FRANKLIN HAMPSHIRE WORKFORCE DEVELOPMENT AREA

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)

FY2020 ANNUAL PLAN
ATTACHMENT A

Massachusetts
Fiscal Year 2020 Local Operating Plan

Checklist – Due August 16, 2019

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

<table>
<thead>
<tr>
<th>No.</th>
<th>Checkoff Confirms Inclusion</th>
<th>Document Title</th>
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<tbody>
<tr>
<td>1</td>
<td>X</td>
<td>Completed Local Operating Plan Document Checklist <em>(Attachment A)</em></td>
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<tr>
<td>2</td>
<td>X</td>
<td>Notification of Local Workforce System Changes <em>(Attachment C)</em></td>
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<tr>
<td>3</td>
<td>X</td>
<td>MassHire Career Center Hours of Operation Form <em>(Attachment D)</em></td>
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<td>4</td>
<td>X</td>
<td>Local Operating Plan Signatories Form <em>(Attachment F)</em></td>
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<td>5</td>
<td>X</td>
<td>MassHire Career Center Charter <em>(current, for all Career Centers)</em></td>
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<td>6</td>
<td>X</td>
<td>Financial Modification Authorization Form <em>(Attachment G)</em></td>
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<td>7</td>
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<td>Integrated Budget and Budget Narrative <em>(Attachment J)</em></td>
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<td>8</td>
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<td>WIOA Performance Goals Request Form FY20 <em>(Attachment M1)</em></td>
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<td><strong>Attachment I (Charts Below)</strong></td>
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<td>9</td>
<td>X</td>
<td>Submittal History <em>(Chart S)</em></td>
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<td>10</td>
<td>X</td>
<td>Labor Exchange Program Summary <em>(Chart #1)</em></td>
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<td>11</td>
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<td>WIOA Title I Program Summary for Adults <em>(Chart #2)</em></td>
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<td>WIOA Title I Program Summary for Dislocated Workers <em>(Chart #3)</em></td>
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<td>13</td>
<td>X</td>
<td>WIOA Title I Program Summary for Youth <em>(Chart #4)</em></td>
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<td>14</td>
<td>X</td>
<td>WIOA Joint Partner Local MOU <em>(revised to include infrastructure funding language per Joint Partner Communication 02.2017.2)</em></td>
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</table>
NOTIFICATION of LOCAL WORKFORCE SYSTEM CHANGES

FISCAL YEAR 2020 CHANGES

Please describe any programmatic, infrastructure or organizational changes planned for FY2020, including those that will result from any budget reduction/augmentation.

Please complete this form and submit as part of your FY2020 Local Operating Plan package.

Local Area: MassHire Franklin Hampshire

Are changes planned for FY2020: □ YES □ NO

If significant service design or other changes from FY2019 are planned for FY2020, 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:
No significant service changes are planned in the career centers for the first half of the fiscal year as a result of reduced funding. This is achieved by re-assigning some Franklin Hampshire career center staff to provide services under Workforce Board grants and through supplemental grants carried in from FY19. However, the Career Center plans to raise additional funds for the second half of the fiscal year to avoid staff reductions or service changes and will be investigating alternative funding opportunities to close the gap on the local side of the house. Due to continued WIOA Title I funding reductions, the Career Center will have minimal WIOA funds available for supportive services which are often an important factor in customers being able to participate in training. Further, funds for UI assistance are known only for the first half of the fiscal year. If there is a significant loss of funding in the second UI allocation, state staff may be impacted.

One positive change is that the Career Center is instituting a new work readiness lab based on the successful experience in our FY19 TRAIN grant. This lab will serve enrolled, WIOA and DTA CIES/WPP customers.
Note: For MA Issuance 100 DCS 16.100: "WIOA Waiver For Eligible Training Providers Approved" the MassHire Franklin Hampshire Workforce Board concurs that it will base ETPL approval on performance that is reported for those students whose training is funded through the MassHire workforce system.

Note: for workforce system changes that are planned or contemplated throughout the year, and to request MDCS assistance, please refer to MassWorkforce Policy DCS 100 05.101.1, Workforce System Change Notification: https://www.mass.gov/service-details/massworkforce-wioa-general-policy-issuances
ATTACHMENT D

Massachusetts
Fiscal Year 2020 Local Operating Plan

MassHire Department of Career Services
MassHire Career Center
Hours of Operation Form

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

**Workforce Development Area: MassHire Franklin Hampshire Career Center**

<table>
<thead>
<tr>
<th>MassHire Career Center Name</th>
<th>Address</th>
<th>Phone Number</th>
<th>Fax Number</th>
<th>FY 2020 Hours of Operation</th>
<th>Full Service</th>
<th>Affiliate Site (AF) or Specialized Center (SC)*</th>
</tr>
</thead>
</table>
| Franklin-Hampshire Career Center            | One Arch Place, Suite 2, Greenfield, MA 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.                | YES                                     | NO               |
| Franklin Hampshire Career Center Out-station Location at The Literacy Project Office | 131 West Main Street, Suite 1, First Floor Orange, MA 01364 | (978) 544-3506 | (978) 544-0273 | Thursday 8:30am-4:00pm                                                                   | NO           | YES                                           |
| Franklin Hampshire Career Center Out-station at Forbes Library | 20 West Street Northampton, MA 0106 | (413) 774-4361 | (413) 774-2954 | Monday 9am-4pm  
Wednesdays 9am-3pm  
Thursday 1pm-3pm | NO | YES |

*Note: Information contained in this document will be posted to the www.mass.gov/eolwd website. Please be sure to check the website to assure information accuracy. Notify Lisa Caisse at Lisa.J.Caisse@MassMail.State.MA.US immediately if any of the information is not accurate or when changes occur. * Please refer to WIOA §§678.300 – 678.320 for definitions and parameters.*
WIOA Local Operating Plan Signatories

Fiscal Year 2020

MASSHIRE FRANKLIN HAMPSHIRE WORKFORCE BOARD

This FY2020 Local Operating Plan shall be fully executed as of the date of signature below, and effective through June 30, 2020. 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

[Signature]

Mayor, City of Greenfield
Chief Elected Official

Date: 8/13/19

Typed Name: David J. Narkewicz

[Signature]

Mayor, City of Northampton
Chief Elected Official

Date: 8/13/19

Typed Name: Susan Surfer

[Signature]

MassHire Franklin Hampshire Workforce Board Chair

Date: 8/12/19

Typed Name: Patricia H. Crosby

[Signature]

MassHire Franklin Hampshire Workforce Board Director

Date: 8/13/19

Typed Name: Teri Anderson

[Signature]

MassHire Franklin Hampshire Career Center Director

Date: 8/13/19
ATTACHMENT F

Massachusetts
Fiscal Year 2020 Local Operating Plan

Typed Name: Edie Smith  

8/13/19

MDCS Operations Manager  

Date

Typed Name: Teri Anderson  

8/13/19

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.)

Page 1 of 18
Agreement Amendment

Between Mayors of the City of Greenfield and Northampton
And the Local Workforce Development Board Agreement
And the Consortium Agreement with Franklin Hampshire Employment and Training Consortium
August 22, 2018

This document will amend the Local Workforce Development Board Agreement dated June 2018 and the Consortium Agreement initially dated October 1, 1983 and re-affirmed on January 30, 2012.

The purpose of this amendment is to confirm that under the Massachusetts Workforce System rebranding initiative, Franklin Hampshire Regional Employment Board and Franklin Hampshire Career Center will be doing business under the following names effective October 26, 2018.

Franklin Hampshire Regional Employment Board will become MassHire Franklin Hampshire Workforce Board.

Franklin Hampshire Career Center will become MassHire Franklin Hampshire Career Center.

The official organizational names of the agencies will be as follows:

Franklin Hampshire Regional Employment Board will become MassHire Franklin Hampshire Workforce Board (names will be changed in the Workforce Board Agreement language next time the agreement is updated).

Franklin Hampshire Regional Employment Board, Inc. will remain the same (affiliated non-profit 501(c)(3) organization).

Franklin Hampshire Employment and Training Consortium will remain the same.

This amendment is hereby authorized by the Chief Elected Officials:

William F. Martin
Mayor, City of Greenfield

Date: 8/22/18

David J. Narkewicz
Mayor, City of Northampton

Date: 8/24/18
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 (FHTC), 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). 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 adjacent 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).

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. Disbursement – 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 ongoing 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 disbursal 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.
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 (F/HETC) in a separate document known as the "Consortium Agreement." The CEOs hire the Executive Director of the F/HETC 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 disbursal. The FHREB may and does use the FHETC as financial agent for other grants, contracts, donations and receipts as it deems appropriate.

Page 11 of 18
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.

II. 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 Caisse at Lisa.J.Caisse@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: 3/27/17
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 1st, 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:

<table>
<thead>
<tr>
<th>TOOL</th>
<th>WHEN</th>
<th>HOW</th>
<th>COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>FH Performance Scorecard</td>
<td>Quarterly</td>
<td>Created by Operations Manager and shared with staff, POC, REB, Mayors and community partners.</td>
<td>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.</td>
</tr>
<tr>
<td>Performance Snapshot/DASHBOARD</td>
<td>Quarterly/Annually</td>
<td>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</td>
<td>Also provides a quick way of comparing current year's performance with prior years, and flagging significant differences.</td>
</tr>
<tr>
<td>MA DCS Career Center Performance Summaries</td>
<td>Quarterly</td>
<td>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.</td>
<td>Opportunity for POC to compare performance with other regions across the state</td>
</tr>
<tr>
<td>Annual WIA Business Plan Programmatic Goals</td>
<td>Mid-Year Progress Report and End-of-Year Report</td>
<td>Career Center Director and REB Director report to Board.</td>
<td>Keeps annual business plan programmatic goals front and center, to ensure follow-through on new initiatives, partnerships, linkages and projected activities.</td>
</tr>
<tr>
<td>Employer Satisfaction Survey</td>
<td>At least once a year</td>
<td>Results shared with POC and response to suggestions developed.</td>
<td>Also an opportunity to elicit employer/user interest in serving as REB member.</td>
</tr>
<tr>
<td>Job Seeker Satisfaction Survey</td>
<td>2 times per year</td>
<td>Results shared with POC and response to suggestions developed.</td>
<td>Results of this and above also shared with staff and management, and their suggestions for improvements solicited.</td>
</tr>
</tbody>
</table>
IV. An annual calendar (approximate) of performance monitoring activities by the POC, REB and Youth Council is as follows:

<table>
<thead>
<tr>
<th>MONTH</th>
<th>MEETINGS and TOPICS PRESENTED</th>
</tr>
</thead>
<tbody>
<tr>
<td>October</td>
<td><strong>Full REB Meeting</strong>&lt;br&gt;Prior year dashboard/scorecard&lt;br&gt;Prior year state performance summaries&lt;br&gt;Prior year accomplishments in relation to Strategic Plan&lt;br&gt;Goals for new year reviewed</td>
</tr>
<tr>
<td>November</td>
<td><strong>Performance Oversight Committee</strong>&lt;br&gt;Quarter I FY Performance Scorecard&lt;br&gt;Review of Prior Year Training Investments&lt;br&gt;Review/response to Annual Employer Satisfaction Survey</td>
</tr>
<tr>
<td></td>
<td><strong>Youth Career Connections Council</strong>&lt;br&gt;Prior Year WIOA Youth Performance&lt;br&gt;WIOA Summer Component Tallies</td>
</tr>
<tr>
<td>December</td>
<td><strong>REB Bi-Annual Legislative Breakfast</strong>&lt;br&gt;Annual Performance Snapshot&lt;br&gt;Prior Year Accomplishments in relation to Strategic Plan</td>
</tr>
<tr>
<td>January</td>
<td><strong>Performance Oversight Committee</strong>&lt;br&gt;Quarter II FY Performance Scorecard&lt;br&gt;Prior Year Training Outcomes/Vendor Performance reviewed&lt;br&gt;Corrective Action Plan in response to any Prior Year Failed Performance Measures</td>
</tr>
<tr>
<td></td>
<td><strong>Youth Career Connections Council</strong>&lt;br&gt;Mid-Year WIOA Youth Progress Report</td>
</tr>
<tr>
<td>February</td>
<td><strong>Full REB Meeting</strong>&lt;br&gt;Job Seeker Satisfaction Surveys reviewed and followed up on</td>
</tr>
<tr>
<td>March</td>
<td><strong>Performance Oversight Committee</strong>&lt;br&gt;Mid-Year Statewide Performance Summaries&lt;br&gt;Review of Entered Employments/Wage Levels</td>
</tr>
<tr>
<td>April</td>
<td><strong>Full REB</strong>&lt;br&gt;Quarter III FY Performance Scorecard</td>
</tr>
<tr>
<td>May</td>
<td><strong>Performance Oversight Committee</strong>&lt;br&gt;Draft of new WIOA Business Plan reviewed</td>
</tr>
<tr>
<td>June</td>
<td><strong>Full REB Annual Meeting</strong>&lt;br&gt;Results of State Monitoring and Systems Certification&lt;br&gt;New/Draft WIOA Business Plan reviewed/approved by REB</td>
</tr>
<tr>
<td>July/August</td>
<td><strong>Performance Oversight Committee</strong>&lt;br&gt;Quarter IV FY Performance Scorecard&lt;br&gt;Prior Year Training Investments</td>
</tr>
<tr>
<td></td>
<td><strong>Youth Career Connections Council</strong>&lt;br&gt;Annual “YouthSpeak” to solicit feedback from youth in programs, in partner programs and from general community</td>
</tr>
</tbody>
</table>
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 2020 Local Operating Plan
Integrated Budget for Title I, Wagner-Peyser and Associated Programs Funded through MDCS

MASSHIRE FRANKLIN HAMPSHIRE WORKFORCE BOARD

It is agreed by all parties having signed below that the MDCS 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, 2020.

Typed Name: William F. Martin

[Signature] 8/13/19
Mayor, City of Greenfield
Chief Elected Official

Typed Name: David J. Narkewicz

[Signature] 8/13/19
Mayor, City of Northampton
Chief Elected Official

Typed Name: Susan Sturner

[Signature] 8/12/19
MassHire Franklin Hampshire Workforce Board Chair

Typed Name: Patricia Crosby

[Signature] 8/13/19
MassHire Franklin Hampshire Workforce Board Director

Typed Name: Teri Anderson

[Signature] 8/13/19
Title I Fiscal Agent
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

Alternate, if applicable:

Typed Name of Individual and Entity:
Patricia H. Crosby, Executive Director, MassHire Franklin Hampshire Workforce Board

Signature

Date

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

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
## WIOA - LOCAL AREA FY2020 PROPOSED PERFORMANCE GOALS REQUEST FORM

### CONTACT PERSON / EMAIL:
Patricia Crosby-patriciacrosby@masshirefhwb.org
Teri Anderson-teranderson@masshirefhcareers.org

### WORKFORCE BOARD NAME:
MassHire Franklin Hampshire

### PERFORMANCE MEASURE

<table>
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<tr>
<th></th>
<th>STATE FY 2019 GOAL</th>
<th>STATE FY 2020 GOAL</th>
<th>LOCAL AREA FY2019 PROPOSED LOCAL GOAL</th>
<th>LOCAL AREA FY 2020 PROPOSED LOCAL GOAL</th>
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</thead>
<tbody>
<tr>
<td><strong>WIOA ADULT MEASURES</strong></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Employment Q2</td>
<td>86.0%</td>
<td>86.5%</td>
<td>86.5%</td>
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</tr>
<tr>
<td>Employment Q4</td>
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<td>78.0%</td>
<td>78.0%</td>
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<tr>
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<tr>
<td><strong>WIOA DISLOCATED WORKER MEASURES</strong></td>
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<tr>
<td>Employment Q2</td>
<td>86.0%</td>
<td>86.0%</td>
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<tr>
<td>Employment Q4</td>
<td>85.0%</td>
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<tr>
<td>Median Earnings Q2</td>
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<td>60.0%</td>
<td>62.0%</td>
<td>62.0%</td>
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<tr>
<td><strong>WIOA YOUTH MEASURES</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employment/Education Q2</td>
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<td>81.0%</td>
<td>81.0%</td>
<td></td>
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<tr>
<td>Employment/Education Q4</td>
<td>73.0%</td>
<td>73.5%</td>
<td>73.5%</td>
<td></td>
</tr>
<tr>
<td>Median Earnings Q2</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Credential Rate</td>
<td>70.5%</td>
<td>70.5%</td>
<td>65.0%</td>
<td></td>
</tr>
</tbody>
</table>

If requesting a goal other than the State goal, local areas must provide a justification with evidential data.

Submit by email to Lisa.J.Caissie@detma.org
Franklin Hampshire is proposing one alternative goal based on FY19 performance and barriers that interfere with achieving a higher goal.

**WIOA Youth Credential Rate**

Franklin Hampshire region has a very small population of WIOA youth who are enrolled in a post-secondary credential program. Most WIOA youth in our region focus on employment rather than education because they are very low income and need to work. Those that do enroll in post-secondary education do so on a part-time basis and take longer to achieve credentials than the measurement timeline. Franklin Hampshire WIOA youth have the following characteristics that contribute to challenges achieving a credential (3/31/19 Career Center Performance Report):

- 62% have a disability
- 26% drop out of high school
- 47% have low math or reading skills
- 11% experience homelessness
- 12% are teenage parents

In addition, most experience transportation barriers and many experience childhood trauma. Their first goals are to achieve a high school diploma or equivalent and to enter employment in order to become self-sufficient. Youth are very successful in achieving employment by the fourth quarter after exit.

MassHire Franklin Hampshire Career Center is working with our Youth Services provider to support them in increasing youth credential rates during the calendar year 2019 contract and will continue this as a high priority in our 2020 calendar year contract. We expect improvements will be incremental.
### Budget Narrative Summary

**Description:** The Budget Narrative Summary provides an explanation for line item amounts, basis for allocating costs, and methodologies for charging direct costs and allocating shared direct costs and indirect costs in a brief summary for each applicable line item. If the plan is specific to particular funding sources, please specify these funding sources and provide an explanation for each exception. Please identify costs included as part of a Resource Sharing plan.

**Example:** Fringe
- **Amount:** $100,000
- **Description:** Medical, dental, life, medicare, retirement, workers comp, unemployment insurance, payroll tax

#### AVAILABLE FUNDING
- **Total:** $3,437,952
  - **New Funding:** $2,603,440
  - **Carry-in Funding (FY19 to FY20):** $834,512

#### ADULT $ TRANSFERRED TO DW (NON-ADD)
- **FTEs:** 5.0
- **Personnel:** $324,139
- **Fringe and Payroll Tax:** $123,142
- **State Indirect Cost:** $14,489
- **Premises Lease (see attachment):** $173,784
- **Information Technology (Local):** $21,206
- **Non-Personnel Services - Other:** $832,726

#### CAREER CENTER/FISCAL AGENT
- **FTEs:** 17.9
  - **Personnel:** $984,525
  - **Fringe:** $232,848
  - **Premises Lease:** $173,784
  - **Information Technology (Local):** $21,206
  - **Non-Personnel Services - Other:** $202,890
  - **Indirect / DeMinimus:** $700
  - **Support Services:** $700

#### TRAINING
- **FTEs:** 3.0
  - **Personnel:** $206,579
  - **Fringe:** $36,280
  - **Premises Lease:** $23,595
  - **Information Technology (Local):** $3,859
  - **Non-Personnel Services - Other:** $202,890
  - **Indirect / DeMinimus:** $700
  - **Support Services:** $700

#### SUBTOTAL CF EXP (locally paid)
- **Total:** $2,349,847

#### WFB/FISCAL AGENT
- **FTEs:** 3.8
  - **Personnel:** $206,579
  - **Fringe:** $36,280
  - **Premises Lease:** $23,595
  - **Information Technology (Local):** $3,859
  - **Non-Personnel Services - Other:** $202,890
  - **Indirect / DeMinimus:** $700
  - **Support Services:** $700

#### SUBTOTAL WFB FA EXP (locally paid)
- **Total:** $577,903
<table>
<thead>
<tr>
<th>Program / Phase Description</th>
<th>FY19</th>
<th>FY20</th>
</tr>
</thead>
<tbody>
<tr>
<td>90% ONE-STOP DVOP DUA Funds</td>
<td>$15,000</td>
<td>$15,000</td>
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<tr>
<td>T-1 Adult T-1 Adult T-1 Youth</td>
<td>$15,000</td>
<td>$15,000</td>
</tr>
<tr>
<td>T-1 DW T-1 DW T-1 DW</td>
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<td>WTF CY18 CASE MGT State Staff</td>
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<tr>
<td></td>
<td>$54,910</td>
<td>$257,703</td>
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<td></td>
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<td>CommCorp US SSA</td>
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**State Paid- Retained**

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**Personnel**

| $1,105 | $0  | $0  | $0  | $0  | $0  | $0  | $0  | $0  | $0  | $0  | $0  | $11,973 | $17,784 | $21,030 | $2,195 | $0  | $0  | $141,336 |

**Support Services**

| $0     | $0  | $0  | $0  | $0  | $0  | $0  | $0  | $0  | $0  | $0  | $0  | $1,120 | $1,224 | $1,937 | $1,077 | $0  | $0  | $8,916 |

**Miscellaneous**

| $0     | $0  | $0  | $0  | $0  | $0  | $0  | $0  | $0  | $0  | $0  | $0  | $1,120 | $1,224 | $1,937 | $1,077 | $0  | $0  | $8,916 |

**Total Expenses (State + Contr)**

| $64,895 | $0  | $30,000 | $101,564 | $36,000 | $28,250 | $1,306 | $26,405 | $7,067 | $8,791 | $4,188 | $0  | $19,798 | $28,520 | $35,883 | $3,305 | $0  | $1,237 | $397,209 |

**Contract Amount**

| $64,895 | $0  | $30,000 | $101,564 | $36,000 | $28,250 | $1,306 | $26,405 | $7,067 | $8,791 | $4,188 | $0  | $19,798 | $28,520 | $35,883 | $3,305 | $0  | $1,237 | $397,209 |

**Unallocated Balance**

| $0     | $0  | $0  | $0  | $0  | $0  | $0  | $0  | $0  | $0  | $0  | $0  | $0  | $0  | $0  | $0  | $0  | $0  | $0  | $0  |
Workforce Innovation and Opportunity Act

MassHire Franklin Hampshire Workforce Board,
Franklin Hampshire Employment & Training Consortium
and WIOA Partners

Umbrella Memorandum of Understanding (MOU)

July 1st, 2019 to June 30th, 2022

I. PURPOSE

This Memorandum of Understanding (MOU) updates the agreement developed and executed between the MassHire Franklin Hampshire Workforce Board (FHWB), 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 FHWB 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 FHWB, 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 MassHire 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, MassHire 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, Chief of Staff, MA Department of Unemployment Assistance.


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 Zoy Soulis, 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 FHWB 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 Pioneer Valley, 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, 2019 and shall terminate on June 30th, 2022, unless otherwise terminated by agreement of all parties or superseded.

IV. ASSURANCES

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

1. Enter into a local MOU with the MassHire Workforce Board relating to operation of the MassHire Career Center delivery system.

2. Participate in the operation of the MassHire Career Center delivery system consistent with the terms of this MOU, the requirements of WIOA, and the requirements of Federal laws authorizing the programs and activities.

3. 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.

4. Continue to enhance customer flows and service practices across partner agencies, including ensuring the accessibility and availability of services to "shared" customers.

5. Utilize robust technology tools to scale-up practices and provide more significant supports for individuals with barriers to employment, including basic skills assessment, remediation, and career development tools.

6. Track and evaluate the outcomes for individuals who face barriers to employment. Subject to applicable legal constraints, including but not necessarily limited to those contained in G. L. 151A and 20 CFR 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.

7. The Parties of this MOU agree that all required partners have a joint funding responsibility to support and maintain an effective local integrated service delivery system. In addition, all parties to the MOU recognize that shared and infrastructure costs are applicable to the all required Partners. As such, all parties to this agreement acknowledge that the Local MOU herein serves the purpose of the infrastructure funding agreement (IFA) as required by WIOA. The infrastructure funding agreement as described will be revisited on an annual basis and periodically reconciled against actual costs incurred and adjusted accordingly to ensure that it reflects a cost allocation methodology that demonstrates how infrastructure costs are charged in proportion to relative benefits received. Infrastructure funds are apportioned at the state level based on the percentage of shared customers served in each local workforce area. State Partners will establish a methodology that will ensure costs are
allowable, reasonable, necessary and allocable. As appropriate, State Partners will enter into
Inter-agency Service Agreements (ISAs) or Contracts with the MassHire Department of
Career Services (MDCS), as the designated State Workforce Agency (SWA), to issue the
local allocations. Local Boards will ensure all allocations are incorporated into the local
integrated budget during the annual planning process. MDCS will monitor the spending of all
shared and infrastructure costs and Local partners agree to meet regularly to discuss
integrated service delivery strategies and the shared and infrastructure funds needed to
actualize services. On an annual basis, local partners will provide suggestions and
recommendations to state level partners for adjustments to shared and infrastructure funds
allocated. The utilization of infrastructure funds will be reviewed on a quarterly basis. Staff
time and in-kind resources attributed to shared costs will be reviewed annually for necessary
adjustments.”

In FY’19, allocations for infrastructure/shared costs were negotiated by the state and utilized
as follows:

ACLS $5,300.44 – Cubicle/Infrastructure costs, IT fair share costs
DTA $47,868.85 (including $15,000 incentive award) – Cubicle/Infrastructure costs, IT fair share
costs, program services
MCB $1,150.00 – adaptive equipment, portion of cubicle costs
MRC $10,402.59 – Cubicle/Infrastructure costs, 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.

8. Provide representation on the local workforce boards to the extent possible and/or participate in
Local Board ad hoc activities/events or on standing committees.

9. 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. For the
WIOA State Partner infrastructure contributions, the policy link is found here: WIOA State Partner
Infrastructure Contributions (https://www.mass.gov/service-details/massworkforce-joint-partner-
policy).

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 MassHire Franklin Hampshire Career Center currently serves members of all those populations on site on a regular basis. As indicated on the Customer 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 MassHire Franklin Hampshire Workforce 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 Chart).

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 FHWB/Career Center. An example of the latter are “bridge” curricula developed by the Literacy Project and Center for New Americans with the assistance of FHWB, Career Center, and College staff, informed by FHWB/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 MassHire 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 MassHire Franklin Hampshire Career Center Customer Flow chart 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 Career Ready 101 are used by several partners, with the pros and cons of each discussed. 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 will continue to work collaboratively with MRC and MCB to ensure individuals with disabilities have access to career center technology.

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. In FY18, the competitive selection Review Team included representatives from ABE, SCSEP, DCS, DUA, DTA, MRC, FHREB, and three private sector business organizations.
VII. PERFORMANCE MEASURES

MassHire Franklin Hampshire Workforce 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 MassHire 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

Susan Surner, Chair
MassHire Franklin Hampshire Workforce Board
Local Board Chair

Patricia H. Crosby, Executive Director
MassHire Franklin Hampshire Workforce Board
Local Board Executive Director

Teri Anderson, Executive Director
Franklin Hampshire Employment & Training Consortium

Edie Smith, Operations Manager
MassHire Franklin Hampshire Career Center
DCS Operations Manager
SEE ATTACHED
Richard Jeffers, Director
MA Department of Unemployment Assistance
DUA Representative

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

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

Mark Dore, Area Director
Greenfield Area Office
MA Rehabilitation Commission

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

Nathan Skrobl, Regional Director
MA Commission for the Blind

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

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

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

Zoy Souli, Director
Greenfield DTA Office
MA Department of Transitional Assistance

SEE ATTACHED
Sandra Federico, Director
Department of Elder Affairs, City of Springfield
Senior Community Service Employment Program
Richard Jeffer, Director
MA Department of Unemployment Assistance
DUA Representative

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

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

Ed Hayes, Asst. Superintendent of Treatment & Programs
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Nathan Skrocki, Regional Director
MA Commission for the Blind
Franklin Hampshire Employment & Training Consortium
Franklin Hampshire Career Center Lead Operator

Richard Jeffers, Director
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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

Zoy Soulis, Director  
Greenfield DTA Office  
MA Department of Transitional Assistance

Susan S. Macdler, 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
MassHire Franklin Hampshire Career Center Customer Flow

Welcome Reception Desk
- Greet
- Identify Initial Service Needs
- Identify Priority Populations
- Language Assistance
- Introduction to OSCC/Partner Services
- Intake Form/OSCC Membership
- JobQuest Registration
- Direct to OSCC Services/Staff
- Refer to Internal/External Partners

Self-Directed/Universal/Job Ready
- Resource Room (Assisted/Non-Assisted)
- CCS
- UI Assistance
- Job Listings
- LMI
- Job Search
- Online Tools (MACS, TORD, Work Keys)
- Workshops

Counselor Consult
- Disability Services
- Veterans Services
- DTA/CIES Program
- Career Services - WOA, TAA, NIES, etc.
- Youth Services
- Employment Services - UI/RESA, Workshops, Job Search

Job Seeker → Introduction to Career Center services → Assessment → Career Planning/Counseling → Career/Job Search Preparation/Skills Development/Training → Job Matching/Referral → Job Placement → Follow-Up

Customer Coordination Team Meetings → Biz and Career Services Teams → Monitor Needs/Outcomes/Connect Job Seekers to Business Needs/Refer to Partners/Coordinated Case Management

Employer → Coordinated Outreach → Assessment → Introduction to Business Services → Business Services Plan (Integrate Partners) → Job Matching/Referral

Employer Services
- Employment/Worker Needs/Agenda and Fulfillment
- Integrated OSCC/Partner Services
- Performance Goals/Metrics
- Strong Regional Economy
- Continuous Evaluation and Improvement

Individual Career Services
- All Basic Services
- Comprehensive Assessment
- Skills/Work History
- Identify Services/Training Needs
- Career Exploration/Goals/Plan
- Ongoing Career Counseling
- Assisted Job Search
- Skills Development - training/WBL/OT
- Financial Literacy
- Partner Blended Services and shared case management
- Career Pathways
- Follow-up

Business Services
- Needs Assessment
- Recruitment Assistance
- LMI
- Testing/Pre-Screening
- Training
- Work Based Learning/CIP
- Incentives
- Rapid Response
- MA Business Services

2/22/19
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<th>Partner</th>
<th>Office Locations</th>
<th>Population Served</th>
<th>Programs &amp; Services</th>
<th>Performance Metrics</th>
<th>Customer Flow/Collaboration with Partners</th>
<th>Technology/On-line Services</th>
<th>Data Tracking</th>
<th>Referral Contacts</th>
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<tbody>
<tr>
<td>MassHire Franklin Hampshire Career Center/Franklin Hampshire Employment and Training Consortium (MHFCCT/FEYTC)</td>
<td>Greenfield, Northampton (35 hours/week at Forbes Library), Orange (1-day per week co-located with The Literacy Project in Orange)</td>
<td>General public, WIOA priority populations</td>
<td>Free Unemployment/RESA assistance; Employment Services (workshops, resource rooms, resume/better writing consultation, job postings, referrals, online job search tools); career counseling; job training; job placements; case management; supportive services, referrals/coordination with partner services; follow-up employment counseling for 12 months; Special Population Services/Programs: Competitive Integrated Employment Services (CIE/STS) for ETA cash assistance clients; Veterans; Disability (Disability Employment Program and SST/SDSI) Ticket to Work Employment Services; SSEE, STEEP, SCSEP, STEP, Long-term unemployment; ABE assessments; TRAIDS; Secure Jobs for homeless; Business services: MA Fair Team service introduction; Hiring/recruitment assistance; job training assistance (new hires/incumbents); hiring incentives; work-based learning; job matching/ward referrals.</td>
<td>Employment Rate 2nd Quarter after Exit (Education/employment for youth); Employment Rate 4th Quarter after Exit (Education/employment for youth); Median earnings in the 2nd Quarter after Exit; Credential Achievement Rate; Measurable Skills Gain; Effectiveness in Serving Employers - # of new served, retention of those served</td>
<td>Receive referrals, refer to partners, intake, assessment, coordinated case management for shared customers (instituting), co-located services (AHE, MRC, SCSEP, GCC Navigator, MPWFC, Franklin County LEAP (re-entry), Community Action in WIOA Youth provider, collaborative on-career pathways and sector initiatives, job referrals/placement, revised intake form based to coincide with partner intake questions, shared form with partners. Created simplified CSE for AHE/ESOL staff and students.</td>
<td>JobQuest, MICS, TOOKS, CRISDI, TAFE, teleconference one-on-one customer services in exploration/hiring stage. Teleconferenced workshops to be researched and implemented.</td>
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<td>MassHire Franklin Hampshire Workforce Board (MFHWB)</td>
<td>Greenfield, businesses, industry sector initiative participants</td>
<td>Selects career center operator, sets workforce policy, and oversight of workforce/career center performance.</td>
<td>Receives referrals, refers to partners as part of industry sector client services, business outreach, career pathways development.</td>
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<td>JobQuest</td>
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<td>The Literacy Project (TLP)</td>
<td>Greenfield, Orange, Ware, Northampton, Amherst</td>
<td>Low skilled, low education, low literacy, 15+ years of age; homeless; veterans; recovery; re-entry; immigrants/refugees</td>
<td>Free educational assessments, HS/JED/AGED pre-preparation classes; college and career readiness preparation (resumes, interview skills, field trips), digital literacy classes, soft skills, career pathway bridge programs (manufacturing, health care, hospitality, STEM), SNAP education/training provider.</td>
<td>Receives referrals, refer to partners, assessment, career pathway programming coordination, case management coordination, TLP Assessment staff co-located part-time in Greenfield Career Center, MHFCCT co-located in TLP Orange office as of 7/1/17.</td>
<td>CRISDI, TAFE, blended learning, JobQuest, MICS, HSET online learning, assistance accessing MassHire Career Center services online.</td>
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<td>Agency Name</td>
<td>Location</td>
<td>Target Population</td>
<td>Services Provided</td>
<td>Contacts/Notes</td>
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<td>Carrier for New Americans (CNAM)</td>
<td>Greenfield, Amherst, Northampton, Turners Falls</td>
<td>Speakers of other languages</td>
<td>Free ESL classes, literacy classes, citizenship, basic computer literacy, career pathway programs: Health care training, Immigration legal services.</td>
<td>Receives referrals, refer to partners, placement, career pathway programming, coordination, case management, job referral/placement.</td>
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<td>International Language Institute (ILI)</td>
<td>Northampton</td>
<td>Speakers of other languages, International students</td>
<td>Free English classes, volunteer tutoring, pencil and tuition based on-site workplace language training, intensive English program, university pathway track, ESL teacher training, world language program</td>
<td>Receives referrals, refers to partners</td>
<td>JobQuest</td>
<td>SMART?</td>
<td>Nancy Feistel</td>
<td>413-586-7569</td>
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<tr>
<td>Senior Community Service Employment Program (SCSEP) Catholic Charities</td>
<td>Greenfield</td>
<td>Low income mature workers age 55+ and unemployed</td>
<td>Subsidized paid temporary training assignments in non-profit work sites (20 hours/week), counseling, permanent job search and placement assistance</td>
<td>Receives referrals, refers to partners, places clients in partner sites. Local coordinator co-located in Greenfield Career Center. Job referral/placement.</td>
<td>JobQuest</td>
<td>MOSES</td>
<td>Elayne Ryder, SCSEP Coordinator</td>
<td>413-774-4361 x 315 (office in the Greenfield Career Center)</td>
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<tr>
<td>Senior Community Service Employment Program (SCSEP) City of Springfield Department of Elder Affairs</td>
<td>Springfield, Northampton</td>
<td>Low income mature workers age 55+ and unemployed</td>
<td>Subsidized paid temporary training assignments in non-profit work sites (20 hours/week), counseling, permanent job search and placement assistance</td>
<td>Receives referrals, refers to partners, places clients in partner sites. Local coordinator co-located in Northampton Career Center. Job referral/placement.</td>
<td>JobQuest</td>
<td>MOSES</td>
<td>Busette Livingston, SCSEP Project Director</td>
<td>413-787-6080</td>
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<tr>
<td>MA Commission for the Blind (MCB)</td>
<td>Springfield</td>
<td>Individuals who are legally blind.</td>
<td>RIP, training and mobility programs, vision evaluations, rehabilitation training, adaptive equipment: college/job site, paid paralegal interns, supported employment, vocational counseling, job development with businesses, job readiness/job placement, work-based training, funds for college textbooks/supplies/tuition, advocacy at IEP meetings, Career counseling: job readiness. Enabling the visually impaired to be self sufficient at their home, school and employment.</td>
<td>Receives referrals, refers to partners, job referral/placement.</td>
<td>Adaptive equipment provided including IT technology, JobQuest</td>
<td>AWARE</td>
<td>Keri Davidson, Vocational Rehabilitation Supervisor</td>
<td>413-785-1300 x 780</td>
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<tr>
<td>MA Rehabilitation Commission (MRC)</td>
<td>Greenfield, Franklin County, Orange/Athol and surrounding areas</td>
<td>Individuals with disability - priority for most severe disabilities</td>
<td>In-home intake, assessment, barriers identification, vocational services to support employment - job goals, college and vocational training, assessing workplace accommodations, reduce or remove barriers to employment, adaptive equipment/technology, supportive services. Also contracts for CIES services (MEBA). Resumes, online resume posting, G.I.V., 20/30/50 Ticket to Work employment assistance. Employer outreach for job development.</td>
<td>Receives referrals, refers to partners, MRC staff offer MRC career centers to meet with MRC clients. MRC CIES vendors offer MRC career centers to meet with MRC CIES clients. Job referral/placement.</td>
<td>Adaptive equipment provided including IT technology, JobQuest</td>
<td>Greenfield MRC Office front desk staff. For more complex cases refer to Linda Grisafi</td>
<td>413-774-3326</td>
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<td>MA Department of Transitional Assistance (DTA)</td>
<td>Greenfield Office serves Franklin County, Holyoke Office serves Hampden County</td>
<td>Low income families, parents, unemployed with barriers</td>
<td>Competitive Integrated Employment Services (CIES) for cash assistance clients. Contracts with FHCTC for Greenfield and Franklin County and with CPM for Orange area. Services provided by FHCTC include assessments, job readiness, job search assistance, training/WIA, if eligible, job development/placement assistance, at least 90 days follow up assistance post employment. Some funds for HIRRT tests fees, child care, and transportation for training/work. Also provides SNAP (food stamp) benefits.</td>
<td>Receives referrals, refer to partners. FHCTC operates CIES classrooms for DTA Franklin County customers. Greenfield FHCTC co-located in Greenfield Career Center part-time.</td>
<td>JobQuest</td>
<td>BEACON</td>
<td>Eberhard O’Donohoe, Full Engagement Worker, Greenfield</td>
<td>413-773-5414</td>
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<tr>
<td>Department/Office</td>
<td>City</td>
<td>Recently Unemployed</td>
<td>Services Provided</td>
<td>Partnerships</td>
<td>Internal</td>
<td>Phone/Email</td>
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<td>MA Department of Unemployment Assistance</td>
<td>Boston</td>
<td>Recently unemployed</td>
<td>Oversees the unemployment insurance (UI) program, which provides temporary income assistance to eligible workers in Massachusetts. Funds UI online assistance staff placed in local career centers.</td>
<td>State staff stationed in Career Centers receive referrals</td>
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<td>Front Desk user in Greenfield Career Center 413-774-4361</td>
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<td>Franklin County Sheriff's Office</td>
<td>Greenfield</td>
<td>Incarcerated and re-entry individuals in Franklin County</td>
<td>Education assessment/HSCE, ABE, College classes, vocational development (auto detailing, print shop, gardening, grounds maintenance, community service), job search/placement offered in-house. Also provides one-on-one pre/post job search/placement and follow up support.</td>
<td>Refers to partners. Co-located UCAF staff in Greenfield Career Center, job referral/placement.</td>
<td>JobQuest</td>
<td>Internal</td>
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<tr>
<td>Hampshire County Sheriff's Office</td>
<td>Northampton</td>
<td>Incarcerated and re-entry individuals in Hampshire County</td>
<td>In-house re-entry program. HCSD and PHCC are beginning to collaborate on cross-training staff and possible shared customer services</td>
<td>Refers to partners.</td>
<td>JobQuest</td>
<td>Internal</td>
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<td>Greenfield Community College</td>
<td>Greenfield</td>
<td>General public</td>
<td>Developmental math and English, ESL, Literacy, first level provided by TUI/ENAM, workforce training, post-secondary programs, Certificates, Associates degrees. Sector/career pathways in health care, manufacturing, and green jobs, and Info-gal. Outreach to businesses to respond to training needs. Offers classes at Smith Vocational HS, Smith College, and Franklin County Technical School. Compass supports through Title III funding.</td>
<td>Reports outcomes for approved trainings in Training Pro, NECHE accredited.</td>
<td>Receives referrals, refers to partners, PHHC on job fairs, PHHC presents certain job readiness workshops on campus. Partners with PHHC on job fairs.</td>
<td>Blended classroom, on-line classes, JobQuest, CareerCruis3 software.</td>
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<td>Holyoke Community College</td>
<td>Holyoke (Serving Hampden, Hampshire, and Franklin Counties) and Ware through EN</td>
<td>General public</td>
<td>ABE, ESL, (full range), workforce training, post-secondary programs. Certificate, Associates degrees. Sector/career pathways in health care, ESL, Health care, and ESL Culinary/hospitality as well as manufacturing and IT. Student recruiters are also case managers and job developers. Outreach to businesses to respond to training needs. Offers classes at Smith Vocational HS, Smith College, and Cooley Dickinson Hospital and in Ware.</td>
<td>Reports outcomes for approved trainings in Training Pro, NECHE accredited, LACES for Adult Education.</td>
<td>Receives referrals, refers to partners, presentations/workshops in Northampton Career Center, Job referral/placement.</td>
<td>CS101, Act Work Keys, blended Classroom, on-line classes, JobQuest</td>
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<td>MOSSES</td>
<td>Workforce Development training programs (grant-funded). Millstone Daniels, Career Development Counselor. <a href="mailto:mdaniels@hcc.edu">mdaniels@hcc.edu</a>. 413-552-2062. Millstone can refer to all HCC workforce programs.</td>
<td>Adult Education: Markets Partners. Clerical Assistant, Focused Adult and Family Education Center (PAFCO). 413-552-2991. <a href="mailto:refrence@hcc.edu">refrence@hcc.edu</a>. Can Will refers to all ABE and Workforce programs in Hampden County.</td>
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<td>College Admissions: Sharien Sanchez, Community Outreach/Admissions Counselor 413-552-0212 <a href="mailto:ssanchez@hcc.edu">ssanchez@hcc.edu</a></td>
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