130	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$2,130
FRINGE BENEFITS	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,050	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,050
PREMISES LEASE (see attachment)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
TELEPHONES (see attachment)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
MOSES FEE (see attachment)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
INFORMATION TECHNOLOGY (IT/CITRIX)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$2	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$2
TRAVEL	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$18	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$18
NON-PERSONNEL SERVICES - OTHER	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>SUBTOTAL-STATE-PD RETAINED EXP</b>	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$3,200	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$3,200
<b>CAREER CENTER/FISCAL AGENT FTEs:</b>	0.0	0.2	0.1	0.4	0.6	0.2	1.2	0.4	0.0	0.0	0.0	0.1	0.0	0.3	0.4	0.0	3.9
PERSONNEL	\$998	\$9,821	\$8,356	\$18,899	\$26,494	\$11,441	\$62,137	\$21,590	\$2,769	\$147	\$158	\$5,704	\$415	\$15,035	\$18,000	\$308	\$202,272
FRINGE	\$241	\$0	\$2,010	\$0	\$0	\$2,778	\$15,731	\$5,082	\$302	\$39	\$231	\$0	\$0	\$3,414	\$6,013	\$0	\$35,841
PREMISES LEASE	\$176	\$8,946	\$1,186	\$13,147	\$10,041	\$3,487	\$14,488	\$4,133	\$550	\$162	\$704	\$4,703	\$295	\$1,070	\$0	\$57	\$63,145
MOSES FEE (see attachment)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
INFORMATION TECHNOLOGY (IT/DATA LINES)	\$30	\$1,184	\$238	\$1,843	\$1,426	\$816	\$1,694	\$904	\$112	\$94	\$141	\$644	\$41	\$636	\$0	\$67	\$9,870
NON PERSONNEL SERVICES - OTHER	\$58,181	\$1,223	\$110,286	\$0	\$6,460	\$1,478	\$3,081	\$1,608	\$455	\$308	\$483	\$0	\$37	\$1,056	\$0	\$102	\$184,758
INDIRECT / DeMinimus	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
SUPPORT SERVICES	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
TRAINING (30% allocation minimum)																	
Occupational Skills Training (ITA)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
All other training	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Sub-Total TRAINING	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>SUBTOTAL-CC FA EXP (locally paid)</b>	\$59,626	\$21,174	\$122,076	\$33,889	\$44,421	\$20,000	\$97,131	\$33,317	\$4,188	\$750	\$1,717	\$11,051	\$788	\$21,211	\$24,013	\$534	\$495,886
<b>WFB/FISCAL AGENT FTEs:</b>	0.0	1.1	0.0	1.7	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.1	4.2
PERSONNEL	\$0	\$49,909	\$0	\$90,532	\$46,543	\$0	\$0	\$0	\$0	\$0	\$0	\$26,992	\$1,513	\$0	\$0	\$2,577	\$218,066
FRINGE	\$0	\$13,371	\$0	\$25,106	\$16,579	\$0	\$0	\$0	\$0	\$0	\$0	\$7,303	\$434	\$0	\$0	\$89	\$62,882
PREMISES LEASE	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
MOSES FEE (see attachment)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
INFORMATION TECHNOLOGY (IT/DATA LINES)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
NON PERSONNEL SERVICES - OTHER	\$0	\$45,889	\$0	\$1,322,102	\$5,426	\$0	\$0	\$0	\$0	\$0	\$0	\$3,504	\$4,765	\$0	\$0	\$306	\$1,381,992
INDIRECT / DeMinimus	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
SUPPORT SERVICES	\$0	\$0	\$0	\$0	\$200	\$0	\$0	\$0	\$0	\$0	\$0	\$300	\$0	\$0	\$0	\$0	\$500
TRAINING (30% allocation minimum)																	
Occupational Skills Training (ITA)	\$0	\$0	\$0	\$0	\$17,500	\$0	\$0	\$0	\$0	\$0	\$0	\$35,000	\$0	\$0	\$0	\$0	\$52,500
All other training	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Sub-Total TRAINING	\$0	\$0	\$0	\$0	\$17,500	\$0	\$0	\$0	\$0	\$0	\$0	\$35,000	\$0	\$0	\$0	\$0	\$52,500
<b>WFB EXPENSES (NON-ADD) TOTAL</b>	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>SUBTOTAL-WFB FA EXP (locally paid)</b>	\$0	\$109,169	\$0	\$1,437,740	\$86,248	\$0	\$0	\$0	\$0	\$0	\$0	\$73,099	\$6,712	\$0	\$0	\$2,972	\$1,715,940
<b>RETAINED AMOUNT</b>	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$3,200	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$3,200
<b>SUBTOTAL-CC FA EXP (locally paid)</b>	\$59,626	\$21,174	\$122,076	\$33,889	\$44,421	\$20,000	\$97,131	\$33,317	\$4,188	\$750	\$1,717	\$11,051	\$788	\$21,211	\$24,013	\$534	\$495,886
<b>SUBTOTAL-WFB FA EXP (locally paid)</b>	\$0	\$109,169	\$0	\$1,437,740	\$86,248	\$0	\$0	\$0	\$0	\$0	\$0	\$73,099	\$6,712	\$0	\$0	\$2,972	\$1,715,940
<b>TOTAL ALL EXPENSES (State+Contr)</b>	\$59,626	\$130,343	\$122,076	\$1,471,629	\$130,669	\$20,000	\$97,131	\$36,517	\$4,188	\$750	\$1,717	\$84,150	\$7,500	\$21,211	\$24,013	\$3,506	\$2,215,026
<b>CONTRACT AMOUNT *</b>	\$59,626	\$130,343	\$122,076	\$1,471,629	\$130,669	\$20,000	\$97,131	\$33,317	\$4,188	\$750	\$1,717	\$84,150	\$7,500	\$21,211	\$24,013	\$3,506	\$2,211,826
<b>Unallocated Balance</b>	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

\* Contract amount row is only for use with funds emanating from DCS

WFB Name: FRANKLIN HAMPSHIRE		Budget Narrative Summary explanation for line item amounts	BASIS FOR ALLOCATING COSTS
Line Item	Amount	Please give a brief description of what you have included in each line item	Please see notes on CAP and Resource Sharing below this table
<b>AVAILABLE FUNDING</b>	<b>\$5,036,439</b>		
<b>New Funding</b>	<b>\$2,544,764</b>		
<b>Carry-in Funding (FY17 to FY18)</b>	<b>\$2,491,675</b>		
<b>STATE-PAID- RETAINED FTEs:</b>	<b>4.0</b>		
<b>PERSONNEL</b>	<b>\$279,960</b>		
<b>FRINGE BENEFITS</b>	<b>\$146,237</b>		
<b>PREMISES LEASE (see attachment)</b>	<b>\$0</b>		
<b>TELEPHONES (see attachment)</b>	<b>\$0</b>		
<b>MOSES FEE (see attachment)</b>	<b>\$0</b>	Per DCS MOSES fees waived for FY18	direct cost by person, using resource sharing to aggregate costs above the line
<b>INFORMATION TECHNOLOGY (IT/CITRIX)</b>	<b>\$5,644</b>		direct cost by person, using resource sharing to aggregate costs above the line
<b>TRAVEL</b>	<b>\$822</b>		
<b>NON-PERSONNEL SERVICES - OTHER</b>	<b>\$8,160</b>		
<b>SUBTOTAL-STATE-PD RETAINED EXP</b>	<b>\$437,625</b>		
<b>CAREER CENTER/FISCAL AGENT FTEs:</b>	<b>18.4</b>		
<b>PERSONNEL</b>	<b>\$953,042</b>	wages	Either direct costs, or pooled costs. Resource sharing for local personnel costs related to state staff services
<b>FRINGE</b>	<b>\$220,067</b>	Health, LT Disability, workers comp, unemployment payments, payroll taxes	Either direct costs, fair share amount, or pooled costs based on cost allocation plan.
<b>PREMISES LEASE</b>	<b>\$265,326</b>	Rent, utilities, security, water, secure document destruction	directly attributable square footage, airspace allocated based on FTE
<b>MOSES FEE (see attachment)</b>	<b>\$2,416</b>	Per DCS MOSES fees waived for FY18	direct cost by person, using resource sharing to aggregate costs above the line
<b>INFORMATION TECHNOLOGY (IT/DATA LINES)</b>	<b>\$239,326</b>	non-personnel costs of local IT infrastructure except equipment	fair share amount based on FTE
<b>NON PERSONNEL SERVICES - OTHER</b>	<b>\$953,829</b>	supplies, postage, copiers, communications, equipment, equipment leases, insurance, dues and memberships, staff training, travel, contractors, subrecipient contracts	Either direct costs, fair share amount, or pooled costs based on cost allocation plan.
<b>INDIRECT / DeMinimus</b>	<b>\$0</b>		municipal entity using cost allocation method permitted by COFAR instead of indirect rate
<b>SUPPORT SERVICES</b>	<b>\$2,000</b>	supportive services	directly incurred
<b>TRAINING (30% allocation minimum)</b>			
Occupational Skills Training (ITA)	\$131,787		directly incurred
All other training	\$0		directly incurred
<b>Sub-Total TRAINING</b>	<b>\$131,787</b>	Training goal set at 20% per request approved by DCS	Training goal set at 20% per request approved by DCS
<b>SUBTOTAL-CC FA EXP (locally paid)</b>	<b>\$2,777,663</b>		
<b>WFB/FISCAL AGENT FTEs:</b>	<b>5.1</b>	FHETC is the fiscal agent for the REB	
<b>PERSONNEL</b>	<b>\$292,300</b>	wages	Either direct costs, fair share amount, or pooled costs based on cost allocation plan.
<b>FRINGE</b>	<b>\$79,985</b>	Health, LT Disability, workers comp, unemployment payments, payroll taxes	Either direct costs, fair share amount, or pooled costs based on cost allocation plan.
<b>PREMISES LEASE</b>	<b>\$0</b>	Rent, utilities, security, water, secure document destruction	cost incurred by fiscal agent
<b>MOSES FEE (see attachment)</b>	<b>\$0</b>	Per DCS MOSES fees waived for FY18	direct cost by person, using resource sharing to aggregate costs above the line
<b>INFORMATION TECHNOLOGY (IT/DATA LINES)</b>	<b>\$0</b>	non-personnel costs of local IT infrastructure except equipment	fair share amount based on FTE
<b>NON PERSONNEL SERVICES - OTHER</b>	<b>\$1,395,866</b>	supplies, postage, copiers, communications, equipment, equipment leases, insurance, dues and memberships, staff training, travel, contractors, subrecipient contracts	Either direct costs, fair share amount, or pooled costs based on cost allocation plan.
<b>INDIRECT / DeMinimus</b>	<b>\$0</b>		N/A
<b>SUPPORT SERVICES</b>	<b>\$500</b>		directly incurred
<b>TRAINING (30% allocation minimum)</b>			
Occupational Skills Training (ITA)	\$52,500		directly incurred
All other training	\$0		
<b>Sub-Total TRAINING</b>	<b>\$52,500</b>		
<b>WFB EXPENSES (NON-ADD) TOTAL</b>	<b>\$0</b>		
<b>SUBTOTAL-WFB FA EXP (locally paid)</b>	<b>\$1,821,151</b>		

**RESOURCE SHARING:**

MOSES and Citrix costs are shifted and aggregated on the WP 90% funding by swapping with an equal amount of below-the-line wages related to IT, fiscal administration, customer service and performance supervision.

All co-located state staff receive charges for local wages related to IT, fiscal administration, customer service, and performance supervision. We use resource sharing to exchange these costs with an equal amount of premises costs from aligned funding streams. Specifically:

- Other State staff is swapped with One-Stop Career Center expenses
- UI Hearings is swapped with WIOA Dislocated Worker expenses
- UI Other (Audit team) is swapped with WIOA Dislocated Worker expenses
- DVOP is swapped with WIOA Disadvantaged Adult expenses
- Rapid Response is swapped with WIOA Dislocated Worker expenses
- Wagner-Pizer 90% is swapped with WIOA Dislocated Worker expenses

We use the following pools to allocated costs on a monthly basis using the indicated performance metrics:

Pool Name
Assessment Counselor
Business Team
Customer Support
Workshop Leader
Director of Programs
Director of Youth Programs
Disability Services
Executive Director
Office and IT Services Pool
Allocate Direct Admin
Allocate Pooled Admin
REB WIOA

Method
Performance: weighted active Adult, DW
Performance: Biz Team Managed WIOA Adult and DW
Performance: Active Adult, DW, RESEA, UI, MSMI customers
Performance: Active WIOA Adult, DW customers
Performance: Active Adult, DW, DTA WIOA
Performance: Active Youth I/S, Youth O/S, non-work experience
Performance: Active TTW, Active SSI, Active other
FHETC funding areas by FTE
FTE - All Career Center funding streams including co-located partners
FTE grant admin hours directly charged
FTE - All FHCC
Performance: # Customers Adult, DW, Youth

**ATTACHMENT I**  
**PROGRAM SUMMARY CHARTS**  
**FISCAL YEAR 2018**  
**CHART S -- SUBMITTAL HISTORY**

**WORKFORCE DEVELOPMENT AREA**

FRANKLIN HAMPSHIRE

**CONTACT NAME/PHONE:**

Patricia H. Crosby/(413) 773-1835

Submittal Sequence	Date	Modification To	Yes/No
First Submittal Annual Business Plan	9/29/2017	Chart 1: Wagner-Peyser	N
		Chart 2: WIOA Adult	N
		Chart 3: WIOA Dislocated Worker	N
		Chart 4: WIOA Youth	N
Second Submittal		Chart 1: Wagner-Peyser	
		Chart 2: WIOA Adult	
		Chart 3: WIOA Dislocated Worker	
		Chart 4: WIOA Youth	
Third Submittal		Chart 1: Wagner-Peyser	
		Chart 2: WIOA Adult	
		Chart 3: WIOA Dislocated Worker	
		Chart 4: WIOA Youth	
Fourth Submittal		Chart 1: Wagner-Peyser	
		Chart 2: WIOA Adult	
		Chart 3: WIOA Dislocated Worker	
		Chart 4: WIOA Youth	
Fifth Submittal		Chart 1: Wagner-Peyser	
		Chart 2: WIOA Adult	
		Chart 3: WIOA Dislocated Worker	
		Chart 4: WIOA Youth	

Note: The entire Attachment I, Charts S and 1-4 must be submitted each time a modification is made.  
 Enter date (cell is formatted) and Y or N next to each Chart to identify Chart(s) with changes.

Please email the entire workbook to Lisa Caissie at [lisa.j.caissie@state.ma.us](mailto:lisa.j.caissie@state.ma.us) .

Date Submitted or Resubmitted: September 29, 2017

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

**CHART 1**

**FY2018 LABOR EXCHANGE PROGRAM SUMMARY**

FRANKLIN HAMPSHIRE

**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 FY2015</b>	<b>July-June FY2016</b>	<b>July-April FY2017</b>	<b>Planned FY2018</b>
<b>A. Job Seekers Services</b>				
1. Total Job Seekers Served	5,479	5,058	3,762	3,229
a. Total Job Seekers Unemployed	5,119	4,676	3,508	3,003
b. Persons with Disabilities	357	386	293	249
c. UI Claimants Served	3,202	3,087	2,477	2,050
d. Veterans Served	413	373	271	260
<b>B. Employer Services</b>				
1. Total Employers Served (= 1.a + 1.b)			<b>661</b>	<b>650</b>
a. New to Career Center			379	150
b. Repeat			282	500
2. Employers Listing Job Orders			389	450
3. Employers Receiving Job Seeker Referrals			242	200

Column Instructions:

Column B - Enter data from the Year-to-Date Column of the Workforce Area level June 2015 OSCCAR.

Column C - Enter data from the Year-to-Date Column of the Workforce Area level June 2016 OSCCAR.

Column D - Enter data from the Year-to-Date Column of the Workforce Area level April 2017 OSCCAR.

Column E - Enter planned numbers for the July-June period of FY 2018.

Notes:

**"New"** means that the employer has never received services from the Career Center. An employer that is new in a given month will appear in the monthly and the cumulative "new" counts on OSCCAR for the remaining months of the fiscal year.

**"Repeat"** means that the employer has returned to the Career Center for service after having received services in a prior fiscal year. At no time will a repeat employer be counted as new.

Entered employment information will be reported from the Quarterly Labor Exchange Performance Reports *based on wage record matching* rather than from the OSCCAR information based on local data entry.



# ATTACHMENT I

Date Submitted or Resubmitted: September 29, 2017

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

## CHART 2

### FY2018 WIOA TITLE I PROGRAM SUMMARY FOR ADULTS

FRANKLIN HAMPSHIRE

Workforce Board Name

A	B	C	D
	Formula Carry-in from FY2017	Formula New in FY2018	FY2018 TOTAL
1. Participants	9	31	<b>40</b>
2. Program Exiters (= 2.a + 2.b)	8	14	<b>22</b>
a. Enter Employment			18
i. Average Hourly Wage at Placement			\$13.50
b. Other Exit Reasons			<b>4</b>
3. Carry-Out to FY2019 (= 1 - 2)			<b>18</b>
4. Entered Employment Rate at Exit (= 2.a / 2)			<b>82%</b>
5. Total Participants in Training Activities (single count*)	8	15	<b>23</b>
a. Basic Education / Literacy Skills	0	0	<b>0</b>
b. ESOL (ESL)	0	0	<b>0</b>
c. Occupational Skills Training (all including ITA)	7	13	<b>20</b>
i. Occupational Skills Training (Customized)	0	0	<b>0</b>
ii. Occupational Skills Training (Group Contracts)	0	0	<b>0</b>
d. On-the-Job Training (OJT)	1	2	<b>3</b>
6. Training Participants Obtaining Certificate/Credential	5	9	<b>14</b>
7. Support Services	7	32	<b>39</b>
a. Needs Based Payments	0	0	<b>0</b>

\* 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 FY17 participants that will carry-in to WIOA Title I Adults FY18  
 Column C: Enter estimates of newly enrolled participants to be served in WIOA Title I Adults in FY2018  
 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.**

**ATTACHMENT I**

Date Submitted or Resubmitted: September 29, 2017

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

**CHART 3**

**FY2018 WIOA TITLE I PROGRAM SUMMARY FOR  
DISLOCATED WORKERS**

FRANKLIN HAMPSHIRE

Workforce Board Name

A	B	C	D
DISLOCATED WORKER PROGRAM	Formula Carry-in from FY2017	Formula New in FY2018	FY2018 TOTAL
1. Participants	47	43	<b>90</b>
2. Program Exiters (= 2.a + 2.b)	27	24	<b>51</b>
a. Enter Employment			44
i. Average Hourly Wage at Placement			\$16.00
b. Other Exit Reasons			<b>7</b>
3. Carry-Out to FY2019 (= 1 - 2)			<b>39</b>
4. Entered Employment Rate at Exit (= 2.a / 2)			<b>86%</b>
5. Total Participants in Training Activities (single count*)	36	25	<b>61</b>
a. Basic Education / Literacy Skills	0	0	<b>0</b>
b. ESOL (ESL)	0	0	<b>0</b>
c. Occupational Skills Training (all including ITA)	35	22	<b>57</b>
i. Occupational Skills Training (Customized)	0	0	<b>0</b>
ii. Occupational Skills Training (Group Contracts)	0	0	<b>0</b>
d. On-the-Job Training (OJT)	1	3	<b>4</b>
6. Training Participants Obtaining Certificate/Credential	25	15	<b>40</b>
7. Support Services	40	35	<b>75</b>
a. Needs Based Payments	0	0	<b>0</b>

\* 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 FY17 DW participants that will carry-in to WIOA Title I DW FY2018  
 Column C: Enter estimates of newly enrolled participants to be served in WIOA Title I DW in FY2018  
 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.**

**ATTACHMENT I**

Date Submitted or Resubmitted: September 29, 2017      Modification # if not new: \_\_\_\_\_

**CHART 4**

**FY2018 WIOA TITLE I PROGRAM SUMMARY FOR YOUTH**

FRANKLIN HAMPSHIRE

**Workforce Board Name**

A	B	C	D
YOUTH PROGRAM	In School Youth	Out of School Youth	FY2018 TOTAL
<b>1. Participants (= 1.a + 1.b)</b>	<b>13</b>	<b>50</b>	<b>63</b>
a. New Enrollments during FY2018	11	19	<b>30</b>
b. Carry-Overs from FY2017	2	31	<b>33</b>
c. Youth Age 14 - 15	0	0	<b>0</b>
d. Youth Age 16 - 18	11	24	<b>35</b>
e. Youth Age 19 - 21	2	17	<b>19</b>
f. Youth Age 22 - 24	0	9	<b>9</b>
<b>2. Program Exiters (= 2.a+2.b+2.c)</b>	<b>6</b>	<b>25</b>	<b>31</b>
a. Enter Employment	2	12	<b>14</b>
b. Enter Post-Secondary Education or Training	2	7	<b>9</b>
c. Other Exit Reasons	2	6	<b>8</b>
<b>3. Carry-Out to FY2019 (formula = 1 - 2)</b>	<b>7</b>	<b>25</b>	<b>32</b>
<b>4. Employment or Education Rate (= (2.a + 2.b) / (2))</b>	<b>67%</b>	<b>76%</b>	<b>74%</b>
<b>5. Enrollments by Fourteen Program Elements</b>			
a. Tutoring and Dropout Prevention	7	0	<b>7</b>
b. Alternative Secondary School, HiSET Prep, ESOL	6	10	<b>16</b>
c. Work Experience, Internships, OJT, Summer Empl Op	6	20	<b>26</b>
d. Occupational Skills Training	1	10	<b>11</b>
e. Leadership Development Opportunities	9	21	<b>30</b>
f. Adult Mentoring	1	2	<b>3</b>
g. Comprehensive Guidance and Counseling	13	50	<b>63</b>
h. Education Concurrently w/ Workforce Prep	1	20	<b>21</b>
i. Entrepreneurial Skills Training	0	4	<b>4</b>
j. Financial Literacy Education	13	50	<b>63</b>
k. Post Sec Education/Training Transition Activities	13	50	<b>63</b>
l. Labor Market/Employment Information Services	13	50	<b>63</b>
m. Supportive Services	7	30	<b>37</b>
n. Follow-up Services	6	25	<b>31</b>
6. Attained Degree/Diploma/HiSET/Certificate	5	13	<b>18</b>
<b>7. Attained Degree/Diploma/HiSET/Certificate Rate(= 6/2)</b>	<b>83%</b>	<b>52%</b>	<b>58%</b>

Note: All cells shown in **bold blue** font contain formulas that will calculate automatically.

**Do not type in bold blue cells!**

Additional calculations:

Out-of-School Percentage of Total Participants      **79%**