

Workforce Innovation and Opportunity Act
Franklin Hampshire Regional Employment Board,
Franklin Hampshire Employment & Training Consortium
and WIOA Partners

Umbrella Memorandum of Understanding (MOU)

July 1st, 2018 to June 30th, 2021

I. PURPOSE

This Memorandum of Understanding (MOU) updates the agreement developed and executed between the Franklin Hampshire Regional Employment Board (FHREB), with agreement of Mayor William Martin and Mayor David Narkewicz, Chief Elected Officials, Franklin Hampshire Employment and Training Consortium, and required Franklin Hampshire Workforce Partners, relating to the operation of the one-stop delivery of service in the local workforce area.

The FHREB has and will continue to act as the convener of MOU negotiations and together with the Franklin Hampshire Employment and Training Consortium and required WIOA Partners will continue to shape how local One-Stop Career Center Services are delivered.

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

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

II. OSCC REQUIRED PARTNERS

In accordance with WIOA Section 121(c), this Local Memorandum of Understanding has been developed and executed with agreement of the Chief Elected Officials of the Franklin Hampshire Workforce Development Region, the FHREB, Franklin Hampshire Employment and Training Consortium, and the Workforce Innovation and Opportunity Act (WIOA) OSCC Required Partners as defined by WIOA in WIOA Regulations 20 CFR Part 678.400 as mandatory Partners in the One-Stop Career Centers include:

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

3. **The Youth Program** (Title I), as part of DCS/EOLWD; represented by Teri Anderson, Executive Director, Franklin Hampshire Employment and Training Consortium.
4. **The Adult Education and Family Literacy Act Program** (Title II), as part of Adult and Community Learning Services (ACLS), Department of Elementary and Secondary Education (DESE) Executive Office of Education (EOE): represented by Judith Roberts, Executive Director of the Literacy Project, Laurie Millman, Executive Director of the Center for New Americans; Caroline Gear, Executive Director of the International Language Institute; Andree Duval, Education Coordinator at the Franklin County House of Correction, and Yvonne Gittelson, Director of Education at the Hampshire County House of Correction.
5. **The Wagner-Peyser Act Program** (Wagner-Peyser Act, as amended by Title III), as part of DCS, EOLWD: represented by Edie Smith, Operations Director, Franklin Hampshire Career Center.
6. **The Vocational Rehabilitation Program** (Title I of the Rehabilitation Act of 1973, as amended by Title IV), as part of the Massachusetts Rehabilitation Commission (MRC) and Massachusetts Commission for the Blind (MCB), Executive Office of Health and Human Services (EOHHS): represented by Mark Dore, Director, Greenfield Area Office, MRC, and Nate Skrocki, Regional Director, MA Commission for the Blind – Springfield.
7. **Federal-state unemployment compensation program**, as part of the Department of Unemployment Assistance (DUA), EOLWD: represented by Marie-Lise Sobande, Deputy Chief of Staff, MA Department of Unemployment Assistance.
8. **Trade Adjustment Assistance for Workers Programs** (Activities authorized under chapter 2 of Title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.)), as part of DCS, EOLWD: represented by Teri Anderson, Executive Director, Franklin Hampshire Employment and Training Consortium.
9. **Jobs for Veterans State Grants Program** (Programs authorized under 38, U.S.C. 4100 et. seq.) as part of DCS, EOLWD: represented by Edie Smith, Operations Director, Franklin Hampshire Career Center.
10. **Temporary Assistance for Needy Families Program** (42 U.S.C. 601 et seq.) as part of Department of Transitional Assistance (DTA), EOHHS: represented by Joanne LaCour, Greenfield DTA Office.
11. **Employment and Training Programs under the Supplemental Nutrition Assistance Program**, (Programs authorized under section 6(d)(4) of the Food and Nutrition Act of 2008 (7 U.S.C.2015(d)(4)), as part of DTA, EOHHS: represented by Joanne LaCour, Greenfield DTA Office.
12. **Senior Community Service Employment Program** (Programs authorized under Title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.): Susan Maedler, Program Administrator, Catholic Charities – Worcester County, and Sandra Federico, Employment Director, Department of Elder affairs – City of Springfield.

The FHREB is also coordinating with the Migrant Seasonal Farmworkers Program at the New England Farmworkers Council in Springfield to determine the extent to which they are able to participate in the MOU implementation and planning process in FY19. Additional non-required Partners who have and will continue to be part of the WIOA Partner Planning process in the FH region include Community Action of Franklin, Hampshire and the North Quabbin region, Greenfield Community College, and Holyoke Community College. These latter parties are valuable participants but are not among formal MOU signatories at this time.

III. DURATION OF THE MOU

WIOA Section 121(c) (g) requires that the MOU shall be reviewed not less than once every 3-year period to ensure appropriate funding and delivery of services, also including effectiveness, physical and

programmatic accessibility. WIOA Regulations Subpart C 20 CFR Part 678.500 further requires MOU renewal following the 3-year review if substantial changes have occurred.

This agreement shall commence on July 1st, 2018 and shall terminate on June 30th, 2021, unless otherwise terminated by agreement of all parties or superseded.

IV. ASSURANCES

The FHREB, Franklin Hampshire Employment and Training Consortium, and the required WIOA One Stop Partners agree to continue participation in bi-monthly meetings convened by the FHREB to conduct the following activities at a local level:

1. Participate in the operation of the one-stop delivery system consistent with the terms of this MOU, the requirements of WIOA, and the requirements of Federal laws authorizing the programs and activities.
2. Further develop the concept of “shared” customers between Partners to create a clear understanding of how multiple providers, services and resources can better support youth, job seekers, and businesses.
3. Continue to enhance customer flows and service practices across partner agencies, including ensuring the accessibility and availability of services to “shared” customers.
4. Utilize robust technology tools to scale-up practices and provide more significant supports for individuals with barriers to employment, including basic skills assessment, remediation, and career development tools.
5. Track and evaluate the outcomes for individuals who face barriers to employment. Subject to applicable legal constraints, including but not necessarily limited to those contained in G. L. 151A and 20 C.F.R. Pt. 603, the parties of this MOU agree to seek increased sharing of data with a view to improving the quality of service-delivery to both job-seekers and business-customers. The Party whose data is requested to be shared shall be the judge, in its sole discretion, of the legal constraints governing whether and how its data may be shared. **The parties of this MOU understand that a shared data system is being designed at the state level and will fully support the development and implementation of a state-level data system, subject to the foregoing limitations.**
6. 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 all required Partners. **To ensure that the Local Board and all the required local Partners can focus on the provision of quality services to our shared customers, the State Level Partners will issue allocations for shared and infrastructure cost to the Local Workforce Area.** State Partners will establish a methodology that will ensure costs are allowable, reasonable, necessary and allocable. As appropriate, State Partners will enter into Inter-agency Service Agreements (ISAs) with the Department of Career Services (DCS), the designated State Workforce Agency (SWA) to issue the local allocations. Local Boards will ensure all allocations are incorporated into the local integrated budget during the annual

planning process. Additional agreements may be negotiated between local partners on an as needed basis to enhance integrated service delivery and acknowledge local resource sharing between partners.

In FY'18, allocations for infrastructure/shared costs were negotiated by the state and utilized as follows:

ACLS \$4,658.92 – 100% cubicle costs

DTA \$36,516.50 – Cubicle/infrastructure costs, IT fair share costs, program services

MCB \$4,187.50 – Braille signs, adaptive equipment, portion of cubicle costs, program services

MRC \$8,791.32 – Portion of cubicle space, assistive technology, program services

SCSEP -0- If we had received an allocation for this fiscal year it would have been used for cubicle space, IT fair share costs, and front desk support.

The One Stop and Local Partners will continue to evaluate actual shared and infrastructure costs going forward.

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. Review the MOU annually and, if substantial changes have occurred, renew, not less than once every 3-year period to ensure appropriate funding and delivery of services. The MOU must be updated to reflect any change in the One-Stop Partner infrastructure cost contributions

V. MEMORANDUM OF UNDERSTANDING CONTENT

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

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

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

Franklin Hampshire WIOA Partners agree that any WIOA partner customer being readied for employment should be encouraged to register at the Career Center, attend a Career Center Seminar, and become fully aware of Career Center services. **However, a shared customer is defined as a customer who is enrolled, concurrently or consecutively, in two or more partner agency programs within the same fiscal year.**

The Franklin Hampshire Career Center Intake Form was further redesigned in FY18 to more readily identify if a customer may be eligible for (or already receiving services through) a Partner so that staff from multiple agencies can coordinate. Reception staff have and will continue to receive cross-training to ensure they are familiar with partner services and able to refer customers early and effectively.

2. Description of the priority populations identified by the MOU Partners.

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

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

- Claimants receive UI assistance and re-employment services (RESEA);
- Low-income adults (including TANF and SNAP) through WIOA Title I Disadvantaged Adult, CIES and WPP programming as well as other OSCC services;
- 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;
- Title II Adult Education participants through above programs but also through the services of an out-stationed literacy assessment counselor from The Literacy Project;
- Individuals with disabilities through the above programs, Social Security Ticket to Work program, and/or the services of a counselor with special training/expertise in disabilities employment services, as well as through coordination with the Massachusetts Rehabilitation Commission and Massachusetts Commission for the Blind area office staff;
- Veterans through on-site state and federally-funded Veterans Services programs which partner closely with Veterans organizations region wide through VOICE (Veterans Outreach into Community Engagement), a highly-effective coalition established by an FHCC Veterans Service staff member.
- Older workers through WIOA Title I and other above programs but also through the on-site services provided through Senior Community Service Employment Service programs out of Catholic Charities – Worcester County and the Department of Elder Affairs, City of Springfield.
- Migrant/Seasonal Farmworkers through identification, service priority, referral to farm jobs, and linkage with the New England Farm Workers Council.
- 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 serving the Franklin County House of Corrections.
- And youth, including those with barriers to employment, through WIOA Title I Youth programming as well as through Franklin Hampshire 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).

Our experience is that optimal service coordination and integration is usually achieved when at least some portion of external partner services are co-located, as is the case with SCSEP, ABE, and DTA, and/or when partners are mutually engaged in a specific project that links external partner services with programming offered through the REB/Career Center. An example of the latter are “bridge” curricula developed by the Literacy Project and Center for New Americans with the assistance of REB, Career Center, and College staff, informed by REB/Career Center/College knowledge/connections with area employers, and leading to successful entry into specific Career Pathway training programs in such areas as healthcare and manufacturing.

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

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

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

The **attached Franklin Hampshire Career Center Customer Flow map** shows the continuum of services for all priority populations. All Career Center customers are welcomed by Career Center Reception Desk staff, receive an initial service needs assessment, complete the expanded FHCC Intake/Membership form, register in JobQuest, and are directed to FHCC staff and/or Internal/External Partners as appropriate. We have agreed that through a “warm hand-off “ other partners will encourage customers of their own being readied for employment to visit the Career Center, where they will register and begin to access other services for which they may be eligible. A spreadsheet of direct service contacts at the Career Center and at each WIOA Partner agency is being developed to make that warm referral possible. Once a customer is co- enrolled, they become a shared customer, and partner agencies agree to co-coordinate service delivery. Coordination of services will vary depending on the type of program enrollment. In the interest of further case coordination, WIOA partners are currently reviewing the FHCC Customer Release Form to determine if it can be adjusted to become a Joint WIOA Partner Customer Release Form.

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

Significant progress has been made between FHCC and WIOA Partner DTA in mapping out an agreed upon Scope of Work for serving Transitional Assistance customers. DTA and FHCC designated a staff liaison to work together on behalf of DTA CIES and WPP clients; co-located a designated DTA staff at the Greenfield OSCC to provide support, information and resources to OSCC staff and DTA clients, agreed to OSCC staff participation in DTA client orientations to share information about OSCC services and recruit participants, and have improved formal referral mechanisms between DTA and the OSCC. Activities are partially supported with DTA funds. Piloting this project in the last year has provided Partners an opportunity to learn what is most feasible, practical, and effective in terms of these agreements, and the funding needed to support it.

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

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

The most potential for overlap and duplication of business services exists between MRC and FHCC, as each have had agency staff or contractors specifically devoted to job placement, job development, and offering business resources such as subsidized On-the-Job training. Reduced funding in the past year may lead to increased coordination as a way of maximizing remaining resources.

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

5. A description of the access to technology and materials available through One-Stop Career Center delivery system, including access to One-Stop Career Centers services (in-person, virtual, etc.).

Technology/On-Line Services available through the One Stop and partners were the focus of discussion at more than one of our WIOA Partner meetings, and key services are captured on the attached Partner Summaries. The availability of resource room computers and a computer learning lab/workshops, as well as access to copy/fax and phone (for UI queries) was also reviewed. On-line assessment and readiness instruments such as CR101 are used by several partners, with the pros and cons of each discussed. MRC and MCB noted adaptive equipment and IT Technology they can provide eligible job seekers at workplaces as needed. In the past year, the use of SKYPE to introduce and transition distant job seekers to the system and programs has been piloted.

FHCC website links were reviewed, including MA JobQuest, MassCIS (career inventory), TORQ (transferable skills identification), and other resources. As part of the MassHire rebranding initiative, FHCC expects to have resources to upgrade its website to be more customer-friendly. Partners agree that increased functionality of the FHCC website would serve customers well, as well as the development of

mini-video workshops, information session webinars, and tele-conferencing etc. These will be further explored in the coming year.

6. A plan for coordinated staff development and training.

Currently FHCC staff meet as a group weekly on Friday morning from 8:30 to 9:30. Co-located Partners such as SCSEP are encouraged to participate in these internal FHCC staff meetings and benefit from the information shared and the special topics addressed, sometimes taking the form of a mini-staff training. FHCC also traditionally holds all-staff afternoon meetings several times a year, which provide an occasion for more sustained staff development activities and dialogue about One Stop issues, customer services, and new resources. Partner agencies have been occasional participants in and presenters at these meetings, which are expected to continue.

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

In the meantime, Partners have continued to implement cross-agency visitations and staff-coordination activities. Career Center staff have developed a simplified Career Center Seminar to introduce Limited English Proficient customers to Career Center Services with the help of ABE/ESOL partners, for example, and Career Center staff have conducted an outreach workshop for the Hampshire County House of Correction and job seeker workshops at the Franklin County House of Corrections. FHCC staff have hosted OSCC group tours with ABE/ESOL partner customers and are working on group registration events to encourage familiarity and OSCC ease of use.

VI. COMPETITIVE SELECTION OF ONE STOP CAREER CENTERS

WIOA partners agree to participate as appropriate and requested, as representative OSCC Required Partners, in the competitive selection process for the One-Stop Career Center lead operator in the local workforce area once every four years. This year, the competitive selection Review Team included representatives from ABE, SCSEP, DCS, DUA, DTA, MRC, FHREB, and three private sector business organizations.

VII. PERFORMANCE MEASURES

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

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.

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

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

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

William F. Martin, Mayor
City of Greenfield
Local Chief Elected Official

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

Shardool Parmar, Chair
Franklin Hampshire Regional Employment Board
Local Board Chair

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

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

Edie Smith, Operations Manager

Franklin Hampshire Career Center
DCS Operations Manager

Richard Jeffers, Director
MA Department of Unemployment Assistance
DUA Representative

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

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

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

Rachel Martins, Coordinator
International Language Institute
Adult and Community Learning Services

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

Mark Dore, Area Director
Greenfield Area Office
MA Rehabilitation Commission

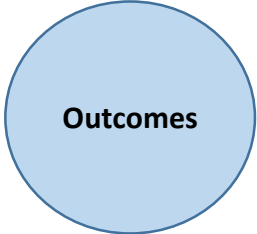
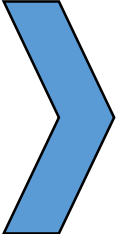
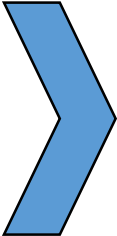
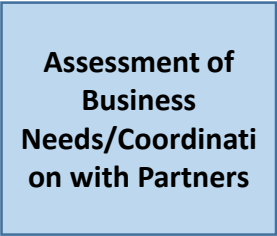
Joanne LaCour, Director
Greenfield DTA Office
MA Department of Transitional Assistance

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

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

Nathan Skrocki, Regional Director
MA Commission for the Blind

Franklin Hampshire BUSINESS CUSTOMER FLOW



- Business Services Rep Solicitation (esp. but not exclusively FHCC & MRC)
- Community Outreach
- Chambers of Commerce
- Municipal Economic Development Department
- REB Sector Partnership Development
- Business to business referral
- Job Fair
- Job Posting

- Business Services Rep assessment/clarification of employer needs/expectations
- Determine employers eligibility for WTF, OJT or Apprentice Program
- Business Service Reps confer with each other to identify employers particularly open to/suitable for target populations.
- Referral of employer to other agencies/resources i.e. Rapid Response, MOBD, DOL, DOR
- Quarterly regional BizTeam Coordination meetings between workforce Partners

- BSR post jobs to JobQuest
- E-mail blasts to staff and partner contacts
- Announcements at regular staff meetings of current business developments and openings with job matching
- Recruitments; Meet the Employer panels, etc.
- Referrals of job seekers to job orders
- Check- ins with priority businesses regularly
- Enhanced business services agreement when applicable

- Successful hires
- Maximum access to business “intel” between partners, to the benefit of business and job seekers
- Employee retention
- Repeat business/referrals

Franklin Hampshire Career Center Customer Flow

